

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE

Tuesday 23 June 2015 at 7.30 pm


Council Chamber - Epsom Town Hall

The members listed below are summoned to attend the Audit, Crime & Disorder and Scrutiny Committee meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor Clive Smitheram
(Chairman)
Councillor David Reeve
(Vice-Chairman)
Councillor Steve Bridger
Councillor Kate Chinn
Councillor Alex Clarke

Councillor George Crawford
Councillor Robert Foote
Councillor Peter O'Donovan
Councillor Humphrey Reynolds
Councillor David Wood

Yours sincerely



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. MINUTES OF THE PREVIOUS MEETING (Pages 5 - 10)

The Committee is asked to confirm as a true record the Minutes of the Meeting of the Committee held on 9 April 2015 (attached) and to authorise the Chairman to sign them.

3. 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.

4. COMMUNITY SAFETY PARTNERSHIP 2014/15 END OF YEAR REPORT (Pages 11 - 32)

This report informs the Committee of the work of the Epsom and Ewell Community Safety Partnership (CSP) for the year 2014/15.

5. INTERNAL AUDIT - MONITORING REPORT (Pages 33 - 50)

This report summarises progress against the audit plan for 2014/15.

6. INTERNAL AUDIT ASSURANCE REPORT 2014/15 (Pages 51 - 72)

This report advises on the internal audit assurance level for 2014/15 and summarises the performance of internal audit for that year.

7. ANNUAL GOVERNANCE STATEMENT 2014/15 (Pages 73 - 84)

This Report seeks the Committee's formal approval of the Annual Governance Statement and the arrangements made for its preparation as part of the 2014/15 financial statements.

8. PERFORMANCE MANAGEMENT: PROGRESS REPORT FOUR 2014/15 (Pages 85 - 120)

This report sets out performance against the policy committees' actions as at Progress Report Four 2014/15 (end of year) and highlights those targets rolled forward or signed off.

9. WORK PROGRAMME 2015/16 (Pages 121 - 132)

This report asks the Committee to agree the work programme for 2015/16.

10. CORPORATE EQUALITY SCHEME ANNUAL REPORT, 2014/15 (Pages 133 - 148)

This report provides an annual update on Epsom & Ewell Borough Council's Corporate Equality Scheme.

11. ANNUAL REPORT ON THE USE OF DELEGATED POWERS (Pages 149 - 154)

In accordance with the Council's Scheme of Delegation to Officers, this report sets out significant decisions taken by officers under delegated powers since 20 May 2014.

12. OUTSTANDING REFERENCES (Pages 155 - 158)

This report lists outstanding references to officers as at 23 June 2015.

This page is intentionally left blank

**Minutes of the Meeting of the AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
held on 23 June 2015**

PRESENT-

Councillor Clive Smitheram (Chairman); Councillor David Reeve (Vice Chairman); Councillors Steve Bridger, Kate Chinn, Robert Foote, Tina Mountain (as nominated substitute for Councillor Alexander Clarke), Peter O'Donovan, Humphrey Reynolds, David Wood and Tella Wormington (as nominated substitute for Councillor George Crawford).

In attendance: Councillor Vince Romagnuolo.

Surrey Police: Inspector Jackie Elkins (Borough Inspector, Surrey Police) (Items 1- 4)

Internal Audit; Lorna Raynes (Manager, Baker Tilly Risk Advisory Services LLP) (Items1 - 6).

Absent: Councillors Alexander Clarke and George Crawford.

Officers present: Kathryn Beldon (Director of Finance and Resources), Doug Earle (Head of Corporate Risk), Margaret Jones (Scrutiny Officer), Gillian McTaggart (Corporate Risk and Governance Manager) (Items1 - 7), Tim Richardson (Democratic Services Officer), Kelvin Shooter (Community Safety and Projects Officer) (Items1 - 4) and Simon Young (Head of Legal and Democratic Services).

- 1** **QUESTIONS FROM THE PUBLIC.** No questions were asked or had been submitted by members of the public.
- 2** **MINUTES.** The Minutes of the Meeting of the Audit, Crime & Disorder and Scrutiny Committee held on 9 April 2015 were agreed as a true record and signed by the Chairman.
- 3** **DECLARATIONS OF INTEREST.** No declarations of interest were made by Councillors in items on this agenda.
- 4** **COMMUNITY SAFETY PARTNERSHIP 2014/15 – END OF YEAR REPORT.** The Committee received a report informing it of the work of the Epsom and Ewell Community Safety Partnership (CSP) for the year 2014/15.

The Committee noted the budgetary and funding position of the Partnership. Funding was provided to the CSP through annual contributions from Surrey County Council and Epsom and Ewell Borough Council, and from individual grants from the Police and Crime Commissioner (PCC). It was noted that the PCC did not provide an annual contribution to the funding of the Partnership, but made grant funding available for specific activities and projects. A recent grant which the CSP had successfully applied for had provided funding for two off-road bikes for use in addressing issues on the Longmead estate.

The Committee noted that the Partnership's annual expenditure exceeded its income, and that its activities were partly funded through use of its working balance. Officers informed the Committee that if the current level of funding continued, the Partnership would not be able to resource any intervention work in 4-5 years' time.

The potential to work in tandem with neighbouring CSPs to address funding pressures had been considered by the Partnership, but it had been identified that this would not reduce costs, and that the issues faced by the Epsom and Ewell area were not in common with those of neighbouring CSPs.

The Partnership's budget retained a £10,000 allocation for support of a Domestic Homicide Review, should one be necessary within the Borough. Officers informed the Committee that should this budget not be available from the CSP, it was likely that the Borough Council would be required to fund such a Review if one was necessary.

Following consideration of the report, the Committee noted the work and expenditure of the CSP over the 2014/15 financial year.

5 INTERNAL AUDIT – MONITORING REPORT. The Committee received a report summarising progress against the Audit Plan for 2014/15.

The Committee considered the following matters:

- Property Maintenance and Post Implementation Review of CRM Audit reports. The Committee noted that these reports were still in draft form, and would not be presented to the Committee until finalised by the Auditor.
- Payroll Audit report. The Committee was informed that the Council was taking action to address the issues identified in the Auditor's Payroll report. It was noted that the issues raised by the Auditor included items related to BACS payments and the documentation of controls.
- Procurement Audit report. The Committee was informed that Officers would be undertaking a health check of procurement arrangements in the next few weeks, with a result by the end of July 2015.
- Procurement arrangements – Agency staff. The Committee was informed that a report regarding procurement arrangements for agency staff would be presented to the Strategy and Resources Committee on 24 June 2015.

6 INTERNAL AUDIT ASSURANCE REPORT 2014/15. The Committee received a report presenting the Internal Audit Annual Report 2014/15, and a review of the performance of Internal Audit for the year.

The Committee considered the following matters:

- Payroll Audit report. The Head of Corporate Risk informed the Committee that Officers reviewed payroll processes frequently, and that BACS payment authorisation procedures had recently been revised in accordance with the Auditor's recommendations. The Council operated a payroll Bureau, which provided Payroll services to Mole Valley and Tandridge District Councils, and officers in the department were learning each other's duties to increase service resilience.

- 7 ANNUAL GOVERNANCE STATEMENT 2014. The Committee received a report seeking its formal approval to the Annual Governance Statement 2014/15 and the arrangements made for its preparation.

The Committee noted the following corrections to typographical errors in the Annual Governance Statement attached as the Annexe to the report:

- Paragraph 3 (page 1) should have read - "This statement explains how Epsom and Ewell has complied with the code and also meets the requirements of the Account and Audit (England) Regulations **2011** and accompanies the 2014-15 Final Accounts." (amended text in Bold and Underlined).
- The date for item no. 1 of the table in paragraph 9 (page 5) should have read: "March **2016**" (amended text in Bold and Underlined).
- The first bullet point within the table at the top of page 3 should have read: "The Council has in place an approved Whistleblowing Policy for investigating complaints, **and** established anti-fraud and corruption arrangements." (amended text in Bold and Underlined).
- The third bullet point within the table at the top of page 4 should have read: "Performance management reports are taken ~~place to~~ **the** relevant ~~the~~ policy committees and the Audit, Crime & Disorder and Scrutiny Committee over the course of the year. Based on the information provided during the year and reviews of data quality, adequate controls are in place." (amended text Struck-through and in Bold and Underlined).
- The fifth bullet point within the table at the top of page 4 should have read: Annual Service Plans are monitored and updated **by** the relevant Committee." (amended text in Bold and Underlined).

Following a question from a Member of the Committee regarding the status of the project to redevelop land at Upper High Street, it was noted that the project was currently paused due to matters outside the Council's control.

Following consideration, the Committee:

- Confirmed the adequacy of the arrangements made for preparing the Annual Governance Statement;
- Agreed that the final version of the Annual Governance Statement be approved by the Strategy and Resources Committee, subject to the correction of the typing errors detailed above.

- 8 PERFORMANCE MANAGEMENT: PROGRESS REPORT FOUR 2014/15. The Committee received a report setting out performance against the Policy Committees' actions as at the end of the 2014/15 financial year, and highlighting those actions which had been 'rolled forward' to the 2015/16 year, or 'signed-off'.

The Committee noted the targets for 2014/15 which had been 'rolled-forward' to 2015/16 or 'signed-off', and considered the following matters:

- Reason for 'signing-off' actions. The Committee requested that in future reports the broad reason for 'signing-off' each 'signed-off' action be given.

- Review of Performance Management System. The Committee was informed by the Director of Finance and Resources that the Council's Performance Management system would be reviewed once the New Corporate Plan had been agreed. This would enable the system to be amended to best suit the structure of the objectives contained within the Plan.
- Progress on refurbishment of Horton Chapel. The Committee noted that a report regarding Horton Chapel would be presented to the next meeting of the Strategy and Resources Committee.

9 WORK PROGRAMME 2015/16. The Committee received a report asking it to agree its work programme for 2015/16.

The Committee considered and agreed its work programme as detailed at Annexe 1 to the report. The Committee also agreed to appoint the following Members to three separate task groups to undertake reviews into services as follows:

- Review of the administrative arrangements for publicising and determining planning applications. Membership: Councillors David Reeve, Humphrey Reynolds and Clive Smitheram. It was noted that a report from this task group was anticipated to be presented to the Meeting of the Audit, Crime & Disorder and Scrutiny Committee on 4 February 2015.
- Review of the Council's Social Centres. Membership: Councillors Kate Chinn, Robert Foote, David Reeve, and Clive Smitheram. It was agreed to co-opt a member of the Strategy and Resources Committee nominated by that Committee's Chairman to this task group. It was noted that a report from this task group was anticipated to be presented to a Special Meeting of the Audit, Crime & Disorder and Scrutiny Committee on 6 October 2015.

Note: following the meeting it was confirmed that the Member of the Strategy and Resource Committee nominated by its Chairmant to be co-opted by this task group was Councillor Tony Axelrod.

- Review of the Routecall service. Councillors Steve Bridger, David Reeve, and Clive Smitheram. It was agreed to co-opt a member of the Strategy and Resources Committee nominated by that Committee's Chairman to this task group. It was noted that a report from this task group was anticipated to be presented to a Special Meeting of the Audit, Crime & Disorder and Scrutiny Committee on 6 October 2015.

Note: following the meeting it was confirmed that the Member of the Strategy and Resource Committee nominated by its Chairman to be co-opted by this task group was Councillor Richard Baker.

10 CORPORATE EQUALITY SCHEME ANNUAL REPORT, 2014/15. The Committee received a report presenting the Corporate Equality Scheme Annual Report 2014/15. The Committee did not identify any areas of concern within the report.

- 11** ANNUAL REPORT ON THE USE OF DELEGATED POWERS. In accordance with the Council's Scheme of Delegation to Officers, the Committee received a report setting out significant decisions taken by officers under delegated powers since 20 May 2014. The Committee was informed that Delegated Authority Decision Form 424 was not recorded in the Annexe to the report. The Chairman had discussed this matter with Officers and informed the Committee that he had been assured that this was not a matter for concern.

In response to a question from a Member of the Committee, the Head of Legal and Democratic Services informed the Committee that all decisions detailed within the report and Annexe had been authorised by the Chief Executive. Following the recent management restructure of the Council, the procedure for authorising significant decisions taken by officers under delegated powers would be reviewed. The Committee was informed that one possible outcome of this review was that authorisation might be permitted by either the Chief Executive or Director of Finance and Resources in future.

Note: following the meeting Officers confirmed that Delegated Authority Decision Form 424 (referred to above) related to the purchase of 2 Shopmobility Scooters. This decision had been reported to Councillors in the Members Briefing document circulated on 30 May 2014.

- 12** OUTSTANDING REFERENCES. The Committee received and noted its outstanding references. The Committee was informed that a report regarding Information Governance would be presented to its November 2015 meeting. The Committee was informed that this report had initially been scheduled for the November 2014 meeting of the Committee, but had been delayed in order to enable it to detail the significant amount of work which had been undertaken relating to the issue over the past year.

The meeting began at 19.42 hours and ended at 21.00 hours.

CLIVE SMITHERAM
Chairman

This page is intentionally left blank

COMMUNITY SAFETY PARTNERSHIP 2014/15 – END OF YEAR REPORT

Report of the: Chief Executive
Contact: Kelvin Shooter
Urgent Decision?(yes/no) No
If yes, reason urgent decision required:
Annexes/Appendices (attached): Annexe 1 - Epsom & Ewell Community Safety Partnership Review Report June 2015
Annexe 2 - Community Safety Partnership Action Plan 2014/15
Annexe 3 - Community Safety Funding Plan 2014/15
Other available papers (not attached):

REPORT SUMMARY

This report informs the Committee of the work of the Epsom and Ewell Community Safety Partnership (CSP) for the year 2014/15.

RECOMMENDATION (S)

- (1) The Committee is asked to note and comment on the work and expenditure of the CSP over the 2014/15 financial year.

Notes

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

- 1.1 The Council had, during the period this report covers, the following priority for 2014/15: 'Safer and stronger communities – promote safer, more active and caring communities'. This encompasses a desired and legal commitment from the Council to work with the Police and other organisations to reduce anti-social behaviour, fear of crime and consider a range of activities and interventions that have an impact upon the general safety of the community.

2 Background

- 2.1 The Crime & Disorder Act 1998 set up the requirement for local authorities and police authorities to jointly conduct crime & disorder audits and based upon those audits develop strategies to deal with identified issues. This was managed under the banner of 'Crime & Disorder Reduction Partnership'.

- 2.2 Over the years this has evolved through legislation, such as the Police & Justice Act 2006, and operational necessity to include organisations such as Fire and Rescue, The Probation Service and Health. To reflect the wider partnership the name was changed to become 'Community Safety Partnership'.
- 2.3 The Policing & Social Responsibility Act 2011 removed the Police Authorities and replaced them with Police & Crime Commissioners (PCC). With regard to the PCCs engagement with a CSP the 2011 Act has removed the mandatory requirement for the PCC to take over the previous role of the Police Authority and have left it to the PCC and CSP to decide the best way to work together.
- 2.4 Prior to the 2011 Act the CSP received funding directly from the Home Office to cover its operating costs and to finance the undertaking of the strategic work it had agreed in the action planning process. As a result of the 2001 Act this funding was removed from the CSP and given to the office of the corresponding Police & Crime Commissioner. The Surrey PCC does not currently fund the operating costs of the Borough CSPs although it should be noted that the Commissioner is sympathetic to the funding challenges facing the Surrey CSPs. The CSP also can bid for PCC grants for specific projects that meet the PCC criteria.
- 2.5 The Anti-Social Behaviour, Crime and Policing Act 2014 gave the Council and its partners increased opportunities to tackle the causes and issues surrounding anti-Social behaviour and crime and in doing so made those agencies more accountable to the community.
- 2.6 The purpose of this report is to present the Audit, Crime & Disorder and Scrutiny Committee with the CSP performance management report for 2014/15. This report also brings to the attention of this Committee a fundamental review of the CSP (Annex 1) in terms of its operational capabilities and how it can be most effective in the future given the resources available to it.

3 2014/15 Partnership Plan

- 3.1 The CSP agreed an annual Partnership Action Plan (Annexe 2) and budget for the year (Annexe 3) shows the end of the year position against the 2014/15 Action Plan.
- 3.2 Of the 16 actions, 11 achieved 'green' (achieved status), 3 achieved 'amber' status (partially achieved/in progress) and 2 achieved 'red' status (not achieved).
- 3.3 Comment on 'Red' status items;

The loss of the qualified programme organiser early in the year halted the sessions for domestic abuse victims and witnesses. Due to the specialist nature of the qualifications and experience required to carry out these sessions it has not been possible to find a replacement.

Comment on 'Amber status' items;

Substance abuse education: Awaiting appointment of Town Centres Manager to negotiate space in retail areas.

Town Centre Environmental Visual Audit: Unable to identify resources to carry out regular audits.

Targeted domestic burglary areas: Change of key personnel and command in the Neighbourhood Policing who are now reviewing their priorities.

4 Proposals

- 4.1 The action plan for the coming year is to be based upon the adopted recommendations of the review. These are;
- 1) The residual CSP funds to be retained for unforeseen liabilities and statutory requirements of the CSP e.g. Domestic Homicide Reviews.
 - 2) The CSP maintain capabilities to deal with statutory obligations placed upon it and as a point of contact for CSP matters.
 - 3) Joint Action Groups and Community Intervention Action Groups to be convened as and when problems with areas or individuals arise.

5 Financial and Manpower Implications

- 5.1 Finances for the work of the CSP are ring fenced in a separate budget that is currently controlled by the CSP and administered by the Council's Finance Department.
- 5.2 **Chief Finance Officer's comments:** No comments for the purposes of this report.

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

- 6.1 The work of the CSP is legislated for in the following Acts of Parliament;
- The Crime & Disorder Act 1998
 - The Police & Justice Act 2006
 - The Policing & Social Responsibility Act 2011
 - The Anti-Social Behaviour, Crime & Policing Act 2014.
- 6.2 **Monitoring Officer's comments:** No comments for the purposes of this report.

7 Sustainability Policy and Community Safety Implications

- 7.1 As conveyed in this report and the attached Annexe 1.

8 Partnerships

- 8.1 The CSP is by definition a partnership of which the Council is a statutory member. Historically the Council has fulfilled the role as administrator to the CSP and provides additional resources for the administration beyond that available to the CSP.

9 Risk Assessment

- 9.1 The risks to the CSP members have been identified in the review and taken account of in the review's recommendations.

10 Conclusion and Recommendations

- 10.1 The 2014/15 review has provided a platform by which the CSP can remain sustainable and fulfil its obligations.

WARD(S) AFFECTED: All.



Review of the Epsom & Ewell Community Safety Partnership 2015



Purpose

This report explores:

- the current status of the Epsom & Ewell Community Safety Partnership (CSP),
- the requirements of the CSP now and in the future,
- the capacity and resources available to the CSP,
- options for meeting its requirements in the future.

Background

The Crime & Disorder Act 1998 set up the requirement for local authorities and police authorities to jointly conduct crime & disorder audits and, based upon those audits, develop strategies to deal with identified issues. This was managed under the banner of 'Crime & Disorder Reduction Partnership' (CDRP).

Over the years this has evolved through legislation, such as the Police & Justice Act 2006, and operational necessity to include organisations such as Fire and Rescue, The Probation Service and Health. To reflect the wider partnership the name was changed to become 'Community Safety Partnership'. This 2006 Act also provided an opportunity for the work of the local CSP to be examined through the Local Authority scrutiny process.

The Policing & Social Responsibility Act 2011 removed the Police Authorities and replaced them with Police & Crime Commissioners (PCC). With regard to the PCCs engagement with their corresponding CSPs the 2011 Act has removed the mandatory requirement for the PCC to take over the previous role of the Police Authority and have left it to the PCC and CSP to decide the best way to work together.

Prior to the 2011 Act the CSP received funding directly from the Home Office to cover its operating costs and to finance the undertaking of the strategic work it had agreed in the action planning process. As a result of the 2011 Act this funding was removed from the CSP and given to the office of the corresponding Police & Crime Commissioner. The Surrey PCC (SPCC) does not currently fund the operating costs of the Borough CSPs. The CSP can bid for SPCC grants for specific projects that meet criteria set by the SPCC.



All statutory partners under the legislation have an equal role and responsibilities to maintain and deliver the CSP. The local authority in being the receiver of the Home Office grant between 1998 and 2011 and, to a lesser degree the Police who were a major recipient of that grant have assumed the roles of the organiser and logistical provider for the CSP and its sub groups. In the absence of external resourcing of the CSP the partners who have shouldered the burden of the logistics and administration would in all likelihood be required to continue this role if the CSP is expected to function in the future.

Legal Implications

The four pieces of UK legislation that are concerned with Community Safety Partnerships are;

- Crime & Disorder Act 1998
- Police & Justice Act 2006
- Policing & Social Responsibility Act 2011
- ASB & Policing Act 2014

The wording of the acts pertaining to the establishment and maintenance of the CSP are open to interpretation and lack any guidance as to the intention of the requirements. This may explain why across the country there are so many variations to the composition, methods of delivery and terms of reference.

In attempting to determine what the minimum requirements are of a CSP the 1998 Act is not prescriptive as can be seen from the relevant section below.

Section 17 of the Act says:

“Without prejudice to any other obligation imposed upon it, it shall be the duty of each authority to which the section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all it reasonably can to prevent crime and disorder in its area.”

The current Terms of Reference (ToR) of the CSP (Appendix 1) are based upon achieving the aims of the above. These were originally developed when the CSP was the CDRP. The structure of the CSP under its ToR was set up to deliver a range of programmes, activities targeting identified issues that were agreed as priorities on an annual basis. The wording of the ToR would infer that there would be an ongoing commitment to funding streams that would allow it to undertake activities and programmes designed to achieve the vision.

Legal advice taken would indicate that the minimum the partnership is obligated to do under the relevant legislation is;



- 1) To produce an annual strategy for reducing crime and ASB in the Borough. (See Surrey two tier CSP structure).
- 2) To maintain a partnership where statutory partners are provided with an opportunity to reduce crime and ASB in the Borough
- 3) To maintain a capability to react to actions that is a statutory requirement of the CSP e.g. Domestic Homicide Reviews, Community Triggers, Scrutiny representation.

CSP Peer Findings

Community Safety managers in a number of Surrey and surrounding local authorities were interviewed to ask them questions on the future and sustainability of their own CSPs.

From those discussions it was deduced that;

- The lack of direct funding for community safety activities has limited the CSPs ability to act strategically.
- The reduced level of resourcing has meant that the service is more reactive than proactive.
- The current levels of activity by CSPs are unlikely to be maintained in the future as resources become more stretched amongst all the partners.
- Statutory partners have become increasingly difficult to engage with.
- The cycle of CSPs meetings, especially the sub groups of the CSP (CIAG and JAGs) are being used and convened only as and when required.
- The move to consider joining up of borough/district CSPs is a necessity to retain critical mass in order to be able to function as an effective service and act strategically
- There are concerns that whilst there are benefits of County and District/Borough group CSPs, the benefits of such arrangements should be weighed against the loss of focus upon local issues.
- Unitary authority models of CSP delivery cannot be easily transposed upon similar services being delivered in two tier systems. This is largely due to a critical mass of resources available to a single tier authority that has so far allowed them to maintain a service comparable to the one when it was directly Home Office funded.



Surrey Two Tier CSP Structure

Surrey has developed a two tier CSP structure. Each District and Borough has historically created its own CSP serviced by officers employed via the individual CSPs and each resourced through Home Office grants. In addition to the County Community Safety Unit facilitated by the County Council there is a Community Safety Board that is similar to the CSPs but has representation from District & Boroughs. This County board is chaired at this time by the Surrey Police and Crime Commissioner.

The County and District/ Borough CSPs (D&Bs) run alongside each other, the main link being the Single Surrey Strategic Assessment¹. This assessment has been the basis by which local CSPs have constructed their ASB and crime reduction programmes of activities. The reduction of resources available to CSPs has limited local gathering of data, the County's ability to analyse that data and then the ability for the final data to be converted into programmes of activity.

In general it is felt there has not been duplication operationally through having the County and D&B CSPs running in parallel. The County, in addition to providing strategic analysis has been involved with programming and activities that benefit from a county wide approach such as the provision of domestic abuse sanctuary and outreach contracts.

It cannot be said if the reduction in local government resources will impact upon the County's CSP capabilities. Should they reduce what they currently provide in terms of strategic analysis and county wide programming, the services that are provided to this CSP by the County CSP are beyond the resources and capacity of the local CSP to fulfil.

CSP Finances

When originally set up in 1998 the Partnership received an average of £78K² per annum in the form of a Home Office grant and a total average income of £169K. This covered the administration and operation of the partnership's governance in addition to crime reduction work carried out by the partnership's officers and the Police.

¹ Created by the Surrey CC CSP Unit based upon information received from the Police, District & Boroughs and other organisations with links to Community safety.

² This is the average amount of figures obtained between 2004 and 2012 the highest amount being £164K the lowest in the final year of funding being £24K.



The Partnership continued to receive Home Office funding until 2011 when it was withdrawn from the Partnership and an amount for ASB and crime reduction was placed with the newly created office of the Surrey Police & Crime Commissioner.

In losing the Home Office income stream in 2011 the CSP has only received since that time a total of £4.75K per annum of combined Borough and County funding³.

The CSP at the time of writing this report holds £80K. This is mostly the residual funds external income and grants prior to 2011.

The CSP currently funds the equivalent of one day per week of officer time for its administration. This equates to an annual cost to the CSP of £7K.

Other costs of CSP work are absorbed by officers of the Epsom & Ewell Council's Policy & Partnership Division.

The CSP works to a budget set by a notional drawdown against areas of the work in the agreed action plan. Any monies not used are returned to the pot at the end of the year.

Since losing the capacity to run activities and programmes the drain on the monies held by the CSP has lessened dramatically. It now only finances occasional items that are agreed by the CSP on a one off basis.

CSP Staffing

Prior to the removal of Home Office funding in 2011 the CSP was serviced by a full time Community Safety Officer and a full time Community Safety Administrator. Additional temporary specialist staff were employed dependent upon the implementation needs of the CSP's strategy.

On cessation of the Home Office funding the CSP agreed to fund CSP administration on the basis of one day a week. The Epsom & Ewell Borough Council agreed to fund the work of the current Community Safety Officer in a joint Community Safety and Projects role for four days per week for a two year fixed term period. Both the Community Safety Administration and the Community Safety Officer roles were combined into a fixed term full time post. This post comes to an end in May 2015.

CSP Sub Groups

Two sub groups have developed from the CSP.

³ This excludes grant aiding specific to ring fenced projects where the funding cannot be used for general CSP spending.



- 1) Joints Action Groups (JAGs) that consider areas and places where ASB and crime have been identified. And
- 2) Community Incident Action Groups (CIAGs) that consider individuals and or families that have been identified as involved in crime and ASB.

The aim of these groups is to bring together the agencies that have been identified as either having a professional interest in the individual(s)/area or identified as being able to contribute to the resolving of the problems.

Prior to 2013 these groups were constituted to meet cyclically (monthly) and to have a rolling agenda with issues/individuals being added as they were identified and then removed when either the problem was dealt with or the group determined that it could no longer have a positive impact through this method resolution.

Since 2013 the JAG has become an issue specific group. That is, a JAG is convened to deal with a specific issue. The benefits of this arrangement is that it is possible to identify those parties who have an interest in the issue (and can have a positive impact) and then focus upon the issue until it resolved.

The CIAG continues at this time to be a cyclical meeting where with the individuals grouped into youth and adults on the same agenda. One of the major weaknesses of the meetings has been lack of agencies attending that are critical to the resolution process. This is particularly so when other agencies attending have had a wasted appearance due to the lack of others who would be needed to act or provide information.

Given the greater success of the JAG in changing from cyclical meting to issue specific meetings there is a strong case to use that methodology for future CIAG matters.

Risk

The future role and funding of the CSP continues to be uncertain. The election of the PCC saw the Home Office funding transferred to the PCC. No direct funding, other than for specific project grants, has been forthcoming from the PCC to District & Borough CSPs and there is no indication that this position will change in 2014/15 or beyond. The CSP currently has a residual fund which has enabled work to continue, but it is likely that annual expenditure will exceed income which will gradually deplete this reserve. As such the CSP will need to either seek out other sources of funding if it wishes to continue to function at current or previous levels or consider modifying its operations to reflect its current ability to deliver.



A number of the partner organisations are going through structural and organisational change at this time which may in the short term affect their ability to engage with the CSP, and in the long term their revised objectives may place differing demands upon the work of the partnership thereby bring into question the benefits of their involvement for themselves and for the partnership per se. The CSP has benefitted in the first part of this year by the continued interest shown by Surrey Public Health and more recently by the interest shown by the Surrey Downs CCG which is now engaging with the CSP.

There are a number of activities that the CSP is required to undertake e.g. strategy formulation, scrutiny, Domestic Homicide Reviews and Community Triggers, which, should it completely lose its operational capabilities, it would not be able to fulfil. Should the local authority in its resourcing of the staff time or the Police (who play a major role in the organisation of the sub groups of the CSP) be unable to resource their current 'parent' roles, then there would be a risk that the partnership will not be able to fulfil these responsibilities.

Conclusion

The original legislation that triggered the need to set up the CSP in 1998 came with an annual grant. That funding allowed it to meet its organisational costs and pay for work resulting from its strategic aims and objectives. The lack of prescription in the legislation and the availability of funding set the tone for how the CSP set itself up to operate and the scope of its work.

The removal of those funds in 2011 was not accompanied by any guidance on how the CSP should now fulfil its function. It would appear that in the interim the CSP has attempted to maintain its previous levels of service using residual funds remaining from its pre 2011 Home Office grant funding, small amounts of local grant aiding and funding in kind in the guise of officer time of the partners, mainly that of the Borough Council and the Neighbourhood Police.

The lack of funding for strategic work in the areas of intervention and education has understandably made it difficult for partners, particularly those outside of mainstream crime and ASB, to justify their engagement. This has been increasingly so since all public sector organisations have faced dwindling resources and with that constraints upon their time.

The opportunity to join with a neighbouring CSP has come about with the formation of the 'East Surrey CSP'. Enquiries into the potential of such an amalgamation would indicate the requirement for a successful partnership would require resources beyond those available to this CSP. Along with a potential loss of local focus it is felt that such a move would not be at this time in the best interests of the CSP.



With no indication of funding opportunities to match those of pre 2011 and with increased pressures upon the resources of the partners, statutory and non-statutory and the eventual depletion of its existing funds it is not expected that the CSP will be able to offer a service greater than the minimum which is required under the prevailing legislation and aimed at very localised targeting when resources can be accessed. That legislation in not being prescriptive allows the CSP to set its own level of service, Based upon the legal view of what the CSP must provide it is suggested that that level of service in future consist of;

1. A capability to draw together knowledge of the Community Safety landscape using readily available data and local knowledge of what the issues and drivers are in reducing crime and ASB.
2. Mechanisms and channels of communication by which partners can impart relevant information to the other partners and equally receive information that would be useful to their own organisations.
3. A capability to deal with local issues of crime and ASB involving individuals and places (CIAGs and JAGs).
4. A capability to respond to statutory requirements placed upon CSPs such as Domestic Homicide Reviews, Community Triggers and other mechanisms set up under the ASB and Policing Act 2014.
5. An ability to report to the relevant scrutiny body within the Borough Council on how it has responded to its crime and disorder functions.

This page is intentionally left blank

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE

23 JUNE 2015

Epsom & Ewell Community Safety Partnership Action Plan – 2014/15

KEY PRIORITY	ISSUE	ACTION REQUIRED	AGENCIES INVOLVED	RESOURCE/ COST IMPLICATION	TIMESCALES	EXPECTED RESULTS/OUT COMES	UPDATE
Domestic Abuse	Crush Project - Sessions	Run programme for teens.	CS Academy (or nominated body)	£750	By March 2015	10 teens benefitting from the programme	Red - Key worker on maternity leave.
Domestic Abuse	Children affected by DA	Run programme for children affected by DA	CS Academy	£750	By March 2015	10 children benefitting from the programme	Red - Key worker on maternity leave.
Domestic Abuse	Women affected by DA	Run programme for women affected by DA	CS Academy	£750	By March 2015	10 women benefitting from the programme	Green – Joint session with Elmbridge run in Burhill.
Domestic Abuse	Maintain readiness in the event of a DHR review.	Update changes to process, update list of DHR Chairs	All	£10,000 contingency	If and when required.	Ability to comply with Home Office requirements in the event of a DHR	Green – The CSP remains in readiness should notification of a DHR occur.
Domestic Abuse	Publicise the avenues for those who are experiencing DA	Target public building for the display of contact detail 'stickers' during DA week	Domestic Outreach Service/CSP	Minimal – from DA awareness budget.	Oct 14	Greater awareness of DA issues and providing contact sources for those who have been affected by DA.	Green – In house DA awareness achieved over DA week.

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE

23 JUNE 2015

Page 26

KEY PRIORITY	ISSUE	ACTION REQUIRED	AGENCIES INVOLVED	RESOURCE/ COST IMPLICATION	TIMESCALES	EXPECTED RESULTS/OUTCOMES	UPDATE
ASB/ Domestic Abuse	Effects of substance misuse on ASB and healthy relationships.	Development of teaching resources around 'Myth-Busters' film	CSP, Babcock 4S	£6,700	By July 2014	Teaching materials successfully trialled and then used in Epsom/Surrey schools	Green – teaching pack finalised. Seeking funding to role out in schools as part of a teacher training package.
ASB/Town Centre Action Zone (TC violence)	Support for the Street Pastors	Assist SP in training costs (1/3 of cost)	All	£500 (5X £100)	As required.	Sustainability of SP in Town Centre.	Green – Support for Street pastors maintained.
All	To educate on the negative aspects of substance misuse.	To provide a high profile information stand in heavy footfall retail area	Public Health	Minimal – from preventative substance misuse budget.	One day a month for year	Demonstrably increased public awareness of the negative aspects of substance misuse.	Amber – Loss of Business Development Manager who was negotiating the pitch.
Town Centre Action Zone/ASB	Conduct test purchases associated with underage sales of alcohol.	E&E with Surrey CC Environmental health to conduct age related test purchases	E&E + Surrey CC Environmental Health	No direct costs	TBC	Confidence in the application of licensing regulations by retailers.	Green – Surrey Trading Standards have conducted 9 test purchases in 14/15 – all negative
ASB/Town Centre	Environmental state of Town Centre	Environmental audit (daytime and night time)	TBA	No direct costs	TBC	The production of an environmental audit that can	Amber – Awaiting identification of resources to carry

ANNEXE 2
AGENDA ITEM 4

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE

23 JUNE 2015

		using measurable inspection criteria				facilitate actions required to improve the visual condition of the Town Centre.	out these audits.
KEY PRIORITY	ISSUE	ACTION REQUIRED	AGENCIES INVOLVED	RESOURCE/ COST IMPLICATION	TIMESCALES	EXPECTED RESULTS/OUT COMES	
Town Centre Violence/Town Centre Action Zone	Targeting areas and times where drug possession is known	Police exercises to detect, stop and search individuals in possession of illegal substances.	Police.	Police staffing costs	Feb 2015	Reduction in levels of drug possession in Town centre and associated violence.	Green – Program of zero tolerance to drug supply and possessions established with pubs and clubs.
Domestic Burglary	Targeted domestic burglary area	Extension of street/ area property marking/	Police	£2,000	TBC	X number of streets/localities actively participating in burglary reduction programmes.	Amber – Awaiting details from Police.
ASB/DA/ Substance misuse.	Family Support Programme	Maintaining lead role and providing logistical support for cross Borough team	Family Support Team/CSP	None – scheme funded via DCLG and Surrey CC.	Throughout year	DCLG/Surrey CC targets for referrals/worked with families achieved.	Green – Based upon Surrey results an extension programme has been awarded by the DCLG.
Violent crime/ASB	Counter-terrorism	Implementation of 'Prevent' strategy action plan.	'Prevent team', local police CSP partners.	No direct costs	As per timetable	Objectives of 'Prevent' action plan achieved.	Green – CSP fully signed up to the Prevent objectives.

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE

23 JUNE 2015

KEY PRIORITY	ISSUE	ACTION REQUIRED	AGENCIES INVOLVED	RESOURCE/ COST IMPLICATION	TIMESCALES	EXPECTED RESULTS/OUT COMES	UPDATE
All	Public consultation and information sharing	Event planning between PCC and CSPO	PCC and all E&E CSP	£1000 budgeted for joint event.	November 2014.	Partners and associated groups perception of a joined up approach to CS in the Borough. Public satisfaction with CSP and PCC activities.	Green – Joint event planned for the 2 nd December 2014.
Longmead Action Zone/ ASB	Monitoring youth ASB	To determine whether or not the levels of youth ASB require a special JAG	Police. The Beat, Surrey Youth Service, E&E Leisure Dev. Chelsea FC	None envisaged at this stage	Consultation in June 14. Special JAGs to be organised if required.	Levels of youth ASB at an acceptable level or interventions if levels exceed acceptable.	Green – Actual levels of youth ASB have been reduced.

This page is intentionally left blank

AUDIT, CRIME DISORDER AND SCRUTINY COMMITTEE

23 JUNE 2015

Total Community Safety Fund: £86,800.47 (Including received income received during 2014/15)

PROJECT TITLE	BRIEF DESCRIPTION	RELATED PRIORITY	ALLOCATED FUNDS	Comments
Community Safety Officer	Support provided to Partnership	All	7,000	Support for Partnership (based on 1 day a week)
Partnership Plan Intervention fund*	Partnership Plan activity for 2014/15 and emerging issues/interventions from JAG/CIAG and issues relating to Town Centre CSTCAZ and Longmead Estate CSLMAZ	Domestic Burglary/ Town Centre Violence/ Shoplifting/ ASB/	7,000	To include issues arising from JAG/CIAG,Town Centre TCAZ and Longmead LMAZ. To support the traing needs of the Street Pastors (1/3 training costs at £100 per candidate). £2000 allocated to Domestic Burglary targeted areas. £515 spent on Pubwatch anti drugs window stickers (see income related to this item).
Domestic Abuse awareness	Support to promote awareness of domestic abuse in local schools	Partnership Plan delivery	3,000	To provide a range of support programmes for women, children and young adults who have been the victims of or have witnessed DA.- £273 spent to date (Freedom Programme courses)
Myth-Busters'	To develop the of DVD production in to a teaching resource for Epsom schools.	Domestic Abuse/ ASB	6,700	£4,700 awarded for 'Myth -Busters' lesson plan development in. A further £2,000 has been allocated from the original project (Phizer sponsorship) to meet the £6,700 development costs. There may be a small amount of post project costs to cover printing/packaging. It is anticipated these can be recouped from schools outside of the Borough/County. The project has now been completed and awaiting invoice from babcock International.
Preventative Substance misuse work	Support to promote awareness of drug abuse	All	3,000	To support education and prevention programmes.
Domestic Homicide review	Support a review, should this occur, in the borough	Domestic Abuse	10,000	Ringfenced contingency funds, to be used only if the need for a review arises.
Community Showcase/ consultation event	To create a public event showcasing the work of the Community safety partners	All	1,000	To incude venue hire, catering and support for groups to attend. To be done inconjunction with the PCC annual summit.
TOTAL ALLOCATED 2014/15			£37,700	
TOTAL FUND REMAINING (After draw down)			£48,100	

AUDIT, CRIME DISORDER AND SCRUTINY COMMITTEE
23 JUNE 2015

Total CSP income for 2014/2015		Notes
	£	
EEBC contribution	1,500	Received
SCC contribution	3,294	Confirmed
PCC grant -anti drugs	500	Confirmed
TOTAL	5,294	

Total CSP expenditure for 2014/15		Notes
	£	
CSP Admin	7,000	
DA workshops	273	
Myth Busters	6,700	
Anti Drug campaign	515	
TOTAL	14,488	

INTERNAL AUDIT – MONITORING REPORT

<u>Report of the:</u>	Director of Finance and Resources
<u>Contact:</u>	Doug Earle or Gillian McTaggart
<i>Urgent Decision?(yes/no)</i>	No
<i>If yes, reason urgent decision required:</i>	N/A
<u>Annexes/Appendices (attached):</u>	<u>Annexe</u> - Internal Audit Progress Report
<u>Other available papers (not attached):</u>	Strategy for Internal Audit for 2014/15 Agenda and Minutes of the meeting of the Audit, Crime & Disorder and Scrutiny Committee 9 April 2015.

REPORT SUMMARY

This report summarises progress against the audit plan for 2014/15.

RECOMMENDATIONS

- | | |
|---|--|
| <p>(1) That the Committee receives the Internal Audit Progress Report for 2014/15.</p> | |
|---|--|

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

- 1.1 None for the purposes of this report.

2 Background

- 2.1 The Committee's terms of reference includes the requirement to monitor implementation of recommendations from the external and internal auditors.
- 2.2 On 9th April 2015 the Committee received the internal audit progress report for 2014/15. There were no matters arising where the Committee required further reports.
- 2.3 The Committee endorsed the Strategy for Internal Audit for 2014/15 on 19 June 2014.

3 Audit Findings

- 3.1 The Internal Audit Progress Report covering the period to date for 2014/15 is attached as the Annexe to this report.

- 3.2 The report monitors the delivery of the audit programme and contains the key features that this Committee has requested. Baker Tilly use the traffic light system of Red, Amber and Green. Amber has been split into two classifications (Amber-Green and Amber-Red) in order that the auditors can give a clear indication of whether an assurance is positive or negative. During the year, progress reports will reflect the opinions given and build a picture of findings towards the end of year opinion. The recommendations within each report are categorised as High, Medium or Low.
- 3.3 The report (see Annexe) monitors the effective delivery of the audit programme and contains the key features that this Committee has requested previously:-
 - 3.3.1 It provides a summary of progress against the internal audit plan.
 - 3.3.2 Internal Audit Plan Performance.
 - 3.3.3 Any alterations to the Audit Plan are highlighted, as are any planning issues.
 - 3.3.4 Key Findings from Internal Audit Work, identifying the headline findings and the agreed recommendations.
- 3.4 Three reports have been finalised since the last monitoring report, these are Freedom of Information (Amber/Green), Payroll (Amber/Red) and Emergency Planning/Compliance with Civil Contingencies Act (Green).
- 3.5 The Committee should note that Payroll was rated as an Amber/Red as there were some control weaknesses regarding the payments through BACS, the recording of overpayments, and ensuring reconciliations are done on a timely basis. One recommendation to reduce the net pay exception to £25 was not accepted although the Payroll Manager accepted that a secondary verification when inputting monthly changes would be undertaken.
- 3.6 This review also included a questionnaire to establish the views of the other organisations who use our Payroll Services, this highlighted that communication with the other authorities could be improved. It was suggested that a further survey is undertaken in 6 months to identify the issues and address their concerns.

Summary of Progress against the Internal Audit Plan

Final reports issued:

Assignment <i>Reports considered today are shown in italics</i>	Opinion	Actions Agreed (by priority)		
		High	Medium	Low
Income Collection Systems (1.14/15)	Amber / Green	-	4	4
Planning Income – s106 Agreements (2.14/15)	Amber / Green	-	3	4
Creditors (3.14/15)	Green	-	-	2
Data Quality (4.14/15)	Amber / Red	-	5	1
Procurement Arrangements - Agency staff (5.14/15)	Red	5	1	-
Electoral Registration (6.14/15)	Green	-	-	1
Housing Benefit and Council Tax Support (7.14/15)	Green	-	-	1
Playhouse - Security of Income (8.14/15)	Amber / Green	-	2	1
Revenues (9.14/15)	Green	-	-	-
Cash and Bank (10.14/15)	Green	-	1	2
Procurement (11.14/15)	Red	5	4	1
Governance and Risk Management (12.14/15)	Green	-	-	3
<i>Freedom of Information (13.14/15)</i>	<i>Amber / Green</i>	-	1	1
<i>Payroll (14.14/15)</i>	<i>Amber / Red</i>	1	5	1
<i>Emergency Planning/Compliance with Civil Contingencies Act (15.14/15)</i>	<i>Green</i>	-	1	3
Review of Anti-Fraud and Anti-Bribery Arrangements (16.14/15)	Draft Issued 7 May 2015			
Follow Up of Previous Internal Audit Recommendations (17.14/15)	Draft Issued 20 May 2015			

There are currently three reports in draft; Review of Anti Fraud and Anti Bribery Arrangements and the Follow Up of previous recommendations and the Post Implementation Review of CRM .. The Property Maintenance Review is still work in progress.

4 Financial and Manpower implications

4.1 There are no specific financial or manpower implications for the purpose of this report.

4.2 **Chief Financial Officers comments:** none for the purpose of this report

5 Legal implications (including matters relating to equality)

5.1 None.

5.2 **Monitoring Officers comments:** none for the purpose of this report

6 Sustainability Policy and Community Safety Implications

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

7 Partnerships

- 7.1 The Council will work with Internal Auditors to improve risk management arrangements.
- 7.2 The contract for internal audit services is held jointly with Mole Valley, Reigate and Banstead, Tandridge and Waverley Councils and the Surrey Police Authority.

8 Risk Assessment

- 8.1 The internal audit service forms a statutory part of the Council's internal control arrangements.

9 Conclusion and Recommendations

- 9.1 There are no reports with a Red Assurance in this monitoring report, although one has an Amber/Red Assurance. These control issues have been noted within the Head of Internal Audit's Year End Opinion reported separately to this Committee. Taking into account the assurance ratings overall, Internal Control was rated as Amber for the year ended 2014/15.

Epsom and Ewell Borough Council

Internal Audit Progress Report

Committee meeting 23 June 2015

Introduction

The internal audit plan for 2014/15 was approved by the Committee on 9 April 2014. This report provides an update on progress against that plan and summarises the results of our work to date.

Summary of Progress against the Internal Audit Plan**Final reports issued:**

Assignment <i>Reports considered today are shown in italics</i>	Opinion	Actions Agreed (by priority)		
		High	Medium	Low
Income Collection Systems (1.14/15)	Amber / Green	-	4	4
Planning Income – s106 Agreements (2.14/15)	Amber / Green	-	3	4
Creditors (3.14/15)	Green	-	-	2
Data Quality (4.14/15)	Amber / Red	-	5	1
Procurement Arrangements - Agency staff (5.14/15)	Red	5	1	-
Electoral Registration (6.14/15)	Green	-	-	1
Housing Benefit and Council Tax Support (7.14/15)	Green	-	-	1
Playhouse - Security of Income (8.14/15)	Amber / Green	-	2	1
Revenues (9.14/15)	Green	-	-	-
Cash and Bank (10.14/15)	Green	-	1	2
Procurement (11.14/15)	Red	5	4	1
Governance and Risk Management (12.14/15)	Green	-	-	3
<i>Freedom of Information (13.14/15)</i>	<i>Amber / Green</i>	-	<i>1</i>	<i>1</i>
<i>Payroll (14.14/15)</i>	<i>Amber / Red</i>	<i>1</i>	<i>5</i>	<i>1</i>
<i>Emergency Planning/Compliance with Civil Contingencies Act (15.14/15)</i>	<i>Green</i>	-	<i>1</i>	<i>3</i>
Review of Anti-Fraud and Anti-Bribery Arrangements (16.14/15)	Draft Issued 7 May 2015			
Follow Up of Previous Internal Audit Recommendations (17.14/15)	Draft Issued 20 May 2015			

Internal Audit Plan Performance

Assignment	Start Date	Debrief date	Draft report issued	Management responses received	Final report issued
Income Collection Systems (1.14/15)	18 Jun 14	27 Jun 14	28 Jul 14	17 Nov 14	17 Nov 14
Planning Income – s106 Agreements (2.14/15)	14 Jul 14	18 July 14	20 Aug 14	4 Nov 14	5 Nov 14
Creditors (3.14/15)	16 Sept 14	26 Sept 14	9 Oct 14	5 Nov 14	5 Nov 14
Data Quality (4.14/15)	23 Sept 14	2 Oct 14	24 Oct 2014	17 Dec 14	18 Dec 14
Procurement Arrangements - Agency staff (5.14/15)	2013/14	29 Oct 14	6 Nov 14	20 Jan 15	20 Jan 15
Individual Electronic Registration (6.14/15)	21 Oct 14	30 Oct 14	10 Nov 14	4 Dec 14	8 Dec 14
Housing Benefit and Council Tax Support (7.14/15)	23 Oct 14	31 Oct 14	12 Nov 14	12 Nov 14	17 Nov 14
Follow Up – Playhouse Theatre (8.14/15)	20 Oct 14	4 Nov 14	17 Nov 14	15 Jan 15	15 Jan 15
Revenues (9.14/15)	3 Nov 14	11 Nov 14	21 Nov 14	21 Nov 14	21 Nov 14
Cash Bank (10.14/15)	27 Nov 14	28 Nov 14	22 Dec 14	10 Mar 15	11 Mar 15
Procurement (11.14/15)	13 Nov 14	16 Dec 14	2 Jan 15	3 Feb 15	10 Feb 15
Governance and Risk Management (12.14/15)	16 Feb 15	5 Mar 15	11 Mar 15	11 Mar 15	11 Mar 15
Freedom of Information (13.14/15)	23 Mar 15	2 Apr 2015	14 Apr 2015	6 May 2015	6 May 2015
Payroll (14.14/15)	9 Feb 14	16 Apr 2015	23 Apr 2015	14 May 2015	14 May 2015
Emergency Planning/Compliance with Civil Contingencies Act (15.14/15)	17 Feb 15	16 Apr 2015	27 Apr 2015	18 May 2015	19 May 2015
Property Maintenance	9 Mar 15				
Follow up	30 Mar 15				
Post Implementation Review – CRM	7 Apr 15				
IT Security and Business Continuity	TBC				
Payment Card Industry Data Standards Compliance	TBC				
Non Benefit Fraud Risk Assessment	TBC				
HR – Workforce Change Management	Deferred to 2015/16				

Other Matters

Internal Audit Plan 2014/15 - Change Control:

No further changes were required.

All IT time was reallocated to the CRM Project Review.

There were two inclusions made to the plan using contingency days available:

- Playhouse Theatre Security Review
- Payroll

The HR Workforce Change Management until 2015/16.

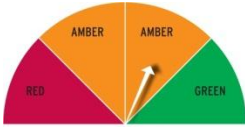
Information and Briefings: We have issued three update electronically since the last Audit Committee:

Local Government News Briefing – March 2015

Local Government News Briefing – April 2015

Local Government News Briefing – May2015

Appendix A: Key findings from internal audit work

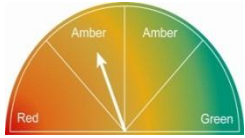
Assignment: Freedom of Information (13.14/15)	Opinion:	
<p>Design and Application of control framework</p> <ul style="list-style-type: none"> a) The Council's website provides a dedicated page that outlines the requirements of the Act and the obligations placed upon the Council to respond to FOI requests. Notification that costs may be charged (where applicable) and the limitations placed on the disclosure of information by the Data protection Act are also adequately highlighted. b) All requests are currently recorded on a spreadsheet and archived on networked servers backed up as part of corporate IT secure processes. Key fields are recorded to fully track the progression of each request. From an examination of all requests made in 14/15 we note that 97% were by email. The rest were either by letter or online form c) In addition a paper file is maintained that records a hardcopy print of the original request, copies of internal emails used to progress the response and the final reply to the requester. We specifically sampled 15 requests and found a complete 'paper' audit trail from the original email request, subsequent forwarding to internal managers (where appropriate) and final responses made. Sequential case numbering was evident on all paperwork examined. d) There are a number of provisions within the act which allow the Council to deny information held. The database maintained records all reason for information denial. Sections of the FOI act that allow for this are clearly recorded against such cases (S12, 14, 21, 31, 40 and 43). We satisfactorily sampled and reviewed 5 refusals and found a clear rationale in the paperwork held. We note that in total 9% of requests made in 14/15 were denied for reasons adequately specified in the FOI Act e) If a requester is unhappy with a decision not to disclose information there is an appeals process which a requester can progress through the national Information Commissioners office. There has been one appeal against an original Epsom decision not to disclose information. The Information Commissioner initially upheld the request but after a counter appeal by the Council to Tribunal a decision in agreement with the Council's original decision was obtained. We satisfactorily verified details of the tribunal outcome. f) There were 636 requests made in 2014/15. No income was received in this period. We were informed that when costs are referred to all requesters affected have subsequently failed to pursue their request. g) From our analysis of the 14/15 caseload 82% were responded to within the 20 day target, 15% were responded to after 20 days (on average 7 working days late) 3% were not responded to at all and are open requests (19) Delays are principally due to local officers not responding within the timeframe required. The Head of Legal & Democratic Services sent an email to all managers in July 2014 reminding them of the imperative to meet the statutory reply deadline. h) Officers interviewed have indicated that the process of monitoring and chasing responses from nominated officers within the council is resource intensive. We have been informed that the FOYI database will migrate to the new CRM system in 2015. It is anticipated that this database will be able to provide workflow monitoring and automated emails to chase and remind responsible officers more efficiently. 		

AGENDA ITEM 5

ANNEX 1

Recommendation	Management Comment	Agreed Implementation Date	Manager Responsible
<p>Rec 1.1 – Medium</p> <p>The number of FOI responses not meeting the 20 working day response target must be reported to the Management Team on a quarterly basis. Those that are more than 1 month late should be individually highlighted together with the name of the officer nominated to progress the response.</p>	<p>This will be reported to the Leadership Team, initially this will be monthly and then will be quarterly once embedded and action taken by Managers</p>	<p>June 2015</p>	<p>Danny Surowiak</p>
<p>Rec 2.1 – Low</p> <p>Migration of FOI request database to the CRM system must ensure that workflow efficiencies are obtained, automated prompts for late reply are tracked and that system reports can easily produce statistics and analysis regarding the FOI workload and exceptions going forward</p>	<p>Migration of FOI subject to development of CRM</p>	<p>June 2015</p>	<p>Joy Stevens</p>

AGENDA ITEM 5 ANNEXE 1

Assignment: Payroll (14.14/15)	Opinion:	
<p>Design and application of control framework</p> <ul style="list-style-type: none"> The Council has a procedure manual which provides guidance to the operation of the payroll and includes information on the following: Inputs to systems, Payroll Production, Pension Auto-enrolment, BACS, Payslips, Pension administration, HMRC and Periodic and Annual Processes. Additionally the Council has a monthly task sheet for all payroll processes to be completed. New starter information is input to the system by HR officers. This will key information such as start date, national insurance number, line manager, and salary budget code. All starter information is forwarded to Payroll. The Payroll Team activate the starter for the monthly payroll. Leaver information is captured by the HR Team via notification from line management. This will capture information on last day and any balances owed including annual leave. The Payroll Officer will activate the leaver information required for the payroll and make any necessary changes. Where contractual changes or other alterations to work patterns/remuneration are required for existing staff the HR will update the iTrent system. Changes are forwarded to payroll via the monthly changes spread sheet and payroll input the change. Payroll is informed of any employee deductions via the monthly changes spread sheet. Payroll process the change and as part of monthly payroll processing a net pay comparison is completed and differences over £50 (from the previous month) are investigated and explanation provided. Reconciliations with the general ledger are undertaken by the Finance Officer on a monthly basis. Reconciliations are reviewed by the Senior Accountant on a monthly basis. The Finance Team prepare salary monitoring and non-salaries costs reports which are issued to Corporate Management Board on a quarterly basis. Once the payroll has been finalised a BACS file is produced and the transmission approved by an authorised officer. On a month in arrears basis is an electronic 'pay over' to HMRC originates from EEBC. The calculated amount of 'pay over' is automated and reported by iTrent. The HR Advisor maintains a spread sheet of establishment listing. The establishment is updated on a monthly basis recording starters, leavers and contractual changes. The Payroll Bureau Manager, HR Business Advice Manager and the Director of HR and Communication have authority to submit the BACS payment file once appropriate authorisation has been received. However during discussions with the Payroll Bureau Manager it was noted that due to resources within the Payroll Team, other payroll officers can use the Payroll Bureau Manager, HR Business Advice Manager and the Director of HR and Communication BACS key card to submit the BACS payment file. The Council does not have assurance or clear accountability over who is submitting the payroll BACS file. In this respect we have raised a recommendation. Exception reports are available from the iTrent system. These are reviewed on a monthly basis by the payroll team prior to the BACS run. <p>Application of and compliance with control framework</p> <ul style="list-style-type: none"> From our sample of starters we found that; contracts were on file for each employee sampled and had been signed prior to employment. Identity checks and authorisation to recruit were additionally on file. Start dates as per iTrent were in agreement to that stated on contracts of employment. 		

AGENDA ITEM 5

ANNEXE 1

- From our sample of leavers we found that notification of leaving had been received by HR for the majority of the sample selected. One leaver did not have any notification of leaving on file. During discussions with the HR Business Advisor it was noted that this employment was AWOL (absent without leave) and therefore there was alternative termination documentation for this individual. Leaving dates as per notification were in agreement to iTrent.
- From our sample of contractual changes we found that; authorisation for change was on file and iTrent was in agreement to the authorisation for change.
- From our testing of deductions we noted that the Taste Card benefit had been made as a payment to employees' monthly salary rather than a deduction. This has since been rectified, however it was not found during the month net pay comparison checking. Additionally it was noted that due to resources within the Payroll team the payroll officer inputting the deduction may also complete the net pay comparison check. Without a clear segregation of duties the Council is at risk of non-identification of error or omission. In this respect we have raised a recommendation.
- Reconciliations between the general ledger and the payroll system are completed and reviewed on a monthly basis. However we noted that one reconciliation was not reviewed until 46 days after month end. By not completing and reviewing reconciliations in a timely manner, the Council is at risk of non-identification of error or omission. In this respect we have raised a recommendation.
- We confirmed that the salary monitoring and non-salaries costs report has been issued to CMT on a quarterly basis.
- The April 2014 Payroll BACS payment was submitted without appropriate authorisation. Relevant managers were made aware at the time and procedures notes have been developed to prevent this reoccurring. However it would be beneficial to amend current payroll authorisation procedure notes to include actions to take in the event of the absence of all authority signatories. In this respect we have raised a recommendation.
- We tested a sample of HMRC payments and found that although payments had been processed in timely manner as per payroll manual, we found that the majority of HMRC payments had been authorised after the payment had been processed. In this respect we have raised a recommendation.
- Exception reports had been produced on a monthly basis and that differences over £50 had been sufficiently been investigated and explanations provided for the sample selected.

Questionnaire Responses

- Responses to our survey with authorities for which EEBC provide payroll services, identified varying levels of satisfaction. (Areas of dissatisfaction reported would indicate that regular dialogue and communication between all parties, beyond what is currently occurring, would be beneficial. Additionally there would be some merit in undertaking such a questionnaire survey with these partners on a 6 monthly basis. In order for this feedback to be fully objective this exercise should be undertaken independently of the Payroll Team.

Further detail is at Appendix A.

AGENDA ITEM 5

ANNEXE 1

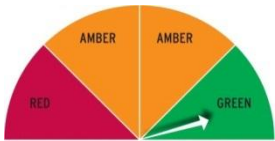
Recommendation	Management Comment	Agreed Implementation Date	Manager Responsible
<p>Rec 1.1 - Medium</p> <p>The Council should either:</p> <ul style="list-style-type: none"> • reduce the net pay exception amount to £25 to ensure that a greater percentage of differences are checked and variances explained. This would facilitate in the identification and resolving of errors; or. • Implement a secondary verification when inputting monthly changes. A segregation of duties should be evident between inputs of changes and checking of exception reports. 	<p>The issue affected approx. 15 people on a payroll of over 300. The Taste Card Benefit is a one off deduction and is not a regular monthly adjustment. Therefore the recommendation to reduce the net pay comparison to £25 seems to be disproportionate to the error that occurred.</p> <p>The second recommendation to aim for a secondary verification is accepted. Where possible and resources permitting this recommendation will be taken on board.</p>	Immediate	Cynthia Gill
<p>Rec 2.1 - Low</p> <p>The Council should ensure that all reconciliations are prepared and reviewed on a timely basis to prevent non identification of error or omission.</p>	<p>Due to delays with the final accounts audit, resources were stretched in Finance during August 2014. The Finance Team always aim to complete the reconciliations in a timely manner.</p>	Immediately	Lee Duffy
<p>Rec 3.1 – High</p> <p>The procedures should be amended to include the process to be followed in the event of an absence of all listed authorised signatories.</p> <p>The Council should remind all staff of the procedures in place for the authorisation of all BACS payment and ensure that they are held in a central location for all relevant staff to access.</p> <p>In no circumstances should a BACS file be transmitted without prior authorisation</p>	<p>The procedure will be updated to include the following statement:</p> <p>In the unlikely event that no approved signatory is available to authorise (by signature) the payroll, the Chief Executive should be contacted. The Chief Executive should be asked to send an email to the individual seeking authorisation confirming that the payroll can be sent without signature/authorisation.</p>	Immediately	Shona Mason/ Cynthia Gill

AGENDA ITEM 5
ANNEXE 1

	<p>Authorisation should be obtained as soon as possible by a signatory after the payroll has been sent and the email from the Chief Executive held on file.</p> <p>The updated procedure will be circulated to all payroll staff.</p>		
<p>Rec 3.2 - Medium</p> <p>The Council should ensure that there is a clear segregation of duties and audit trail in preparing and submitting the Payroll and HMRC payment BACS file. In no cases should BACS key cards be shared or used by other officers to maintain the integrity of the authorisation trail.</p>	<p>Agreement will be sought from all partners for additional BACS cards as follows:</p> <p>Jackie Edwards – BACS Card for EEBC & Tandridge</p> <p>Jo Wright – BACS Card for Tandridge & MV</p> <p>Angie Morton – BACS Card for MV</p> <p>Tracey Campbell – BACS Card for EEBC</p>	<p>Immediately</p> <p>Until the new cards are received only those individuals with a card will use them BACS</p>	<p>Shona Mason/ Cynthia Gill</p>
<p>Rec 3.3 – Medium</p> <p>The Council should ensure that all HMRC payments have been authorised by an authorised signatory prior to processing the BACS submission.</p> <p>This should be incorporated into a monthly payroll authorisation/processing timetable.</p>	<p>In the main all HMRC payments were authorised a month in advance of payment due with the exception of Dec and Jan two months when holidays impact on time available to ensure payments are authorised and made in a timely manner.</p> <p>All HMRC payments will be authorised prior to submission and current procedures reflect this.</p>	<p>Immediately</p>	<p>Cynthia Gill</p>
<p>Rec 4.1a - Medium</p> <p>The Finance Team and Payroll Team need to agree a list of all overpayments, to include information on when the overpayments occurred and the recovery action taken.</p>	<p>Overpayments list will be devised and added to monthly meetings for discussions.</p>	<p>Immediately</p>	<p>Cynthia Gill</p>

AGENDA ITEM 5

<p>Rec 4.1b - Medium</p> <p>To ensure that there is clarity over the position of overpayments and timeliness of the RTI submission Periodic meetings should be held between the Payroll and the Finance team to ensure that both teams are fully aware of any updates or concerns that may arise in relation to the Payroll function.</p>	<p>Monthly operational meetings take place between Finance and Payroll – this will continue.</p> <p>The HR Business Advice Manager & Head of Finance will arrange to meet monthly initially with a view to reducing meetings to quarterly helping to improve communications</p>	<p>Immediately</p>	<p>Shona Mason/ Cynthia Gill/ Lee Duffy</p>
---	---	--------------------	---

<p>Assignment: Emergency Planning/Compliance with Civil Contingencies Act (15.14/15)</p>	<p>Opinion:</p>	
<p>Design of control framework</p> <ul style="list-style-type: none"> The Council has a clear framework of emergency planning documentation which is kept under review. The emergency contact details are restricted to a Call Out Cascade which is therefore the only document that requires frequent updates. It can also be issued to officers with emergency responsibilities as an A4 document which can be easily carried. A framework document lists all plans and strategies and has hyperlinks to copies. These include Surrey-wide plans or strategies for a specific area, such as for flooding and for Derby safety. Back-up locations to establish the Borough Emergency Control Centre (BECC) and a Rest Centre are identified. However teleconferencing is used before the decision to establish the BECC and can be used as a virtual BECC either to respond more quickly or if travel is made difficult by the emergency situation. Plans and documentation are available online either from the Council's network or from the national extranet Resilience Direct. Hard copy versions of the Call Out Cascade are provided to all officers with Emergency roles, as foldable versions and as laminated versions. The resources set aside for emergencies have been minimised. Reliance is placed on food being already at the Rest Centre locations as these are in Day Centres and the facility to purchase any requirements as needed. Exercises are used to develop experience and test the plans. Post exercise reports are used to report on what went well and any learning points or improvements. We recommend a process of follow up to ensure actions are implemented. Partners are invited to exercises and copies of documentation are made available to them. Partner roles are clearly set out in the emergency planning documentation. <p>Application of and compliance with control framework</p> <ul style="list-style-type: none"> There has been no BECC exercise carried out since 2011 and no actual emergencies requiring the BECC to be established. Two officers with co-ordinator responsibilities did not attend the 2011 exercise. There are risks that skills and knowledge will be lost or that any issues with the arrangements may not be identified except in a real emergency, with consequent risks. We recommend a BECC exercise should be arranged and an ideal frequency for these agreed. We reviewed the scenario papers and post-exercise reports for the BECC exercise in May 2011 and a Rest Centre exercise in April 2014. They set out reasonable exercises and processes for feedback and learning issues. The restructuring in April 2015 has meant two BECC Co-ordinators have left. It is planned to recruit replacements. 		

AGENDA ITEM 5

ANNEXE 1

- We reviewed the key emergency planning documentation and found it contained appropriate detail and responsibilities are clearly defined. We recommended some minor amendments and updates. Otherwise we found the documentation had been satisfactorily kept under review.
- We confirmed from records of distribution that the most recent version of the Callout Cascade was distributed to officers with an Emergency role.
- We confirmed that all Incident Liaison Officers have received training, although not since 2011 and 2012. BECC Co-ordinators are not provided training other than the BECC exercises as their emergency role is seen as an extension of their normal duties.

Recommendation	Management Comment	Agreed Implementation Date	Manager Responsible
<p>Rec 1.1 – Low</p> <p>The emergency planning documentation should be revised to:</p> <ul style="list-style-type: none"> • remove the Integrated Emergency Planning Framework from the Emergency Management Strategy; • set out the new governance arrangements for emergency planning reporting when these have been finalised; • include a planned review date in the Borough Emergency Control Centre Plan; and • Remove out of date emergency planning documentation from IRIS. 	The amendments will be included within the Emergency Planning documentation when next updated	September 2015	Gill Marchbank
<p>Rec 1.2 – Low</p> <p>There should be a process for reviewing priority actions identified from emergency planning exercises to ensure they are implemented.</p>	This will be added to exercise timetable	September 2015	Gill Marchbank
<p>Rec 2.1 – Low</p> <p>As planned, a full complement of Borough Emergency Control Centre Co-ordinator roles should be recruited.</p>	Due to the recent restructure, there have been a number of changes to responsibilities. The new roles will be discussed at the Leadership Team on 11 th May 15 and will be finalised by September	September 15	Gill Marchbank
<p>Rec 2.2 – Medium</p> <p>The Council should decide on the required frequency of emergency planning exercises and training, taking account of best practice in other authorities.</p> <p>A training programme should be considered which can provide refresher training even if an exercise is not possible.</p>	A suitable training programme in line with available resources will be discussed at the Leadership Team on 11 th May 2015 and needs to be approved by the Chief Executive	December 15	Gill Marchbank

As a practising member firm of the Institute of Chartered Accountants in England and Wales (ICAEW), we are subject to its ethical and other professional requirements which are detailed at <http://www.icaew.com/en/members/regulations-standards-and-guidance>.

The matters raised in this report are only those which came to our attention during the course of our review and are not necessarily a comprehensive statement of all the weaknesses that exist or all improvements that might be made. Recommendations for improvements should be assessed by you for their full impact before they are implemented. This report, or our work, should not be taken as a substitute for management's responsibilities for the application of sound commercial practices. We emphasise that the responsibility for a sound system of internal controls rests with management and our work should not be relied upon to identify all strengths and weaknesses that may exist. Neither should our work be relied upon to identify all circumstances of fraud and irregularity should there be any.

This report is supplied on the understanding that it is solely for the use of the persons to whom it is addressed and for the purposes set out herein. Our work has been undertaken solely to prepare this report and state those matters that we have agreed to state to them. This report should not therefore be regarded as suitable to be used or relied on by any other party wishing to acquire any rights from Baker Tilly Risk Advisory Services LLP for any purpose or in any context. Any party other than the Board which obtains access to this report or a copy and chooses to rely on this report (or any part of it) will do so at its own risk. To the fullest extent permitted by law, Baker Tilly Risk Advisory Services LLP will accept no responsibility or liability in respect of this report to any other party and shall not be liable for any loss, damage or expense of whatsoever nature which is caused by any person's reliance on representations in this report.

This report is released to our Client on the basis that it shall not be copied, referred to or disclosed, in whole or in part (save as otherwise permitted by agreed written terms), without our prior written consent.

We have no responsibility to update this report for events and circumstances occurring after the date of this report.

Baker Tilly Risk Advisory Services LLP is a limited liability partnership registered in England and Wales no. OC389499 at 6th floor, 25 Farringdon Street, London EC4A 4AB.

© 2013 Baker Tilly Risk Advisory Services LLP

This page is intentionally left blank

INTERNAL AUDIT ASSURANCE REPORT 2014/15

<u>Report of the:</u>	Director of Finance and Resources
<u>Contact:</u>	Doug Earle or Gillian McTaggart
<u>Annexes/Appendices (attached):</u>	<u>Annexe 1</u> - Internal Audit Annual Report 2014/15– Baker Tilly <u>Annexe 2</u> – Annual Overview of Performance 2014/15 –Director of Finance & Resources
<u>Other available papers (not attached):</u>	None stated

REPORT SUMMARY

This report advises on the internal audit assurance level for 2014/15 and summarises the performance of internal audit for that year.

RECOMMENDATION (S)

The Committee is asked to receive the Internal Audit Annual Report for the year ended 31 March 2015 (Annexe 1) and the review of the performance of Internal audit for 2014/15 (Annexe 2).

Notes

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

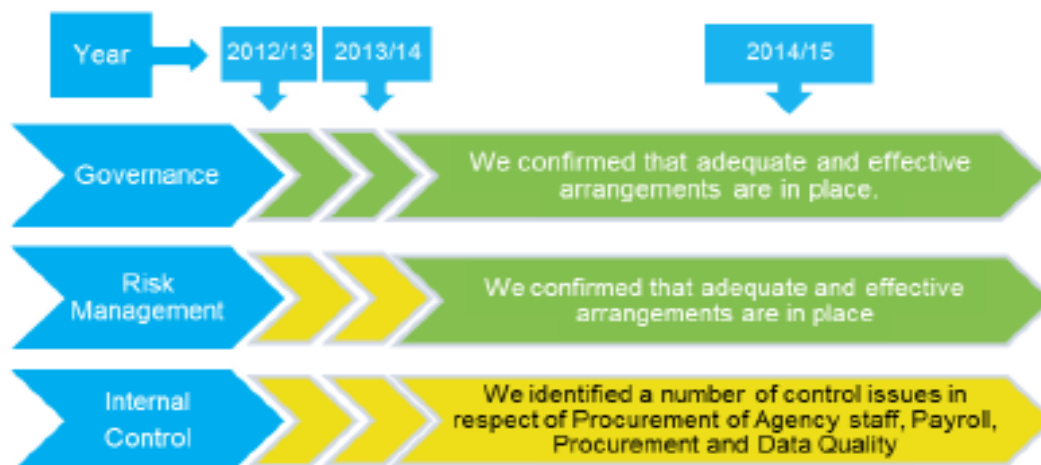
1.1 None for the purpose of this report.

2 Background

- 2.1 The Council's Internal Audit service was provided by RSM Tenon until August 2013 until they were taken over by Baker Tilly. The Council remain part of the East Surrey Internal Audit Consortium. A separate risk assessment and audit programme is determined for each Authority. An Audit plan is submitted to the Committee prior to being finalised. The Committee also receives quarterly monitoring reports.
- 2.2 The annual report produced by Baker Tilly is attached at Annexe 1 and provides a summary of all internal audit activity for 2014/15.
- 2.3 There is a requirement for the system of internal audit to be reviewed for effectiveness once a year within Accounts and Audit Regulations and for the findings to be considered by a Committee.
- 2.4 This report covers both the Internal Auditor's assurance report (Annexe 1) and the review of audit performance (Annexe 2).

3 Annual Report of the Internal Audit Service

- 3.1 The Internal Audit Opinion provided in the annual report by Baker Tilly is summarised as follows:-
- 3.2 The grid provides an overview of the assurance levels using a traffic light system. As in previous years a green light indicates all controls are in place and working well, amber light indicates that arrangements are satisfactory but there are some key areas where improvement can be made. A direction of travel shows whether there is improving, adverse or static change.



- 3.3 The grid above identifies that for 2014/15, based on the work undertaken the Council are Green for Governance, Green for Risk Management and Amber for Internal Control.
- 3.4 The arrows which indicate the Direction of Travel indicate that Risk Management has moved from Amber to Green. Both Governance and Internal Control remain unchanged.
- 3.5 Karen Williams, from Baker Tilly will attend the meeting to answer any questions on the audit programme for 2014/15, and also to explain in detail the rationale behind the grid.

4 Review of Effectiveness of Internal Audit

- 4.1 As in previous years, the Director of Finance & Resources has made an assessment of the effectiveness of internal audit which has been reviewed at officer level with a summary of that assessment being reported to the Committee.
- 4.2 This review has been undertaken by the Director of Finance and Resources as part of the contract monitoring arrangements. Overall, Baker Tilly has provided an effective internal audit service during the year. The following summary is made of audit performance:-

- 4.2.1 There was strong delivery of the audit programme and most reports have been finalised.
- 4.2.2 Two reports were awarded a Red Assurance level (no assurance). These are Procurement and the Procurement of Agency staff. Action is currently being taken to address the weaknesses. Some action has been taken to address the recommendation in the Procurement audit; although further actions will be reviewed by the Officer led Procurement Group. A health check of the procurement function within the Council is also planned for 2015. A report will be going to Strategy & Resources Committee on 24th June 2015 outlining the proposal to tender the contract for agency workers.
- 4.2.3 The majority of recommendations and all high priority recommendations were accepted by management.
- 4.2.4 One audit is still a work in progress; Property Maintenance This is due to difficulties in commencing the review and arranging to meet the relevant managers.
- 4.2.5 Three reviews remain in draft, Post Implementation Review of CRM, Review of Fraud arrangements and the follow up review for 2014/15.

5 Financial and Manpower Implications

- 5.1 The audit was delivered within the budget agreed.
- 5.2 **Chief Officer Comments:** none for the purposes of this report

6 Legal Implications (including matters relating to equality)

- 6.1 The legal requirements for audit are set out in the Accounts and Audit Regulations and the service is defined in the Chartered Institute of Public Finance and Accountancy's Code of Practice for Internal Audit in Local Government.
- 6.2 **Monitoring Officers comments:** none for the purposes of this report.

7 Partnerships

- 7.1 This is the third year of the new contract. The Consortium includes Mole Valley, Reigate and Banstead; Tandridge; Waverley Borough Council and Surrey Police Authority.

8 Risk Assessment

- 8.1 An effective Internal Audit Service forms a critical part of the Council's risk management arrangements. Significant risks not addressed during the year are reflected in the Annual Governance Statement published in the Financial Statements, which is reported to this committee as a separate item.

9 Conclusion and Recommendations

- 9.1 In view of the satisfactory assurance level given, the committee is asked to receive the annual report of the internal audit service as set out in Annexe 1.
- 9.2 The Committee is also asked to receive the review of the system of internal control for 2014/15 as set out in Annexe 2.

WARD(S) AFFECTED: N/A

Epsom and Ewell Borough Council

Annual Internal Audit Report - Year ended 31 March 2015

Presented at the Audit, Crime & Disorder and Scrutiny Committee
meeting of: 23 June 2015

Baker Tilly Risk Advisory Services LLP

Contents

1 Introduction.....	2
2 The Head of Internal Audit Opinion.....	3
Appendix A: Internal Audit Opinion and Recommendations 2014/2015.....	8
For further information contact	11

As a practising member firm of the Institute of Chartered Accountants in England and Wales (ICAEW), we are subject to its ethical and other professional requirements which are detailed at <http://www.icaew.com/en/members/regulations-standards-and-guidance>.

The matters raised in this report are only those which came to our attention during the course of our review and are not necessarily a comprehensive statement of all the weaknesses that exist or all improvements that might be made. Recommendations for improvements should be assessed by you for their full impact before they are implemented. This report, or our work, should not be taken as a substitute for management's responsibilities for the application of sound commercial practices. We emphasise that the responsibility for a sound system of internal controls rests with management and our work should not be relied upon to identify all strengths and weaknesses that may exist. Neither should our work be relied upon to identify all circumstances of fraud and irregularity should there be any.

This report is supplied on the understanding that it is solely for the use of the persons to whom it is addressed and for the purposes set out herein. Our work has been undertaken solely to prepare this report and state those matters that we have agreed to state to them. This report should not therefore be regarded as suitable to be used or relied on by any other party wishing to acquire any rights from Baker Tilly Risk Advisory Services LLP for any purpose or in any context. Any party other than the Board which obtains access to this report or a copy and chooses to rely on this report (or any part of it) will do so at its own risk. To the fullest extent permitted by law, Baker Tilly Risk Advisory Services LLP will accept no responsibility or liability in respect of this report to any other party and shall not be liable for any loss, damage or expense of whatsoever nature which is caused by any person's reliance on representations in this report.

This report is released to you on the basis that it shall not be copied, referred to or disclosed, in whole or in part (save as otherwise permitted by agreed written terms), without our prior written consent.

We have no responsibility to update this report for events and circumstances occurring after the date of this report.

Baker Tilly Risk Advisory Services LLP is a limited liability partnership registered in England and Wales no. OC389499 at 6th floor, 25 Farringdon Street, London EC4A 4AB.

© 2015 Baker Tilly Risk Advisory Services LLP

1 Introduction

In accordance with Public Sector Internal Audit Standards, the Head of Internal Audit (HoIA) is required to provide an annual opinion, based upon and limited to the work performed, on the overall adequacy and effectiveness of the organisation's risk management, control and governance processes.

This is achieved through a risk-based plan of work, agreed with management and approved by the Committee, which should provide a reasonable level of assurance, subject to the inherent limitations described below.

The opinion does not imply that internal audit has reviewed all risks and assurances relating to the organisation. The opinion is substantially derived from the conduct of risk-based plans generated from a robust and organisation-led assurance framework. As such, an assurance framework is one component that the board takes into account in making its annual governance statement (AGS).

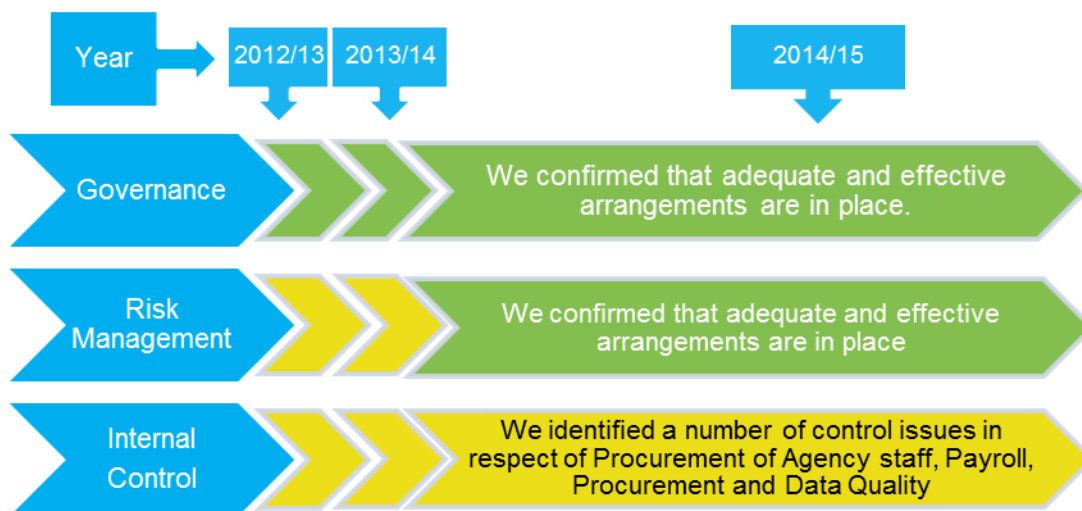
The AGS is an annual statement by the Section 151 Officer, on behalf of the board, setting out:

- How the individual responsibilities of the Section 151 Officer are discharged with regard to maintaining a sound system of internal control that supports the achievement of policies, aims and objectives;
- The purpose of the system of internal control as evidenced by a description of the risk management and review processes, including the assurance framework process; and
- The conduct and results of the review of the effectiveness of the system of internal control including any disclosures of significant control failures together with assurances that actions are or will be taken where appropriate to address issues arising.

2 The Head of Internal Audit Opinion

The purpose of our annual the Head of Internal Audit Opinion is to contribute to the assurances available to the Section 151 Officer and the Council through the Audit, Crime & Disorder and Scrutiny Committee. This opinion will in turn assist the Board in the preparation of its annual governance statement.

For the 12 months ended 31 March 2015, based on the work we have undertaken, our opinion below details the adequacy and effectiveness of your organisation's risk management, internal control and governance arrangements. We also show below the direction of travel of our opinions.



Further detail supporting our opinion can be found over the page.

2.1 The basis of our opinion

Whilst not significant issues in themselves, we would expect the Council to consider in the formulation of the AGS, the internal control weaknesses identified along with the improvements undertaken in the year in relation to the following audits:

- Procurement of agency staff
- Data quality
- Procurement
- Payroll



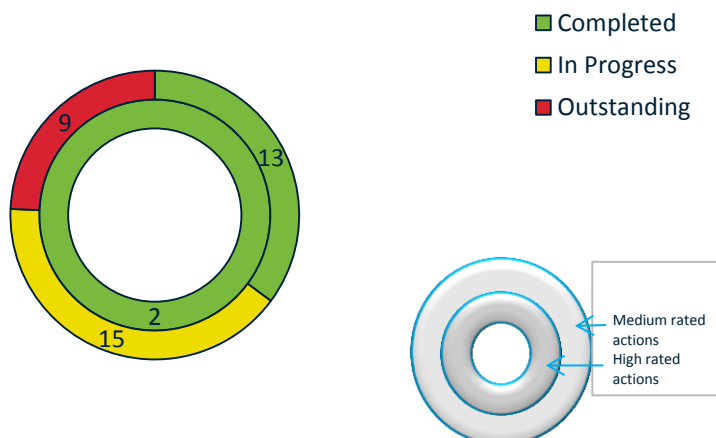
A summary of internal audit work undertaken, and the resulting opinions, is provided at appendix A.

2.2 Acceptance of 2014/2015 Internal Audit recommendations

All of the recommendations made during the year were accepted by management.

2.3 Implementation of internal audit recommendations

Our follow up of the recommendations from previous years assignments, showed that the organisation had made limited progress in implementing the agreed actions.



Implementation Status	Number of recs agreed	Implemented Or superseded	Implementation Ongoing	Not Implemented
High	2	2	-	-
Medium	37	13	15	9
Totals	39	15	15	9

Both high rated recommendations have been implemented and there is progress to implement over 50% of the medium rated recommendations.

Those not yet implemented are from the following audits:

Implementation Status by Review	Implementation Ongoing	Not Implemented
Partnerships	-	3
Performance Management	1	-
Income Collection – Waste	-	3
Facilities Management	2	-
Follow Up 2013/14	12	3
Total	15	9

2.4 Reliance placed upon work of other assurance providers

In forming our opinion we have not placed any direct reliance on other assurance providers.

2.5 Wider value-adding delivery

As part of our client service commitment, during 2014/15 we:

- issued 11 news bulletins to our local authority clients;
- provided a seminar for the East Surrey Internal Audit consortium in October 2014 which focused on risks around:
 - Procurement
 - Contract management
 - Social Value
- provided benchmarking within our reports on the number and category of recommendations and assurance opinions across other organisations where appropriate;
- made suggestions throughout our audit reports based on our knowledge and experience in the local government sector to provide areas for consideration;
- used specialists to undertake a review of your policies and procedures from a fraud perspective;
- provided regular contact and ad-hoc telephone calls and responded to queries from senior staff throughout the year.

2.6 Conflicts of interest

We Baker Tilly have not undertaken any work or activity during 2014/15 that would lead us to declare any conflict of interests.

2.7 Conformance with internal auditing standards

Baker Tilly affirms that our internal audit services are designed to conform to the Public Sector Internal Audit Standards (PSIAS).

Under PSIAS, internal audit services are required to have an external quality assessment every five years. Our Risk Advisory service line commissioned an external independent review of our internal audit services in 2011 to provide assurance whether our approach meets the requirements of the International Professional Practices Framework (IPPF) published by the Global Institute of Internal Auditors (IIA) on which PSIAS is based.

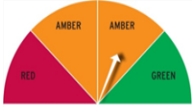
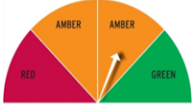
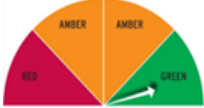
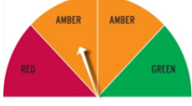





The external review concluded that “the design and implementation of systems for the delivery of internal audit provides substantial assurance that the standards established by the IIA in the IPPF will be delivered in an adequate and effective manner”.

2.8 Performance indicators

Our performance during 2014/2015 is summarised below across a range of performance indicators.

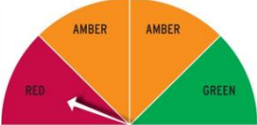
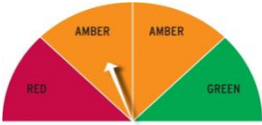
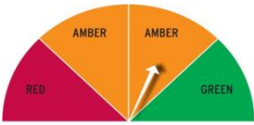
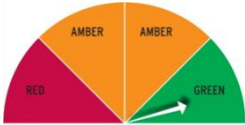
Delivery			Quality				
	Target	Actual	Notes (ref)		Target	Actual	Notes (ref)
Audits commenced in line with original timescales	100%	100%		Conformance with PSIAS and IIA Standards	Yes	Yes	
Draft reports issued within 28 days of debrief meeting	100%	87%	1	Liaison with, the external auditor to place reliance on the work of internal audit.	Yes	Yes	
Final report issued within 7 days of management response	100%	100%		Response time for all general enquiries for assistance	2 working days	100%	
% of recommendations accepted							
High	100%	100%		Response for emergencies and potential fraud	1 working day	N/A	
Medium	95%	95%					
% of High & Medium recommendations followed up	100%	100%					
Notes							
1 – Two reports were delayed due to timing issues on our side.							

Appendix A: Internal Audit Opinion and Recommendations 2014/2015

Assignment	Status	Opinion	Actions agreed		
			H	M	L
Income Streams	Final		-	4	4
Planning Income	Final		-	3	4
Creditors	Final		-	-	2
Data Quality	Final		-	5	1
Procurement Arrangements – Agency Staff	Final		5	3	1
Electoral Registration	Final		-	-	1
Housing Benefit & Council Tax Support	Final		-	-	1
Playhouse – Security of Income	Final		-	2	1
Revenues	Final		-	-	-

Assignment	Status	Opinion	Actions agreed		
			H	M	L
Cash Receipting and Reconciliations	Final		-	-	2
Procurement	Final		5	4	1
Governance and Risk Management	Final		-	-	3
Freedom of Information	Final		-	1	1
Payroll	Final		1	5	1
Emergency Planning	Final		-	1	3
Review of Anti Fraud and Anti Bribery Arrangements	Draft	Advisory			
Follow up	Draft	Limited Progress			
CRM Post Implementation Review	Draft	Advisory			
Property Maintenance	In Progress				

We use the following levels of opinion classification within our internal audit reports

			
<p>Taking account of the issues identified, the Board cannot take assurance that the controls upon which the organisation relies to manage this risk are suitably designed, consistently applied or effective. Action needs to be taken to ensure this risk is managed.</p>	<p>Taking account of the issues identified, whilst the Board can take some assurance that the controls upon which the organisation relies to manage this risk are suitably designed, consistently applied and effective, action needs to be taken to ensure this risk is managed.</p>	<p>Taking account of the issues identified, the Board can take reasonable assurance that the controls upon which the organisation relies to manage this risk are suitably designed, consistently applied and effective.</p> <p>However we have identified issues that, if not addressed, increase the likelihood of the risk materialising.</p>	<p>Taking account of the issues identified, the Board can take substantial assurance that the controls upon which the organisation relies to manage this risk are suitably designed, consistently applied and effective.</p>

For further information contact

Mark Jones

Mark.Jones@bakertilly.co.uk

Tel: 07768 895387

Karen Williams

Karen.Williams@bakertilly.co.uk

Tel: 07818 002463

Page 66

**ANNUAL OVERVIEW OF PERFORMANCE OF INTERNAL AUDIT SERVICES BY
DIRECTOR FINANCE & RESOURCES 2014/15**

Introduction

Internal Audit is a statutory function and it is the responsibility of the Council to maintain an adequate and effective system of internal audit.

In accordance with the International Standards (PSIAS) and Regulation (6) of the Accounts and Audit Regulations 2015, the Director of Finance & Resources is required to review the effectiveness of internal audit. This review also forms part of the overall review of the assurance framework for the Annual Governance Statement which provides reliance on upon the effectiveness of the controls in place. This is reported at an End of Year Meeting with Statutory Officer Group and to the Audit, Crime & Disorder and Scrutiny Committee.

Baker Tilly provides the service as part of the East Surrey Internal Audit Consortium. Baker Tilly has provided an Annual Report for 2014/2015 which provides the S151 Officer and the Audit, Crime & Disorder and Scrutiny Committee with an opinion on adequacy and effectiveness of the Council's governance, risk management and controls. The overall opinion, based on the work undertaken by Baker Tilly is that there are effective arrangements are in place for Governance (Green), Risk Management (Green) and Internal Control (Amber). They identified a number of control issues in respect of the Procurement of Agency Staff, Procurement, Data Quality and Payroll. The assurance level for 2013/14 was Governance (Green), Risk Management (Amber) and Internal Control (Amber).

Overview of Performance

	AUDIT	ASSURANCE 2014/15	PREVIOUS ASSURANCE LEVEL	DIRECTION OF TRAVEL
1	Income Systems	Amber/Green	Amber /Green (Income Waste & Income Venues 13/14)	↔
2	Planning - Income from s106 agreements	Amber/Green	Amber Red (11/12)	↑
3	Creditors	Green	Green (12/13)	↔
4	Data Quality	Amber/Red	Amber/Green (13/14)	↓
5	Procurement - Agency staff (c/f from 13/14)	Red	n/a	
6	Individual Electoral Registration	Green	n/a	
7	Benefits	Green	Green (13/14)	↔
8	Theatre - security of income	Amber /Green	Amber/Green (Income collection Venues 13/14)	

9	Revenues	Green	Green (13/14)	↔
10	Cash receipting and reconciliations	Green	Amber/Green Cash Office 12/13	↑
11	Procurement	Red	Amber/Green (12/13)	↓
12	Governance and Risk Management	Green	Amber/Green (13/14)	↑
13	Freedom of Information	Amber/Green	n/a	
14	Payroll	Amber/Red	Green (13/14)	↓
15	Emergency Planning	Amber/Green	n/a	
16	Property Maintenance	WIP	n/a	
17	Non-Benefit Fraud Risk Assessment	Draft -Adequate	Advisory Counter Fraud Review – basic measures in place	
18	CRM Post Implementation Review	Draft	n/a	
19	Follow up	Adequate	Adequate	↔
20	Bus Grant	Signed off	Signed off	

Audit Contract	Baker Tilly took over RSM Tenon in August 2013 combining the two businesses. RSM Tenon had some financial instability and this takeover resulted in a larger company with over 4,000 partners and staff. Baker Tilly provides a complete range of internal audit services and risk management.								
Delivery of the Audit Contract	<p>The Audit Strategy 2014/15 was agreed on 27th March 2014, by the Audit, Crime & Disorder and Scrutiny Committee. This was based on the Council’s risk profile and where assurances are required. A total of 222 audit days were planned.</p> <p>A total of 19 reviews have been undertaken (excluding bus grants and smaller bodies). The Procurement - Agency staff was initially in 2013/14 audit plan and was carried forward into 2014/15.</p> <p>Two additional reviews were added to the plan; Payroll and Theatre - Security of Income The Post Implementation Review of CRM replaced other IT reviews.</p> <p>Advisory Review of Fraud Arrangements (Draft) CRM Post Implementation Review (Draft) Follow up review (Draft)</p> <p>Work in Progress Property Maintenance Any work not completed will be transferred into 2015/16.</p>								
Audit Quality, Monitoring Arrangements and PI’s	<p>Regular contract monitoring meetings are in place and a regular monitoring report is issued.</p> <p>The PI’s for 2014/15 are; Audits commenced in line with original timescale - 100% Audit scopes signed by relevant Director - 100% Drafts report issued within 28 days of debrief meetings – 87% Final report issued within 7 days of management response – 100% % of High & Medium recommendations accepted – 100% % of High and Medium recommendations followed up – 100%</p> <p>No significant issues have been raised by Managers during 2014/15.</p>								
Consortium	<p>The members of the Consortium met in October 2014. No major issues were identified although one member of the Consortium has queried the rates charged for a specific fraud review. The Head of Corporate Risk remains the contract lead for administering the contract.</p> <p>A training session was arranged for October 2014 which was held in Epsom with attendees from the other members of the Consortium, covering procurement, contracts and social value</p>								
Audit Findings 2014/15	<p>For 2014/15, the following reports were issued.</p> <table><tr><th>Assurance Levels</th><th>No. in 2014/15</th><th>No in 2013/14</th></tr><tr><td>Red</td><td>2</td><td>1</td></tr></table>			Assurance Levels	No. in 2014/15	No in 2013/14	Red	2	1
Assurance Levels	No. in 2014/15	No in 2013/14							
Red	2	1							

	Amber/Red	2	1
	Amber/Green	4	7
	Green	7	6
	WIP	1	1
	Advisory	2(draft)	1
	Follow up	1 (draft)	1
	Sub Total		
	Bus Grants & smaller bodies	Signed off	Signed off
	Total	19	18
	Overall the Head of Internal Audit has provided a satisfactory opinion. This is shown as Green for Governance, Green for Risk Management and Amber for Internal Control.		
Follow up Recommendations	<p>The follow up review of previous recommendations has been issued as a draft but not yet agreed.</p> <p>A changing approach is being developed whereby Baker Tilly reviews the implementation of recommendations during the year and not at the end of the financial year. So any lack of progress can be promptly identified.</p> <p>There will also be training to the Leadership Team to ensure that managers are clear that they are responsible for implementing any agreed recommendations and where it is not possible implement a recommendation this should be clearly agreed when the draft report is finalised.</p>		
Feedback from External audit	<p>In April 2015, the External Auditors (Grant Thornton) stated that :- They had completed a high level review of internal audit's overall arrangements, commenting that:-.</p> <p>"Our work has not identified any issues which we wish to bring to your attention. We also reviewed internal audit's work on the Council's key financial systems to date. We have not identified any significant weaknesses impacting on our responsibilities.</p> <p>Overall, we have concluded that the Internal Service provides an independent and satisfactory service to the Council and that internal audit work contributes to an effective internal control environment.</p> <p>Our review of internal audit work has not identified any weaknesses which impact on our audit approach."</p>		
Role of the Audit, Crime & Disorder and Scrutiny Committee	<p>In meeting their requirements as an Audit Committee they:-</p> <ul style="list-style-type: none"> -receive regular monitoring reports and the Annual Audit Strategy -are independent to management -consider an annual report -review external audit report action plans -review the Annual Governance Statement - receive the outcome of specialist reviews 		
Additional Services	<p>Baker Tilly have provided assistance with a range of matters completing Specialist were brought into provide reviews on non-benefit fraud risk assessment and Post Implementation Review of CRM.</p>		

	They provided a seminar at Epsom for all members of the Consortium which covered procurement, contract management and social value.
Summary of Areas for Improvement in 2014/15	<p>To ensure the service delivered meets the heightened challenges of the Council as a result of the changes to the management structure, governance arrangements and further budgetary savings.</p> <p>Continuing to improve the implementation and monitoring of recommendations, updating the functionality of the 4 Action Software and reporting to Board with improved linkage with the follow-up review.</p>
Overall Summary	Baker Tilly have provided an effective audit service for 2014/15 and completed most of the planned work in line with the agreed audit plan.

Director of Finance & Resources

18th May 2015

This page is intentionally left blank

ANNUAL GOVERNANCE STATEMENT 2014/15

Report of the: Director of Finance & Resources
Contact: Gillian McTaggart
Annexes/Appendices (attached): Draft Annual Governance Statement 2014/15
Other available papers (not attached): None stated

REPORT SUMMARY

This Report seeks the Committee's formal approval of the Annual Governance Statement and the arrangements made for its preparation as part of the 2014/15 financial statements.

<u>RECOMMENDATION (S)</u>	<i>Notes</i>
<p>The Committee is asked to :-</p> <p>(1) Confirm the adequacy of the arrangements made for preparing the Annual Governance Statement;</p> <p>(2) Formally agree the final version to be approved by the Strategy and Resources Committee.</p>	

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

- 1.1 Corporate Governance affects all aspects of the Council's services because it relates to the framework in which decisions are made. It is defined as the system by which local authorities direct and control their functions and relate to their communities.
- 1.2 The Annual Governance Statement underpins everything that the Council does and supports the core value of performing with openness and honesty.
- 1.3 The Committee's terms of reference covers the responsibility for review and approval of the Annual Governance Statement.

2 Background

- 2.1 The Council's governance arrangements aim to ensure that its sets and meets objectives. It acts lawfully, open and honestly. All monies and resources are accounted for, safeguarded and used economically, efficiently and effectively.
- 2.2 The Accounts and Audit (England) Regulations 2011 require that councils produce a statement to cover their whole internal control environment, both financial and non-financial. The Annual Governance Statement is designed to provide assurance concerning our governance arrangements.

- 2.3 The Annual Governance Statement provides an overview of the Council's key governance systems and explains how they are tested and the assurances that can be relied upon to show those systems are working effectively. It also identifies opportunities to identify areas of improvement.

3 The Governance Framework

- 3.1 The Framework "Delivering Good Governance in Local Government" published by CIPFA in association with SOLACE in 2007 sets the standards for Local Authority governance in the UK. This Framework was reviewed in 2012 and an addendum issued providing further advice to encourage governance standards are the best.
- 3.2 The Council's governance framework comprises the system, processes, culture and values which direct and control and through which it accounts to, engages with and leads the community. The Local Code of Corporate Governance was updated and approved by Strategy and Resources Committee on 12 November 2013. The framework brings together an underlying set of legislative requirements, good practice principles and management processes.
- The work of internal and external audit
 - The Risk Management framework
 - Corporate Assurance Framework
 - Arrangements for Business Continuity
 - Performance Management Framework
 - Divisional Assurance statements completed annually by the Heads of Service
- 3.3 At least once a year a review must take place of the effectiveness of the systems of internal control. It is designed to manage risk at a reasonable level. The Council cannot eliminate all risk of failure to achieve policies and objectives and therefore can only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an on-going process designed to identify and prioritise the risk of achievements of the Council's aims and objectives. To evaluate the likelihood of those risks being realised and the impact should they be realised and to manage them efficiently, effectively and economically.
- 3.4 The Annual Internal Audit Report for the year ended 31st March 2015, which is reported in more detail in a separate report to this Committee, forms a key part of corporate governance. For 2014/15, based on the work undertaken they concluded that there were adequate arrangements for the adequacy and effectiveness of the Council's risk management, internal control and governance arrangements. They identified a number of control issues which are detailed in the separate report.
- 3.5 They also provided the Direction of Travel which remained at green for governance, showed an improvement from amber to green for risk management and remained at amber for internal control.
- 3.6 The Governance Framework has been in place for the year ended 31st March 2015. The Annual Governance Statement will be considered by the Strategy and Resources Committee as part of the approval of the Statement of the Accounts. .

- 3.7 The significant control issues identified within the 2013/14 Annual Governance statement are listed in the table below with the agreed action and the current status. A number issues have been rolled forward into the 2014/15 Annual Governance Statement.

Significant Control Issues from 2013/14 AGS		
Issue	Agreed Action	Current Status
The Council continues to manage the ongoing financial pressures as a result of spending cuts.	Agreed Action - The 2014/15 budget provides a good platform for budget planning and the cost reduction plan will be further developed as part of 2015/16 budget. It will also monitor the effect of reduced income from regulatory changes	Rolled forward to 2014/15 AGS - Managing on-going financial pressure remains a risk.
The Council have a number of key projects planned for the future within both the revenue and capital programme. There is a risk that individual projects are not proceeded or not delivered within budget.	Action Agreed - A project manager has been appointed to help deliver key community projects and monitor of key projects will continue.	Some projects have been delivered but there is a need for the ongoing management of key projects such as Hollymoor Lane, Upper High Street Redevelopment. These are reported regularly to Statutory Officer Group.
The Council handles a significant volume of data and information. The governance and security arrangements help safeguard information and have been reviewed but action not completed.	Action Agreed Work is being undertaken to strengthen the arrangements in place. An officer group is reviewing the risks and reviewing procedures and training requirements.	Although rolled forward into 2014/15 AGS - training arrangements are in place for June 2015 which are mandatory for all staff.
The Council are housing a larger number of households in bed and breakfast accommodation due to increased demand.	Action Agreed A task force has been established to find a longer term solution for the provision of suitable temporary accommodation.	Rolled forward to 2014/15 AGS - A Homelessness project group meets fortnightly to address both demand and supply issues. A project plan is in place and the proposed allocation policy will be fully implemented by Dec 2015.
As with many smaller Council's staffing resources are stretched in a number of departments affecting the resilience and ability to deliver services.	Action Agreed - Need to review the effect of divisional restructures and reduced staffing numbers through a range of processes. Engage with staff to address key issues	Rolled forward to 2014/15 AGS. As part of embedding the new management structure, need to ensure there is adequate resilience and the correct skill sets within each department. A development programme is in place for the Leadership Team.

4 Financial and Manpower Implications

- 4.1 There are no financial or manpower implications for the purpose of this report.
- 4.2 **Chief Financial Officer's comments:** No comments for the purposes of this report.

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

- 5.1 The AGS is a statutory requirement as set out in Regulation 4(2) of the Accounts and Audit Regulations 2011. In addition guidance for the review was issued by CIPFA / SOLACE in 2007, updated 2012.
- 5.2 External Audit will review the statement as part of the Audit of the 2014/15 financial statements
- 5.3 The Annual Governance Statement must be included with statement of accounts.
- 5.4 ***Monitoring Officer's comments:*** No comments for the purposes of this report.

6 Sustainability Policy, Partnerships and Community Safety Implications

- 6.1 There are no implications for these areas for the purposes of this report.

7 Partnerships

- 7.1 There are no implications for these areas for the purposes of this report.

8 Risk Assessment

- 8.1 The completion of the Annual Governance Statement ensures the Council's compliance with the Accounts and Audit Regulations and ensures effectiveness of the system of internal control encompassing internal audit and the role of the Scrutiny Committee as an Audit Committee.
- 8.2 The Annual Governance Statement forms an integral part of the corporate governance arrangements.
- 8.3 The significant control issues identified in the Annual Governance Statement reflect the generally high risk to the delivery of public services during a period of recession and funding cuts.

9 Conclusion and Recommendations

- 9.1 Members of the Committee are asked to confirm the adequacy of the arrangements for the compilation of the Annual Governance Statement.
- 9.2 The AGS should reflect major risks, provide an accurate representation of arrangements in place during the year and highlight areas for improvement.
- 9.3 Responsibility for authorising the statement lies with the Chief Executive and the Chairman of the Strategy and Resources Committee.

WARD(S) AFFECTED: N/A



EPSOM AND EWELL BOROUGH COUNCIL
(DRAFT) ANNUAL GOVERNANCE STATEMENT – 2014/2015

Scope of responsibility

1. Epsom and Ewell Borough Council is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that public money is safeguarded and properly accounted for, and used economically, efficiently and effectively. Epsom and Ewell Borough Council also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.
2. In discharging this overall responsibility, Epsom and Ewell Borough Council is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, and which includes arrangements for the management of risk.
3. Epsom and Ewell Borough Council has adopted a code of corporate governance which is consistent with the principles of the CIPFA/SOLACE Framework, "Delivering Good Governance in Local Government". This statement explains how Epsom and Ewell has complied with the code and also meets the requirements of the Accounts and Audit (England) Regulations 2015 and accompanies the 2014-15 Final Accounts. The Annual Governance Statement is subject to review by the Audit, Crime & Disorder and Scrutiny Committee and the Strategy & Resources Committee when it considers the Statement of Accounts.

The purpose of the governance framework

4. The governance framework comprises the systems and processes, and culture and values, by which the authority is directed and controlled and its activities through which it accounts to, engages with and leads the community. It enables the authority to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate, cost-effective services.
5. The system of internal control is a significant part of that framework and is designed to manage risk to a reasonable level. It cannot eliminate all risk of failure to achieve policies, aims and objectives and can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an on-going process designed to identify and prioritise the risks to the achievement of Epsom and Ewell Borough Council's policies, aims and objectives,

to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.

6. The governance framework has been in place at Epsom and Ewell Borough Council for the year ended 31 March 2015 and up to the date of approval of the Annual Report and Statement of Accounts.

Sources of Assurance

- A clear statement of the Council's purpose and vision is set out in its Corporate Plan – Making Epsom and Ewell, an excellent place to live and work. The Council's priorities for 2012-2016 are set out in the Corporate Plan, which also documents the Council's role in working with its partners. The Council is currently developing a new Corporate Plan for 2016 – 2020.
- The Council has six priorities for the Borough; these are Economic Vitality, Sustainability, Visual appearance, Quality of life, Safer and Stronger communities and Managing Resources. To achieve its Corporate Priorities, the Council sets service targets that are revised annually.
- The behaviour of Councillors is regulated through the Code of Conduct supported by a number of protocols.
- The Council's has adopted a code of conduct for members and co-opted members and has in place arrangements to meet the requirements under section 27 of the Localism Act.
- Employees are subject to a Code of Conduct and a number of specific policies as set out by Human Resources.
- Policy and decision making is facilitated by a framework of delegation set out in the Constitution.
- Risk Management Framework covers strategic risk management, to identify corporate risks, assess the risks for likelihood and impact, identify mitigating controls and allocate responsibility for those controls.
- The Council maintains and reviews a Leadership Risk Register and risks contained in the Annual Service Plans. Risk Management awareness is built into the Council's training programme. The Corporate Risk Group also has a role in embedding risk management across the authority.
- The Director of Finance & Resources is designated as the responsible officer for administration of the Council's financial affairs under section 151 of the Local Government Act 1972. This includes ensuring the lawfulness and financial prudence of decision making, providing advice, particularly on financial impropriety, publicity and budget issues, giving financial information.
- The Director of Finance & Resources meets her financial responsibilities and ensures fully effective financial management arrangements are in place by attending key meetings where significant financial issues are discussed, and has a key role in the Leadership Team. She reports to the Chief Executive. This role meets the requirements Statement on the role of the Chief Financial Officer in Local Government and is a key role of good governance.
- The Audit, Crime & Disorder and Scrutiny Committee carries out the role of an Audit Committee as identified in CIPFA's "Audit Committees – Practical Guidance for Local Authorities.

- The Council has in place an approved Whistleblowing Policy for investigating complaints established anti-fraud and corruption arrangements.
- The Monitoring Officer has a legal obligation duty to ensure the lawfulness and fairness of decision-making.
- The Council has in place a Corporate Equality Scheme 2011–2016 to meet the Council's statutory duties to make sure all services and activities are available to all those in the Borough.
- The Customer Charter sets out standards of services that residents can expect to receive.
- The Council has approved a Team Strategy which forms part of the corporate framework for the delivery of people management aims and objectives and has IIP accreditation.
- The Council has in place a robust performance management framework that is key to identifying service improvement and providing good quality services. The Corporate Management Board receives monthly reports and quarterly reports. Policy committees receive performance management reports monitoring progress against annual service plans. The Audit, Crime & Disorder and Scrutiny Committee monitor indicators not met. The performance management framework incorporates risk analysis reviewing any issues that may prevent an action being achieved.
- The Council's Communications Strategy 2010-2015 includes consultation with residents and other stakeholders.
- The Council's Consultation Strategy 2010-2015 which support's the Council's in its duty to provide information, consult and involve the community.
- The Council continues to develop a range of partnership arrangements and has reviewed the corporate governance arrangements for priority partnerships and has an action plan in place.
- The Council has adopted a corporate complaints systems which has a four stage complaint approach.

Review of effectiveness

7. Epsom and Ewell Borough Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control. The review of effectiveness is informed by the work of the Directors and senior managers within the authority, who have responsibility for the development and maintenance of the governance environment, the Head of Internal Audit's Annual Report and also by other reports issued by the External Auditor and other review agencies and inspectorates.

Assurance Received

- The management structure has been subject to review during 2014/2015 resulting in a restructure. The Corporate Management Board met weekly, but this has been replaced by the Statutory Officers Group and the Leadership Team who meet alternate weeks.
- The Head of Internal Audit's Annual Report presented to the Audit, Crime & Disorder and Scrutiny Committee. For 2014/15 Internal Audit concluded, from the

work undertaken that they are satisfied that sufficient internal audit work has been undertaken to allow them to draw a reasonable conclusion on the adequacy and effectiveness of Epsom and Ewell Borough Council's arrangements. Some areas of weakness were identified where the council needs to enhance controls. These were in relation to Procurement, Procurement of Agency Staff, Data Quality and Payroll.

- The Risk Management Framework was reported to the Scrutiny Committee in November 2014, who are responsible for monitoring and reviewing the Council's risk management arrangements.
- The Heads of Service complete annual self-assessments (Divisional Assurance Statements) of the processes and controls they have in place to allow them to achieve their service objectives. This identifies a range of service risks.
- Performance management reports are taken place to relevant the policy committees and the Audit, Crime & Disorder and Scrutiny Committee over the course of the year. Based on the information provided during the year and reviews of data quality, adequate controls are in place.
- Monthly monitoring reports are produced as key indicators.
- Annual Service Plans are monitored and updated by the relevant Committee
- Local Ombudsman Report on complaints received.
- The Audit, Crime & Disorder and Scrutiny Committee produce an Annual Report.
- Financial assurance from budget targets report and Quarterly Revenue and Capital Monitoring Reports.
- Register of pecuniary interests.
- Fraud Risk Assessment.
- Pay Award and Pay Policy statement 2015/16.
- Emergency Planning and Business Continuity Plans.
- As part of the Council's policy on transparency and openness information on financial spend is publically available.
- Work has been undertaken to raise the awareness of information governance risks, policies have been updated and mandatory training is being rolled out to all staff in 2015.
- All committee reports have been seen by Chief Finance Officer and the Monitoring Officer

8. We have been advised on the implications of the result of the review of the effectiveness of the governance framework by the Audit, Crime & Disorder and Scrutiny Committee, Corporate Risk Group, Corporate Governance Group and Corporate Management Board and a plan to address weaknesses and ensure continuous improvement of the system is in place.

Significant governance issues

9. The following significant internal controls have been identified:-

Significant Governance Issues				
No.	Issue	Action	Lead Officer	Date
1	Financial Pressures – The Council continue to be at risk of budgetary cuts and increase reliance on income streams	The development of the new MTFS with a cost reduction plan will alleviate some of this risk. It is important that the MTFS is accompanied by a detailed plan of how the projected deficit will be reduced.	Director of Finance & Resources	March 2015
2	Corporate Governance – A review of corporate governance has identified a number of weaknesses and failure to comply with procedures.	The Corporate Governance Group has identified an action plan to address key issues	Statutory Officers Group	Action Plan for each Project
3	Procurement – the Council is at risk of noncompliance with legislation and Contract Standing Order	An independent review of procurement capacity will be completed and officer led Procurement Group will be established to implement agreed actions.	Procurement Group	December 2015
4.	Managing resources –the Council has limited resources and skills to deliver service improvements	As part of embedding the new management structure, need to ensure there is adequate resilience and the correct skill sets within each department. A development programme is in place for the Leadership Team.	Chief Executive	November 2015

Significant Governance Issues				
No.	Issue	Action	Lead Officer	Date
5.	Performance Management - The current framework does not produce the information to address and measure key targets.	As part of developing the new Corporate Plan, the performance framework will be adapted to ensure it captures and measures key actions aligned to the key risks.	Chief Executive	September 2015
6	Information Governance – The Council need to ensure that the mandatory training is complete and all staff are aware of the policies.	Training to be held in June/July 2015.	Corporate Governance Group	June/July 2015
6	Homelessness – The rising costs of homelessness has resulted in significant increased budgetary constraints.	A Homelessness project group meets fortnightly to address both demand and supply issues. A project plan is in place and the proposed allocation policy will be fully implemented by December 2015.	Director of Finance and Resources & Head of Housing and Environmental Services	December 2015
7	Fraud – Fraud training and awareness needs to be provided to all staff	Training will be scheduled for 2015	Corporate Governance Group	December 2015
8	Transparency – The Council have not met all the requirements of the Transparency Agenda	To complete the action plan and report to Statutory Officers Group with progress	Head of Legal & Democratic Services	July 15

10. We propose over the coming year to take steps to address the above matters to further enhance our governance arrangements. We are satisfied that these steps will address the need for improvements that were identified in our review of effectiveness and will monitor their implementation and operation as part of our next annual review.

Signed:

.....

Chair of Strategy and Resources & Chief Executive on
Behalf of Epsom and Ewell Borough Council

This page is intentionally left blank

PERFORMANCE MANAGEMENT: PROGRESS REPORT FOUR 2014/15

Report of the: Chief Executive
Contact: Adama Roberts/Margaret Jones
Urgent Decision?(yes/no) No
If yes, reason urgent decision required:
Annexes/Appendices (attached): Annexe 1 – Performance Management – Progress Report Four 14/15
Other available papers (not attached):

REPORT SUMMARY

This report sets out performance against the policy committees' actions as at Progress Report Four 2014/15 (end of year) and highlights those targets rolled forward or signed off.

<u>RECOMMENDATION (S)</u>	<i>Notes</i>
That the Committee: (1) Receives Performance Management Progress Report Four 2014/15 (Annexe 1) (2) Notes those targets for 2014/15 which have been rolled forward to 2015/16 or have been signed off (Annexe 1) (3) Identifies any issues requiring action.	

1 Background

- 1.1 In December 2011 the Council adopted the new Corporate Plan for 2012/16. The Plan identifies the Council's Key Priorities and Core Values for the four year period.
- 1.2 It was agreed that due to the volatile nature of the economic climate, actions would be reviewed and set annually rather than for a period of four years. This was deemed more productive because changes and decisions around actions set in the Service Plans could be taken promptly, in line with changing economic times.
- 1.3 Hence, as part of the service planning process to support delivery of the Council's Corporate Plan, actions were agreed under the Service Plan for 2014/15 (and have more recently been agreed for 2015/16, which is the last year of the life cycle of the current Corporate Plan).
- 1.4 The Council's performance management framework enables progress against each of the Service Plan action areas to be monitored on a committee cycle basis.

- 1.5 This report sets out performance against the Year 3 Service Plan actions for which the policy committees are responsible. Being the end of year report those targets which have not been achieved as at March 2015 have been either signed off or rolled forward. A key to the end of year reporting structure is set out below.

Key to Reporting Year End Progress	
Achieved	An action is achieved once all objectives specified have been completed
Signed Off	<p>An action is signed off for one of three reasons:</p> <ul style="list-style-type: none"> • Because a similar/same target has been set within the next financial year (as it's an ongoing target); • Because it is nearly completed (98% of measures have been implemented and it's likely to be completed within the next couple of months) and does not warrant being carried forward to the next financial year; • Because initiatives cannot be taken any further due to lack of resources/funding or changes in legislation/policy. <p>Please note that signed off actions continue to be monitored and subsequently achieved by the responsible officers. Officers are expected to keep a review list of all signed off actions and can be contacted for further information. This also enhances the data quality procedures in terms of accountability.</p>
Rolled Forward	An action is rolled forward to the next financial year, if it is considered to be of utmost significance and still relevant to priorities set. Rolled forward actions are expected to be achieved within the first reporting cycle of the Progress Report
Deferred/Deleted	An action is deferred to the next financial year or deleted due to lack of resources or action being no longer feasible to implement. This can be done through an officer/ Corporate Management Board recommendation to the responsible committee, who then make the final decision as to whether to approve the recommendation/s given.

- 1.6 A risk analysis section has been incorporated into the Performance Management Framework as per audit and CMB recommendations. It facilitates the pre-empting and reviewing of any issues that may prevent an action being achieved within a specific timeframe.

2 Performance as at March 2015

- 2.1 Annexe 1 provides the Committee with an extract from the full Performance Management Progress Report Four 2014/15 according to the wishes of the previous Committee.

- 2.2 Page 5 of the Annexe provides the Committee with an overall picture as at year end (March 2015). 47% of the policy committees' actions for 2014/15 have been achieved, 35 % have been signed off and 18% rolled forward. The Committee will wish to note that in addition, a number of actions have been deleted/deferred across the year as highlighted on page 5.
- 2.3 A comparison of the percentage of actions achieved, signed off and rolled forward for 2014/15 with the two previous years is set out in the table below. 2014/15 has seen a drop in the percentage of actions achieved, and an increase in the number of actions signed off and rolled forward.

	2014/15	2013/14	2012/13
Achieved	16 (47%)	39 (66%)	53 (73%)
Signed Off	12 (35%)	15 (25%)	13 (18%)
<i>Sub Total (Achieved + Signed Off)</i>	<i>82%</i>	<i>91%</i>	<i>91%</i>
Rolled Forward	6 (18%)	5 (9%)	7 (10%)
Total number of Actions	34 (100%)	59 (100%)	73 (101%)*

(Actions deleted/deferred in year 6 8 5)

(Actions added in year 0 3 0)

*:Due to rounding of percentages this figure does not equal 100%

- 2.4 A complete summary of those actions achieved, signed off, rolled forward, deferred and deleted is set out on pages 6 to 8 of the Annexe.
- 2.5 Pages 9 to 13 of the Annexe present 2014/15 performance information according to individual policy committee (Environment, Leisure, Social and Strategy & Resources Committees).
- 2.6 Pages 14 to 29 provide details on those 25 actions being monitored for Progress Report 4 together with information on any associated significant annual service plan risks. Of the 25 actions, 7 were achieved, 12 signed off and 6 rolled forward.
- 2.7 The Committee will wish to note that only the Environment and Leisure Committees will have considered their respective end of year progress reports by the time this Committee meets.

3 Financial and Manpower Implications

- 3.1 There are no specific financial or manpower implications for the purpose of this report.
- 3.2 Actions identified for 2014/15, at the time of agreeing the actions, were considered to be achievable within agreed budgets, including the reduced staffing budget.

3.3 **Chief Finance Officer's comments:** No comments for the purposes of this report.

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

4.1 There are no particular legal implications for the purpose of this report.

4.2 **Monitoring Officer's comments:** No comments for the purposes of this report.

5 Sustainability Policy and Community Safety Implications

5.1 Delivery of Year 3 of the Service Plan will assist the Council to create sustainable communities.

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

6 Partnerships

6.1 There are no particular partnership implications for the purpose of this report.

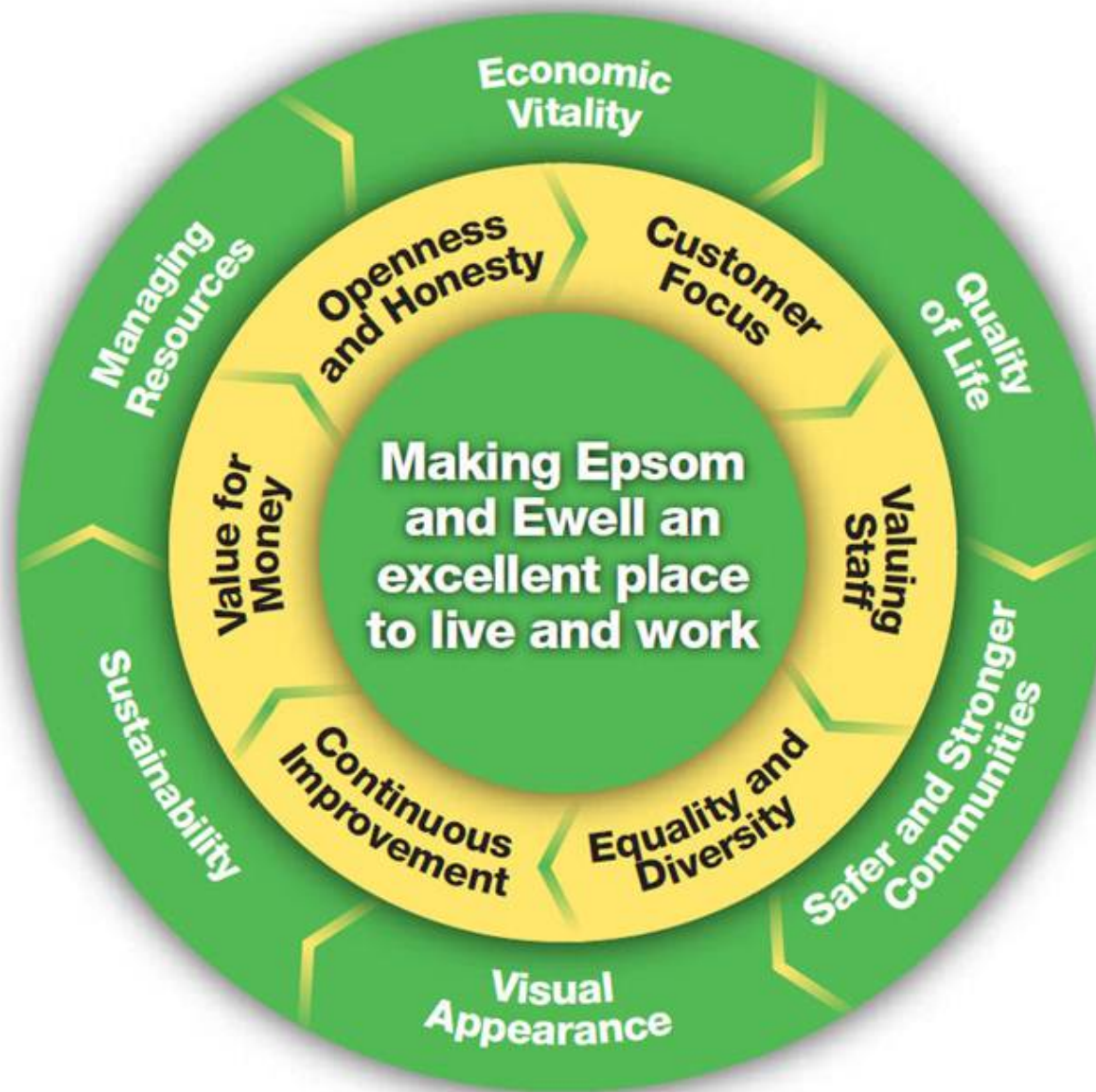
7 Risk Assessment

7.1 The creation of a Performance Management Framework mitigates any loss of focus and assists the organisation in ensuring that it has the financial capacity to deliver its objectives.

8 Conclusion and Recommendations

8.1 The implementation of a robust performance monitoring and management system is essential to ensure that the Committee's Key Service Priorities are delivered or any variances explained and decisions over future action made.

WARD(S) AFFECTED: N/A



Progress Report Four

Prepared for the Audit, Crime & Disorder and Scrutiny Committee – May 2015

Table of Contents

Key to Reporting at Year-End	3
Overall Picture at Year-End	5
Achieved Actions 2013/14.....	6
Signed Off Actions	7
Rolled Forward Actions	7
Deferred/Deleted Actions	8
Summary for Environment Committee	9
Summary for Leisure Committee	10
Summary for Social Committee.....	13
Economic Vitality: Promote the economic vitality of Epsom & Ewell	14
Economic Vitality Risk Section	15
Managing Resources: Utilise the Council's limited resources in the most efficient	16
Managing Resources Risk Section	17
Sustainability: Encourage energy efficiency, reduced waste and cleaner forms of transport	19
Sustainability Risk Section	21
Quality of Life: Improve the quality of life for all residents, but particularly the more vulnerable within our society.....	22
Quality of Life Risk Section	24
Safer and Stronger Communities: Promote safer, more active and caring communities	26
Safer and Stronger Communities Risk Section	27
Visual Appearance: Enhance the visual appearance of the Borough	28
Visual Appearance Risk Section	29

Key to Reporting at Year End

Monitoring of Key Service Priorities, as set out in the Annual Service Plans for 2014/15

Progress against Key Service Priorities at year end, is monitored by:

Achieved

An action is achieved once all objectives specified have been completed.

Signed Off

An action is signed off for one of three reasons: because a similar/same target has been set within the next financial year (because it's an ongoing target); because it is nearly completed (98% of measures have been implemented and it's likely to be completed within the next couple of months) and does not warrant being carried forward to the next financial year; and finally where initiatives cannot be taken any further due to lack of resources/funding or changes in legislation/policy.

Please note that signed off actions continue to be monitored and subsequently achieved by the responsible officers. Officers are expected to keep a review list of all signed off actions and can be contacted for further information. This also enhances the data quality procedures in terms of accountability.

Rolled
Forward

An action is rolled forward to the next financial year, if it is considered to be of utmost significance and still relevant to priorities set. Rolled forward actions are expected to be achieved within the first reporting cycle of the Progress Report.

Deferred/
Deleted

An action is deferred to the next financial year or deleted due to lack of resources or action being no longer feasible to implement. This can be done through an Officer/ Corporate Management Board recommendation to the responsible committee, who then make the final decision as to whether to approve the recommendation/s given.

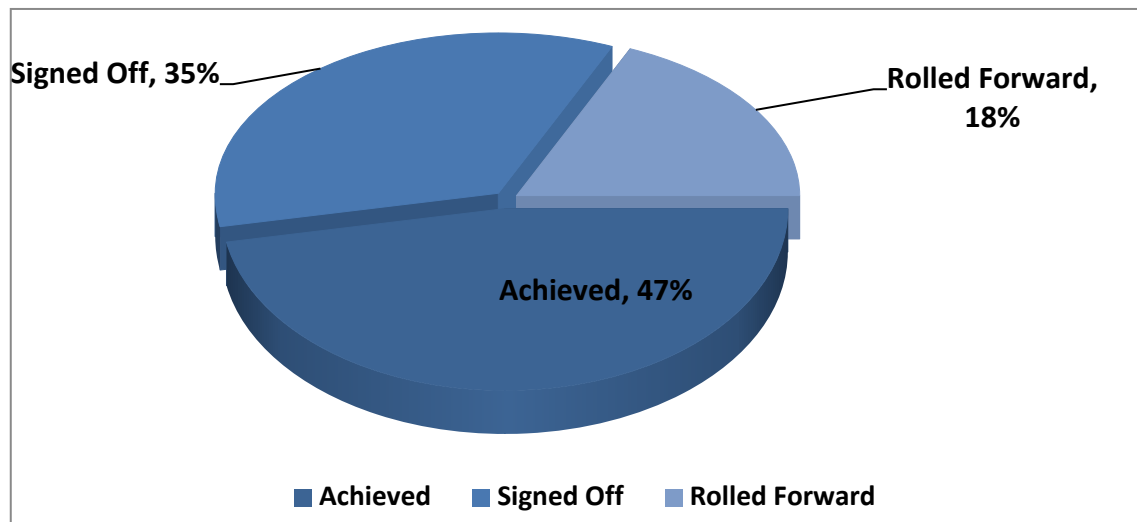
AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
23 JUNE 2015

The report includes **progressive updates** for all actions set for 2014/15 and have **been aligned with the committee meeting cycle** enabling the reporting of information that is **as up to date as possible**.

The new reporting format also gives Responsible Officers **the opportunity to spot and act promptly** to ensure actions set for 2014/15 are achieved and if they cannot be achieved, it enables them to take necessary actions via a joint decision making process **with the Corporate Management Board (CMB) and relevant committees**.

*A **risk analysis section** has been incorporated in the Performance Management Framework as **per audit and CMB recommendations**. It facilitates the pre-empting and reviewing of any issues that may **prevent an action from being achieved** within a specific timeframe.

Overall Picture as at March 2014/15 (Year-End)



Please Note: In total there were 40 **actions** being monitored for the period 2014/15 against the **six key priorities** as set out in our Corporate Plan 2012/16:

- **Progress Report One:**
Four (4) actions were 'Achieved', 25 were 'On Target', seven (7) are 'Not Met' and three (3) have been deferred to 2016/17, and one (1) action deleted.
- **Progress Report Two:**
There were 32 actions being monitored for Progress Report Two. Two (2) actions were 'Achieved', 24 were 'On Target', and six (6) 'Not Met' and one (1) action deleted.
- **Progress Report Three:**
There were 29 actions being monitored for Progress Report Three. Three (3) actions were 'Achieved', 17 actions were 'On Target', eight (8) actions 'Not Met', and one (1) action recommended for deletion.
- **Progress Report Four:**
There were 25 actions being monitored for Progress Report Four. Of the 25 actions, seven (7) were 'Achieved', 12 'Signed Off', and six (6) 'Rolled Forward'.

Achieved Actions:

Progress Report One:

- Implement new customer services CRM, MR2 PR1
- Extend range of activities at Longmead and the Wells Social Centres and achieve the agreed income targets, QL1 PR1
- Following the success of London 2012 and ToB in 2013, introduce a new cycling event in the Borough, QL2 PR1
- Agree a plan to deliver junction improvement at the Spread Eagle, EV4 PR1

Progress Report Two:

- Review specific services agreed as part of 2014/15 budget preparation, MR3 PR2
- Review progress on venues subsidy reduction and set new targets for 2014-2016, MR4 PR2

Progress Report Three:

- Set budget targets for 2015/16 to keep the tax level below the Surrey average, MR1 PR3
- Review and update cost reduction plan, MR6 PR3
- Work proactively with land owners to encourage the opportunities sites identified in Plan E to be brought forward for development, EV4 PR3

Progress Report Four:

- Implement service changes agreed, MR2 PR4
- To reduce mains water use in line with agreed targets, S2 PR4
- Encouraging physical activity, support and develop sport clubs, QL2 PR4
- Secure completion of 75 affordable homes, QL5 PR4
- Bring 5 empty homes back into use, QL6 PR4
- Review the current use of social media at the Council, SS4 PR4
- Implement the plan to maximise the contribution of volunteers and Friends of Parks Groups, VA2 PR4

Signed Off Actions:

- Monitor impact of parking charging regime and set charges in consultation with local businesses, EV1 PR4
- Achieve targets set for energy reduction on Council property, MR3 PR4
- Implement spend-to-save capital investment programme, MR3 PR4
- Implement cost savings for 2014/15, MR6 PR4
- To recycle 46% of domestic waste (Please note that this target has been revised in order to be consistent with the target set in the Monthly Report. The target was 50% in 2013/14. This target was reviewed and changed to 46% for 2014/15. The target to recycle 55% of domestic waste in the progress report has therefore been changed to reflect the review undertaken as part of the Monthly Report.), S1 PR4
- To reduce electricity and gas consumption to 1.8m KWHs and 2.0m KWHs respectively, S2 PR4
- Number of families in Bed & Breakfast accommodation, QL6 PR4
- Achieve targets set for level of out of Borough placements, QL6 PR4
- Deliver actions under the Community Safety Action Plan 2014/15, SS1 PR4
- Appoint Trustee and prepare a strategic plan for the refurbishment of Horton Chapel (Rolled Forward from 2013/14), SS2 PR4
- Further improve the Street Furniture and public realm improvements, VA3 PR4
- Work with NHS partners to secure a thriving Epsom General Hospital site, QL3 PR4

Rolled Forward Actions:

- To adopt Development Plan Document as a local policy, EV3 PR4
- Planning application submitted and determined for new retail store and housing on Depot Road and Upper High Street, EV4 PR4
- To increase the number of businesses that recycle in accordance with the plan, S1 PR4
- Complete installation of barrier controlled car park pay systems, S4 PR4
- Subject to successful funding bids, deliver the agreed seven QEII funded capital projects in each of the Borough's seven QEII fields, QL2 PR4
- Implement Delivery Development Plan Document, VA1 PR4

Rolled Forward Actions from 2013/14:

Rolled Forward Actions from 2013/14:

- Implement new customer services CRM, MR2 PR4 (Rolled Forward 2012/2013). **It was achieved (PR1), as listed on Page 6**
- Implement operational changes required to deliver services within budget in 2013/14 and review specific services agreed as part of 2014/15 budget preparation, MR2 PR4. **This was achieved in PR2** however the action focussed solely on the second part 'Review specific services agreed as part of 2014/15 budget'
- Appoint Trustee and prepare a strategic plan for the refurbishment of Horton Chapel, SS2 PR4. **Now Signed off, as listed on Page 7**
- Implement spend-to-save capital investment programme, MR3 PR4 (Rolled Forward 2012/2013) **Now Signed off, as listed on Page 6**
- Complete installation of barrier controlled car park pay systems, S4 PR4 **(Rolled Forward 2012 to 2016).**

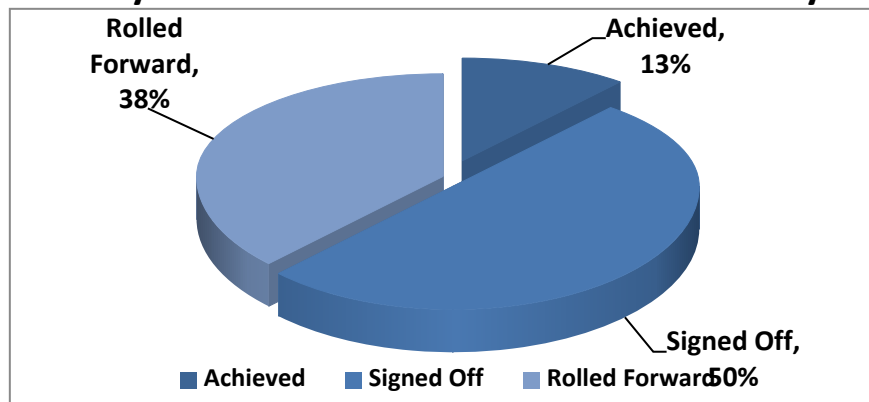
Deferred Actions:

- Communicate and implement transfer of new working age claims to Universal Credit October 2013 (subject to confirmation from DWP), SS5
Note: This action was initially scheduled for 2013, and subsequently deferred to 2016/17.
- Manage the transfer of legacy housing benefit claims to universal credit to the timetable set by the DWP, SS5. Deferred to 2016/17
- Undertake refurbishment at Horton Chapel, SS3 PR1. Deferred to 2015/16
Note: This action was deferred as a result of the Decisions Notice of Strategy & Resources Committee issued on 23 September 2014.

Deleted Actions:

- To re-tender transport contract to minimise the environmental impact of vehicle use, S2 PR1
Note: This action was deleted as a result of the Decisions Notice of Strategy & Resources Committee issued on 23 September 2014
- Implement Delivery Development Plan Document, VA1 PR2
Note: This action was deleted as a result of the Leisure Committee's Decisions Notice of 27 January 2015 (monitoring to done by the Licencing and Planning Policy Committee)
- To support the business partnership in developing and monitoring an annual work program, EV2 PR3
Note: It is recommended that this action is deleted from the Progress Report as the group has been disbanded.

Summary of Environment Committee as at May 2015



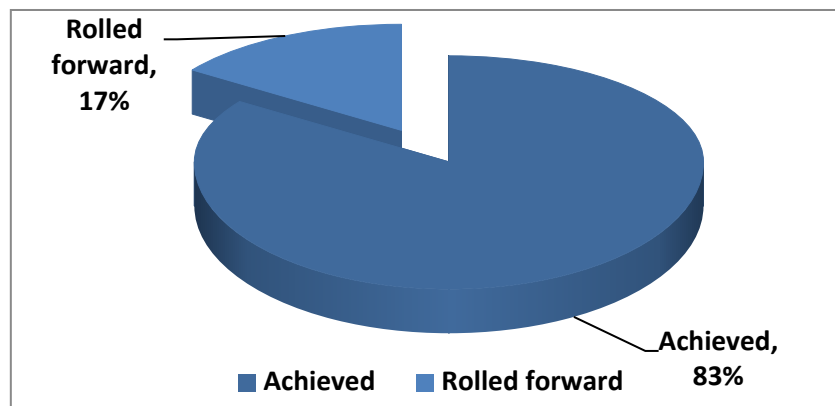
Environment Committee had **eight (8)** actions for the financial year 2014/2015. Of the **eight (8)** actions, **one (1)** was 'Achieved', **four (4)** 'Signed Off', and **three (3)** 'Rolled Forward' (as listed on page 5).

Environment Committee Actions for 2014/15

Actions Achieved	Actions Signed off
<ul style="list-style-type: none"> Implement the plan to maximise the contribution of volunteers and Friends of Parks Groups, VA2 PR4 	<ul style="list-style-type: none"> Monitor impact of parking charging regime and set charges in consultation with local businesses, EV1 PR4 To recycle 46% of domestic waste Please note that this target has been revised in order to be consistent with the target set in the Monthly Report. The target was 50% in 2013/14. This target was reviewed and changed to 46% for 2014/15. The target to recycle 55% of domestic waste in the progress report has therefore been changed to reflect the review undertaken as part of the Monthly Report, S1 PR4 Deliver actions under the Community Safety Action Plan 2014/15, SS1 PR4 Further improve the Street Furniture and public realm improvement, VA3 PR4
Actions Rolled Forward	
<ul style="list-style-type: none"> To increase the number of businesses that recycle in accordance with the plan, S1 PR4 	

- Complete installation of barrier controlled car park pay systems, S4 PR4
- Implement Delivery Development Plan Document, VA1 PR4

Summary of Leisure Committee as at March 2015



Leisure Committee had **eight (8)** actions for the financial year 2014/15. Of the **eight (8)** actions, **five (5)** have been 'Achieved', **one (1)** 'Rolled forward', and **two (2)** deleted as listed below.

Achieved Actions:

- Following the success of London 2012 and ToB in 2013, introduce a new cycling event in the Borough, QL2 PR1
- Review specific services agreed as part of 2014/15 budget preparation, MR3 PR2
- Review progress on venues subsidy reduction and set new targets for 2014-2016, MR4 PR2
- Encouraging physical activity, support and develop sport clubs, QL2 PR4
- Implement the plan to maximise the contribution of volunteers and Friends of Parks Groups, VA2 PR4

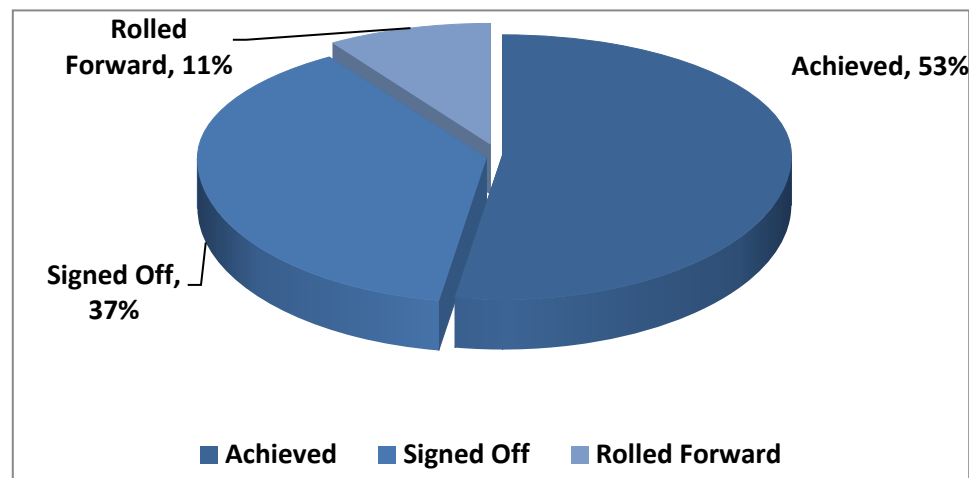
Deleted Action/s:

- Implement Delivery Development Plan Document (per Committee Decisions Notice of 27 January 2015, this action to be monitored by the Licencing and Planning Policy Committee), VA1 PR2
- Implement the annual Asset Management Action Plan (per Strategy & Resources Committee Decisions Notice Minutes of 16 February 2015), MR4 PR3

Rolled forward:

- Subject to successful funding bids, deliver the agreed seven QEII funded capital projects in each of the Borough's seven QEII fields, QL2 PR4

Summary of Strategy & Resources Committee as at March 2015



The **Strategy & Resources Committee** had **25** Actions for the financial year 2014/15. **10** actions have been 'Achieved', **seven (7)** 'Signed Off', **two (2)** 'Rolled Forward', **three (3)** 'Deleted', and **three (3)** 'Deferred' (as listed on page 4).

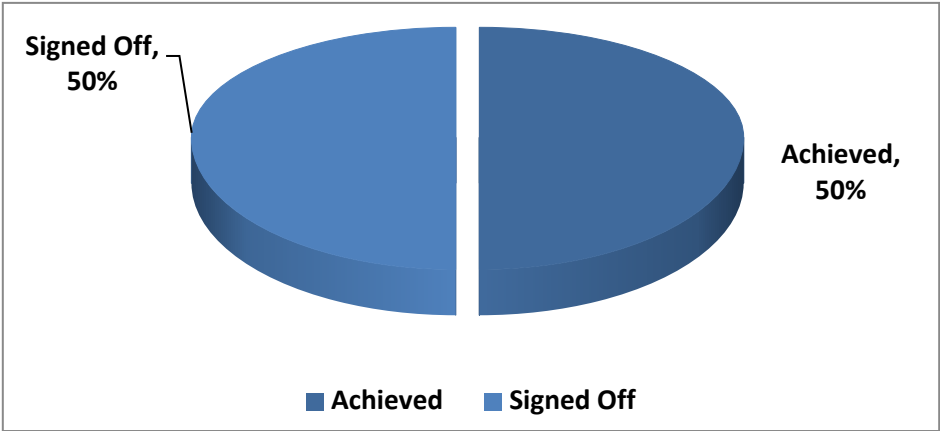
Achieved Actions:

- Implement new customer services CRM, MR2 PR1
- Agree to a plan to deliver junction improvement at the Spread Eagle, EV4 PR1.
- Review specific services agreed as part of 2014/15 budget preparation, MR3 PR2
- Review progress on venues subsidy reduction and set new targets for 2014-2016, MR4 PR2
- Set budget targets for 2015/16 to keep the tax level below the Surrey average, MR1 PR3
- Review and update cost reduction plan, MR6 PR3
- Work proactively with land owners to encourage the opportunities sites identified in Plan E to be brought forward for development, EV4 PR3
- Implement service changes agreed, MR2 PR4
- To reduce mains water use in line with agreed targets, S2 PR4
- Review the current use of social media at the Council, SS4 PR4

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
23 JUNE 2015

<p>Signed Off:</p> <ul style="list-style-type: none"> • Monitor impact of parking charging regime and set charges in consultation with local businesses, EV1 PR4 • Achieve targets set for energy reduction on Council property, MR3 PR4 • Implement spend-to-save capital investment programme, MR3 PR4 • Implement cost savings for 2014/15, MR6 PR4 • To reduce electricity and gas consumption to 1.8m KWHs and 2.0m KWHs respectively, S2 PR4 • Appoint Trustee and prepare a strategic plan for the refurbishment of Horton Chapel (Rolled Forward from 2013/14), SS2 PR4 • Work with NHS partners to secure a thriving Epsom General Hospital site, QL3 PR4 	<p>Rolled Forward:</p> <ul style="list-style-type: none"> • To adopt Development Plan Document as a local policy, EV3 PR4 • Planning application submitted and determined for new retail store and housing on Depot Road and Upper High Street, EV4 PR4
<p>Deferred Actions:</p> <ul style="list-style-type: none"> • Undertake refurbishment at Horton Chapel, SS3 defer 2015/16 (S&R decision notice), PR1 • Communicate and implement transfer of new working age claims to Universal Credit October 2013 (subject to confirmation from DWP), SS5, defer to 2016/17, PR1 • Manage the transfer of legacy housing benefit claims to universal credit to the timetable set by the DWP, SS5, defer to 2016/17, PR1 	<p>Deleted Actions:</p> <ul style="list-style-type: none"> • To re-tender transport contract to minimise the environmental impact of vehicle use, S2 (S&R decision notice), PR1 • Implement the annual Asset Management Action Plan, MR4 (per Strategy & Resources Committee Decisions Notice Minutes of 16 February 2015), PR2 • To support the business partnership in developing and monitoring an annual work program, EV3 PR3

Summary of Social Committee as at March 2015



Page 02
The **Social Committee** had **six (6)** actions for the financial year 2014/2015. Of the **six (6)** actions, **three (3)** have been 'Achieved' and **three (3)** 'Signed off' (as listed below).

Achieved Actions: <ul style="list-style-type: none">• Extend range of activities at Longmead and the Wells Social Centres and achieve the agreed income targets. QL1, PR1• Secure completion of 75 affordable homes, QL5 PR4• Bring 5 empty homes back into use, QL5, PR4	Signed off: <ul style="list-style-type: none">• Number of families in Bed & Breakfast accommodation, QL6 PR4• Achieve targets set for level of out of Borough placements, QL6, PR4• Work with NHS partners to secure a thriving Epsom General Hospital site, QL3 PR4
--	---

ECONOMIC VITALITY: Promote the economic vitality of Epsom & Ewell

KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
EV1	Encouraging a vibrant and successful retail and business environment in the Borough	Environment / Strategy & Resources	Joy Stevens (from 1 st April 2015)	Monitor impact of parking charging regime and set charges in consultation with local businesses	Regular meetings and evaluation reports on car parking usage is submitted by the Finance Team and discussed with the relevant officer. Responsible officer to continue monitoring this action to gauge peaks and troughs. This action has been signed off, however, it will continue to be monitored by the responsible officer but not reported in the Progress Report.	Signed Off
EV3 Page 103	Developing and implementing appropriate planning policies to support economic development.	Strategy & Resources	Mark Berry	To adopt Development Plan Document as a local policy	As reported in PR2 and PR3, a revised Local Plan Programme document was approved on 18 September 2014 to take account of changes to planning policy introduced by Government. The implications of the changes mean that this target cannot now be met within the time span of this Service Plan. The DM Policies Examination hearing was completed on 11 February 2015. The Inspector's report will be received in June/July with a full report prepared in September 2015 ready for the Full Council meeting.	Rolled Forward
EV4	Making progress in delivering Plan 'E' (which provides a detailed vision for the future of Epsom Town Centre over the next 15 to 20 years).	Strategy & Resources	Mark Berry	Planning application submitted and determined for new retail store and housing on Depot Road and Upper High Street	Delays to submission of planning application due to key retailer indecision. Extensive work has been done on this project but without any imminent prospect of resolution or definite outcomes.	Rolled Forward

Significant Annual Service Plan Risk								
KP Code	Action 2014/15	Risk Identified	Risk Owner	Inherent Risk		Mitigation	Further Action Required	Implementation Date
				Probability	Impact			
EV1	Monitor impact of parking charging regime and set charges in consultation with local businesses	Lack of buy-in from relevant stakeholders Problems engaging with business communities	Joy Stevens (from 1 April 15)	M	M	Work with stakeholders to ensure their views are taken on board Continue to monitor data provided to increase the level of car park usage	This action has been signed off and will continue to be monitored by the responsible officer but not reported in the Progress Report.	N/A
EV3	To adopt Development Plan Document as a local policy	Lack of management capacity resulting in delays	Mark Berry	M	M	Ensure policies are fit for purpose and takes into account economic development. Ensure adequate management capacity is available.	The revised Local Plan Programme takes account of this and resources have been allocated accordingly	2016/17
EV4	Planning application submitted and determined for new retail store and housing on Depot Road and Upper High Street	Lack of buy-in from partners Impact of the current economic climate	Mark Berry	H	M	Engage with partners to ensure projects are delivered on time		March 2015

MANAGING RESOURCES: Utilise the Council's limited resources in the most efficient way						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
MR2	Continuing to ensure all our activities are customer focused and provide good value for money.	Strategy & Resources	Joy Stevens	Implement service changes agreed	55 entities have been completed. Entities completed include missed bins, graffiti incidents reported etc.	Achieved

MANAGING RESOURCES: Utilise the Council's limited resources in the most efficient way						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
MR3	Further reducing waste and improving efficiency.	Strategy & Resources	Frances Rutter / Tony Foxwell	Achieve targets set for energy reduction on Council property	<p>The target for electricity has been exceeded (2014/15 target 1.81KwH, performance 1.73KwH).</p> <p>However, due to lack of data for Gas Consumption for the past five months it hasn't been possible to conclude the Council Gas usage for 2014/15. Our gas usage as at October 2014 was 2.02KwH and the target was 1.90KwH.</p> <p>This is an ongoing target and will continue to be monitored in 2014/15.</p>	Signed Off
MR3 Page 105	Further reducing waste and improving efficiency.	Strategy & Resources	Frances Rutter 2012/13 Rolled Forward Action	Implement spend-to-save capital investment programme	<p>As reported in Progress Report Three. Over 75% of actions in the Capital investment programme have been completed. Projected that have been not been completed include:</p> <ul style="list-style-type: none"> Eco-Cooling System in Server Room; Further LED Lighting replacement of various sites; (part of the Town Hall have already been completed) Conversion of Car Parks to Barrier Controlled; etc. <p>The Finance team produce quarterly Capital Investment Projects Reports which used to be discussed at CMB and will now be discussed at the Statutory Officers Group meetings. The report will also continue to be disseminated to all members.</p>	Signed Off

MANAGING RESOURCES: Utilise the Council's limited resources in the most efficient way						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
MR6	Seeking to generate savings of at least £1.5 million over the next three years.	Strategy & Resources	Kathryn Beldon	Implement cost savings for 2014/15	The budget for 2015/16 has been approved and after the election work will commence on producing the Medium Term Financial Strategy (MTFS) and actions required to maintain the Council's financial standing. As part of that work the cost reduction plan will need to be remodelled.	Signed Off

Significant Annual Service Plan Risk								
KP Code	Actions 2014/15	Risk Identified	Risk Owner	Inherent Risk		Mitigation	Further Action Required	Implementation Date
				Probability	Impact			
MR2	Implement service changes agreed	Customer Services & ICT staff time	Joy Stevens	M	M	Identify and implement achievable measures	Not application action has been achieved.	N/A
MR3	Achieve targets set for energy reduction on Council property	Severe weather Non-delivery of spend to save investments	Frances Rutter / Tony Foxwell	M	L	Energy monitoring Monitoring capital programme	This action has been signed off and will continue to be monitored by the responsible officer but not reported in the Progress Report.	N/A
MR3	Implement spend-to-save capital investment programme	Spend to save projects not carried out	Frances Rutter	M	M	Prepare business cases for projects in capital; programme Project Plan for approved schemes; Monitor delivery of savings	This action has been signed off but the Finance Team will continue to monitor the actions under the Capital Projects Report submitted quarterly to the Statutory Officers Group and via members' briefings.	N/A

Significant Annual Service Plan Risk								
KP Code	Actions 2014/15	Risk Identified	Risk Owner	Inherent Risk		Mitigation	Further Action Required	Implementation Date
				Probability	Impact			
MR6	Implement cost savings for 2014/15	Planned savings not delivered Cost pressures increase savings required	Kathryn Beldon	M	M	Corporate Budget Monitoring Board monthly performance indicators	No further action is required - Work is currently underway on collating the year end outturn position. The cost reduction plan for 2014/15 was not delivered in full however additional income streams resulted in the Council remaining on track to remain within its budget. This action has been signed off and will not be reported in the Progress Report for 2015/16.	N/A

SUSTAINABILITY: Encourage energy efficiency, reduced waste and cleaner forms of transport						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
Page 108	S1 Continuing to expand cost effective recycling and reducing the amount of waste going to landfill	Environment	Jon Sharpe	<p>To recycle 46% of domestic waste</p> <p>Please note that this target has been revised in order to be consistent with the target set in the Monthly Report. The target was 50% in 2013/14. This target was reviewed and changed to 46% for 2014/15.</p> <p>The target to recycle 55% of domestic waste in the progress report has therefore been changed to reflect the review undertaken as part of the Monthly Report.</p>	<p>The target of 46% was nearly achieved as the Council performance to date is 44.52% 2014/15 and this is down by 0.9% when compared to 2013/14.</p> <p>Individual recycling materials have performed differently versus 2013/14. Glass, cans, black bin (card, cartons and plastics) and garden waste have all increased. However, paper has reduced by 680 tonnes and street cleansing has increased by 324 tonnes, resulting in the slight overall decline in recycling %.</p> <p>Discussions are on-going regarding the future structure of refuse and recycling collections. This is an ongoing action.</p>	Signed Off
	S1 Continuing to expand cost effective recycling and reducing the amount of waste going to landfill	Environment	Jon Sharpe	To increase the number of businesses that recycle in accordance with the plan	In December 2014 we created the new post of Waste Services Assistant, working 18 hours per week, dedicated to account-managing trade waste customers and generating new business. We have seen a good start. Targets for 2015/16 will be agreed in June 2015 after assessment of progress so far.	Rolled Forward

SUSTAINABILITY: Encourage energy efficiency, reduced waste and cleaner forms of transport						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
S2	Further reducing the environmental impact of Council operations	Strategy & Resources	Doug Earle / Nigel Campbell	To reduce electricity and gas consumption to 1.8m KWHs and 2.0m KWHs respectively	<p>The target for electricity has been exceeded (2014/15 target 1.81KwH, performance 1.73KwH).</p> <p>However, due to lack of data for Gas Consumption for the past five months it hasn't been possible to conclude the Council Gas usage for 2014/15. Our gas usage as at October 2014 was 2.02KwH and the target was 1.90KwH.</p> <p>This is an ongoing target and will continue to be monitored in 2015/16. <i>It is recommended to separate the electricity and gas targets as reported in the Monthly Reports for 2015/16.</i></p>	Signed Off

SUSTAINABILITY: Encourage energy efficiency, reduced waste and cleaner forms of transport

SUSTAINABILITY: Encourage energy efficiency, reduced waste and cleaner forms of transport						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
S2	Further reducing the environmental impact of Council operations	Strategy & Resources	Doug Earle / Nigel Campbell	To reduce mains water use in line with agreed targets	Water usage continues to be analysed on a quarterly basis. Jobs completed include the:	Achieved
					<ul style="list-style-type: none">• Installation of water meters in all Council buildings• Waterless urinals• Percussive taps• Infra-red controls on taps• Smaller cisterns with reduced flushes• Insulation of pipes to prevent freezing etc <p>Auto water stop locks have also been piloted at Alex Rec and lessons learnt will be taken into consideration for future projects. The Council continues to promote the inclusion of water efficiency assessment component for all new buildings. Where renovations have been made, percussive taps have replaced old taps to make savings. This action will continue to be monitored in 2015/16 but has been completed for 2014/15.</p>	
S4	Developing and influencing parking and transport strategies to minimise the anti-social effects of vehicle use	2012/13 Rolled Forward Action / Environment	Joy Stevens (from 1 April 2015)	Complete installation of barrier controlled car park pay systems	Revised installation date due to delays in software upgrade installation. To be carried over to 2015/16	Rolled Forward

Significant Annual Service Plan Risk								
KP Code	Actions 2014/15	Risk Identified	Risk Owner	Inherent Risk		Mitigation	Further Action Required	Implementation Date
				Probability	Impact			
S1	To recycle 46% of domestic waste	Failure to achieve target	Ian Dyer / Jon Sharpe	M	M	Review targets to ensure they are achievable.	Target agreed for 2015/16 of 46%	N/A
	Please note that this target has been revised in order to be consistent with the target set in the Monthly Report. The target was 50% in 2013/14. This target was reviewed and changed to 46% for 2014/15.							
	The target to recycle 55% of domestic waste in the progress report has therefore been changed to reflect the review undertaken as part of the Monthly Report.							
S1	To increase the number of businesses that recycle in accordance with the plan	Inability to increase numbers	Ian Dyer / Jon Sharpe	M	M	Engage and communicate with businesses to increase numbers	Target for trade waste to be agreed in June 2015 after assessment of progress to date.	June 2015
S2	To reduce electricity and gas consumption to 1.8m KWHs and 2.0m KWHs respectively	Agreed investments not implemented Adverse weather conditions	Doug Earle / Nigel Campbell	M	M	Robust arrangements in place to ensure implementation	Electricity target has been achieved and Gas consumption due to lack of data for five months was not achieved. This is on ongoing target and has been signed off.	N/A
S2	To reduce mains water use in line with agree targets	Agreed investments not implemented	Doug Earle / Nigel Campbell	M	M	Robust arrangements in place to ensure implementation		March 2015

Significant Annual Service Plan Risk								
KP Code	Actions 2014/15	Risk Identified	Risk Owner	Inherent Risk		Mitigation	Further Action Required	Implementation Date
				Probability	Impact			
S4	Complete installation of barrier controlled car park pay systems	Inability to increase numbers	Joy Stevens	M	M	Engage and communicate with businesses to increase numbers	Revised installation date due to delays in software upgrade installation. To be carried over to 2015/16	2015/16

QUALITY OF LIFE: Improve the quality of life for all residents, but particularly the more vulnerable within our society						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
QL2 Page 112	Encouraging residents to stay active and participate in sport and leisure activities	Leisure	Sam Beak	Encouraging physical activity, support and develop sport clubs	Family Cycle Map has been updated and distributed. Emails4U has been revamped and is now called Energize which has 72 partners contributing and 165 subscribers. Delivered a new Surrey Youth Games Taster day at the Rainbow Centre. Initiated a new Just Play football programme at Court Rec. Developed new table tennis taster sessions in partnership with Alexandra TT Club and supported a new satellite Lacrosse club at Blenheim School in partnership with Epsom Lacrosse Club. Also supported a successful Sportivate bid in partnership with the Rainbow and Westcroft Judo Club for taster sessions in the new year.	Achieved
QL2	Encouraging residents to stay active and participate in sport and leisure activities	Leisure	Sam Beak	Subject to successful funding bids, deliver the agreed seven QEII funded capital projects in each of the Borough's seven QEII fields	A tender process was undertaken in this quarter and the contract was awarded. The resurfacing of Court Rec tennis courts has been completed but final line painting will take place in the new year. Purchase orders will be raised as per the condition of the grants.	Rolled forward

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
23 JUNE 2015

QUALITY OF LIFE: Improve the quality of life for all residents, but particularly the more vulnerable within our society						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
QL3	Championing health service improvements (Epsom General Hospital and GP consortia)	Social / Strategy & Resources	Frances Rutter / Serena Powis	Work with NHS partners to secure a thriving Epsom General Hospital site	Have attended numerous different local health meetings held by Surrey Downs Clinical Commissioning Group (SDCCG) throughout the year. In addition Local Health Partners have attended and presented to the Health Liaison Panel. This is an ongoing action.	Signed Off
QL5	Working with others to encourage an improved availability of affordable housing	Social	Mark Berry / Emma Hill	Secure completion of 75 affordable homes	89 units delivered this year at Noble Park (Rosebery and Orbit units), Ruxley Lane (two schemes) and with the acquisition by the Council of a block of 8 flats in Upper High Street.	Achieved
QL6	Looking for ways to reduce the use of temporary homeless accommodation	Social	Rod Brown / Emma Hill / Annette Snell	Bring 5 empty homes back into use	33 units at West Hill Court are being brought into use as temporary accommodation. First phase (9 units) has already been occupied. The 2nd & 3rd phase (24 units) will be occupied w/c 18/05/15.	Achieved
QL6	Looking for ways to reduce the use of temporary homeless accommodation	Social	Rod Brown / Annette Snell	Number of families in Bed & Breakfast accommodation	Housing Allocation policy Review is ongoing and a number of other initiatives are planned. The allocation to the new temporary accommodation units at West Hill will moved 26 families out of B&B by w/c 18/05/15.	Signed Off

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
23 JUNE 2015

QUALITY OF LIFE: Improve the quality of life for all residents, but particularly the more vulnerable within our society

KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
QL6	Looking for ways to reduce the use of temporary homeless accommodation	Social	Rod Brown / Annette Snell	Achieve targets set for level of out of Borough placements	<p>To 31 March 2015 the Councils Rent Deposit Scheme has set up 31 private sector tenancies. These have been let to households in B&B.</p> <p>Training on setting up a PSL scheme has now taken place and feasibility assessment is due to take place about operating scheme in borough.</p> <p>The allocation to the new temporary accommodation units at West Hill will moved 26 families out of B&B by w/c 18/05/15.</p>	Signed Off

Significant Annual Service Plan Risk

KP Code	Actions 2014/15	Risk Identified	Risk Owner	Inherent Risk		Mitigation	Further Action Required	Implementation Date
				Probability	Impact			
QL2	Encouraging physical activity, support and develop sport clubs	Lack of interest Lack of resources	Sam Beak	M	M	Widely publicise sport clubs Prioritise resources	None	N/A
QL2	Subject to success funding bids, deliver the agreed seven QEII funded capital projects in each of the Borough's seven QEII fields	Unable to deliver projects in specified time-scale Lack of resources Unable to deliver projects within budget	Sam Beak	M	M	Allocate and prioritise resources Redefine project brief/specification to match available budget	Deliver the projects by end of June to meet conditions of the grants	N/A

AGENDA ITEM 8
ANNEXE 1

Significant Annual Service Plan Risk								
KP Code	Actions 2014/15	Risk Identified	Risk Owner	Inherent Risk		Mitigation	Further Action Required	Implementation Date
				Probability	Impact			
QL3	Work with NHS partners to secure a thriving Epsom General Hospital site	Uncertain future for Epsom General Hospital Failure to engage with NHS partners	Frances Rutter / Serena Powis	M	M	Continue working with partners	To continue to represent the Council at all of the Boards, Networks and Groups to ensure we are kept informed and involved in the NHS challenges and changes.	March 2015
QL5	Secure completion of 75 affordable homes	Delays in completion of homes under construction	Mark Berry/ Emma Hill	M	M	Scope to influence scheme once started is very limited	Not applicable as action has been achieved	N/A
QL6	Bring 5 empty homes back into use	Long term empty properties often are the result of complex legal, financial and personal circumstances which is resource intensive to unravel	Rod Brown / Emma Hill / Annette Snell	M	M	Further resources needs to be allocated to investigate long term empty properties		N/A
QL6	Number of families in Bed & Breakfast accommodation	Lack of resources Risk that the Council is breaching the Homelessness (Suitability of Accommodation) (England) Order 2003.	Rod Brown / Annette Snell	H	H	The B&B providers are refurbishing the B&B units and converting them to self-contained units.		September/ October 2015
QL6	Achieve targets set for level of out of Borough placements	Difficult to increase supply of accommodation for the homeless Demand increases as a result of benefit changes	Rod Brown / Annette Snell	H	H	Increase supply of private rented accommodation by looking at landlord incentive payments and Private Sector Leasing (PSL) schemes.	Training on setting up a PSL scheme has now taken place and feasibility assessment is due to take place about operating scheme in borough.	

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
23 JUNE 2015

SAFER AND STRONGER COMMUNITIES: Promote safer, more active and caring communities						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2014/15	Progress as at March	Year-End Action Status
SS1	Working with the Police and other organisations to reduce anti-social behaviour and fear of crime	Environment	Frances Rutter / Kelvin Shooter	Deliver actions under the Community Safety Action Plan 2014/15	Environment Committee at its March meeting agreed to delete this action for 2015/16. As a result this action has been signed off.	Signed off
SS2	Encouraging greater community involvement across the Borough	Strategy & Resources	Simon Young	Appoint Trustee and prepare a strategic plan for the refurbishment of Horton Chapel Rolled Forward from 2013/14	As reported at PR3, a project team has been formed and an architect appointed. Officers are working towards completion of a cost plan with Central Surrey Health (CSH) to explore whether this is a viable scheme. A community group has also been formed to work with the project group. This action has been signed off. For further information contact the Head of Legal & Democratic Services.	Signed off
SS4	Using new technology and social media to encourage community participation and cohesion	Strategy & Resources	Riquita D'Souza / Mark Rouson	Review the current use of social media at the Council	Achieved - Ongoing review	Achieved - Ongoing review

Significant Annual Service Plan Risk									
KP Code	Actions 2014/15	Risk Identified	Risk Owner	Inherent Risk		Mitigation	Further Action Required	Implementation Date	
				Probability	Impact				
Page 117	SS1	Deliver actions under the Community Safety Action Plan 2014/15	Failure to deliver actions under the Community Safety Action Plan Management of resources	Frances Rutter / Kelvin Shooter	M	M	Ensure actions are reviewed and prompt decision taken to ensure they are challenging and achievable Allocation of sufficient resources	This action has been deleted for 2015/16.	N/A
	SS2	Appoint Trustee and prepare a strategic plan for the refurbishment of Horton Chapel Rolled Forward from 2013/14	Failure to appoint Trustee	Simon Young	H	H	Engage with communities	This action has been signed off.	N/A
	SS4	Review the current use of social media at the Council	Failure to review due to other workload	Frances Rutter / Riquita D’Souza / Mark Rouson	L	L	Prioritise workload Implement actions as a result of review	This action has been achieved however by its nature is continuously ongoing	N/A

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
23 JUNE 2015

Visual Appearance: Enhance the visual appearance of the Borough						
KP Code	Our objective is	Responsible Committee	Responsible Officer	Action 2013/14	Progress as at March	Year-End Action Status
Page 1 of 8	VA1 Continuing to protect and conserve local green belt and open space land to ensure Epsom & Ewell retains its attractive green and unique character	Environment	Mark Berry	Implement Delivery Development Plan Document	As reported in PR2 and PR3, a progress report on the Local Plan was presented to Licensing and Planning Policy Committee on 18 September 2014. This included a revised Local Plan Programme which was approved and moves the Delivery Development Plan Document forward in two parts as previously agreed. The first will be the Development Management Policies which was submitted to the Secretary of State in November 2014. An examination hearing took place in February 2015 and adoption in September 2015 is anticipated. The second associated document will be the Site Allocations and this will not be published until October 2015, after consultation. Submission to the Secretary of State would not be until January 2016 with, hopefully, adoption by October 2016. Completion of this project is therefore beyond the time-span of this Service Plan.	Rolled Forward
	VA2 Encouraging greater volunteer participation in green belt land and open space	Environment / Leisure	Ian Dyer /Sam Whitehead	Implement the plan to maximise the contribution of volunteers and Friends of Parks Groups	Volunteer contributions have been vital to our collective success in managing the parks in the Borough this year. The volunteers have kept momentum and at the Friends of Epsom & Ewell Parks quarterly meeting in April 2015, all groups agreed that the partnership between the Borough and the 'Friends' has been extremely successful and fruitful. The Nonsuch Volunteer Group has grown immensely over the year and now stands at approx. 25 members. The residents of Woodlands Close have worked with the Grounds Maintenance team to design, plant and maintain a roundabout in the Close. This has been successfully completed and has offered a useful blueprint for future projects.	Achieved
	VA3 Improving the appearance of Epsom Town Centre	Environment	Mark Berry	Further improve the Street Furniture and public realm improvements	As reported in PR2 and PR3, further improvements will be included in the Plan E Scheme for which funding has now been confirmed by the Local Economic Partnership. This project is led by Surrey County Council but with close partnership working with the Borough Council. Implementation is set to commence in 2015/16 after the life of this Service Plan.	Sign

AGENDA ITEM 8
ANNEXE 1

Significant Annual Service Plan Risk								
KP Code	Actions 2014/15	Risk Identified	Risk Owner	Inherent Risk		Mitigation	Further Action Required	Implementation Date
				Probability	Impact			
VA1	Implement Delivery Development Plan Document	Lack of capacity and resources	Mark Berry	L	L	Prioritisation of resources	The revised Local Plan Programme takes account of this and resources have been allocated accordingly.	2016/17
VA2	Implement the plan to maximise the contribution of volunteers and Friends of Parks Groups	Lack of take up	Ian Dyer /Sam Whitehead	M	M	Publicise it broadly to ensure interested parties engage with the programme	Not applicable as this action has been achieved.	N/A
VA3	Further improve the Street Furniture and public realm improvements	Project not delivered within financial year	Mark Berry	M	M	Prioritisation of resources	Plan E project has a delivery time beyond this financial year anyway. Financial resources are allocated through the capital programme.	2015/16

WORK PROGRAMME 2015/16

Report of the: Chief Executive
Contact: Margaret Jones
Urgent Decision?(yes/no) No
If yes, reason urgent decision required:
Annexes/Appendices (attached): Annexe 1: Work Programme 2015/16
Annexe 2: Scope of the Review into the arrangements for publicising and determining planning applications set out in Scrutiny Forms A, B and C
Other available papers (not attached):

REPORT SUMMARY

This report asks the Committee to agree the work programme for 2015/16.

<u>RECOMMENDATION (S)</u>	<i>Notes</i>
<p>That the Committee:</p> <p>(1) Approves the work programme (attached at <u>Annexe 1</u>)</p> <p>(2) Appoints three separate task groups to undertake the reviews into (i) the arrangements for publicising and determining planning applications (ii) the social centres and (iii) the Route call service</p> <p>(3) Agrees to co-opt a member of the Strategy & Resources Committee nominated by that Committee's Chairman, to each of the task groups appointed under 2(ii) and 2(iii) above.</p>	

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

- 1.1 Specific implications are dependent on the items agreed for inclusion in the work programme of the Audit, Crime & Disorder and Scrutiny Committee. Such implications are considered by the Committee before undertaking any specific scrutiny investigation.

2 Background

- 2.1 Paragraph 1 of the Overview and Scrutiny Procedure Rules requires the Committee to approve an annual Overview and Scrutiny Work Programme including the programme of any sub-committees or panels.

- 2.2 To mark the start of the new municipal year 2015/16, a new work programme which meets the responsibilities of the Committee has been drafted.

3 Work Programme 2015/16

- 3.1 The 2015/16 work programme of the Audit, Crime & Disorder and Scrutiny Committee and appointed task groups is attached at Annexe 1. This work programme has been structured around the four meetings of the Committee scheduled into the municipal calendar for 2015/16 and one Special meeting discussed in paragraph 5.2 below.

Audit Items

- 3.2 Audit commitments within the Committee's work programme include regular update reports from both Baker Tilly (Internal Auditors) and Grant Thornton (External Auditors). The Internal Audit Assurance Report 2014/15 and the Annual Governance Statement 2014/15 are both scheduled for June 2015 (see items 6 and 7 of this Agenda). Other audit related reports scheduled into the work programme include a report on progress made against Council action plans associated with the Annual Governance Statement and District Auditor's Audit Findings (November 2015) and an annual report on the Internal Audit Plan (April 2016). A report on the Risk Management Framework is scheduled for November 2015.

Scrutiny Items

- 3.3 Scrutiny items scheduled in to the work programme comprise both regular items and those identified specifically for review during 2015/16.
- 3.4 Regular items include bi-annual reports on the Epsom and Ewell Community Safety Partnership. An end of year 2014/15 Report is scheduled for June 2015 (item 4 of this Agenda) and a 6 month update report for 2015/16 is scheduled for November 2015.
- 3.5 Regular performance management reports have been scheduled across the year. These reports present the Committee with up to date statistics and information on progress made against the policy committees' Key Service Priorities. The end of year 2014/15 performance management report is scheduled for June 2015 (item 8 of this Agenda); progress reports 1 to 3 for 2015/16 shall be brought to the Committee at each of its subsequent meetings.
- 3.6 Lastly two regular reports to update the Committee on the Corporate Equalities Action Plan and on the use of delegated powers at the Council (items 9 and 10 of this agenda) have been scheduled for June 2015; a third report to update the Committee on Data Quality is scheduled for November 2015.
- 3.7 Three items have been identified for specific review/investigation during 2015/16:
- 3.7.1 Review of the administrative arrangements for publicising and determining planning applications.
- 3.7.2 Review of the social centres
- 3.7.3 Review of the Route call service

- 3.8 Should the Committee agree to undertake these reviews, it is considered that three task groups, comprising selected members of the Committee, should be appointed to undertake the review work. Each Task Group would then report its findings and recommendations back to the full committee for consideration and recommendation to officers/the appropriate policy committee.

4 Review of the administrative arrangements for publicising and determining planning applications

- 4.1 At the Audit, Crime & Disorder and Scrutiny Committee meeting of 5 February 2015 the Committee considered a proposal to undertake a review of the administrative arrangements for publicising and determining planning applications. The Committee agreed that such a review should be included in its work programme for 2015/16.
- 4.2 A scope for the review, set out in Scrutiny Review Forms A, B and C was presented to the Committee at its meeting held on 9 April 2015. The scope was agreed subject to reference to planning applications with short legal time limits (such as Mobile Telephone masts) being included. Updated Scrutiny Review Forms A, B and C are attached at Annexe 2.
- 4.3 The delivery methodology (discussed in Form B) specified that a small scrutiny task group of approximately 4 members should be appointed on a short, fixed term basis at the June 2015 meeting of the Audit, Crime & Disorder and Scrutiny Committee.

5 Reviews into the social centres and Route call Service

- 5.1 The reviews of the social centres and Route call service (specified in 3.7.2 and 3.7.3 above) form part of the work programme for preparing the Medium Term Financial Strategy, outlined in the report to the Financial Policy Panel of 9 June 2015. The scopes of both reviews are due to be finalised following discussion at the Financial Policy Panel meeting scheduled for 7 July 2015.
- 5.2 Both of these reviews will need to be undertaken within specific timescales. The review work will commence in July, the findings/recommendations of the Task Groups will need to be considered by the full committee in early October 2015. This means that a Special meeting of the Committee will need to be held; a date of the 6 October 2015 has been identified.
- 5.3 Environment Committee is currently scheduled for 6 October 2015. However, as a result of the financial and service planning programme necessary to deliver the Medium Term Financial Strategy and 2016/17 budget it is necessary to reschedule the Environment Committee and officers will be liaising with the Chairman as to a suitable date (possibly 27 October 2015).
- 5.4 The Overview and Scrutiny Procedure Rules enable the Committee to co-opt other Councillors to constitute sub committees or panels. It is considered that the social centres and Route call service reviews would both benefit from co-option, in particular, co-option of a member of the Strategy & Resources Committee. It is therefore suggested that the Committee consider co-opting a member of the Strategy & Resources Committee to each of the two review task groups, the co-opted member to be nominated by the Chairman of the Strategy & Resources Committee.

6 Proposals

- 6.1 It is proposed that the Audit, Crime & Disorder and Scrutiny Committee approve the work programme attached at Annexe 1.
- 6.2 The Committee is also asked to appoint three separate Task Groups to undertake the investigative work associated with each of the three reviews specified in paragraph 3.7 above, including any co-opted members.

7 Financial and Manpower Implications

- 7.1 The Committee will wish to consider workload implications for both its Members and the Scrutiny Officer when approving its work programme. In depth scrutiny reviews undertaken by task groups require more intensive input from members as well as the Scrutiny Officer for specific time periods.
- 7.2 In order to complete the reviews into the social centres and Route call service according to the timescale specified, input will be required from July until the end of September. Specific dates will be identified and agreed with members of the appointed task groups at the beginning of each review.
- 7.3 In order to undertake all three reviews to a high standard, it is considered that input to the review into the administrative arrangements for publicising and determining planning applications should be planned for October/November. A report on the task group's findings and any recommendations could then be taken back to the full Committee in February 2016. The precise timescale would be closely monitored.
- 7.4 **Chief Finance Officer's comments:** *There are no further matters to bring to members' attention.*

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

- 8.1 The work programme at Annexe 1 has been designed to meet the Committee's responsibilities set out in legislation and its Terms of Reference.
- 8.2 Specific implications will be dependent on the items selected for inclusion in the work programme of the Committee.
- 8.3 **Monitoring Officer's comments:** *No comments for the purposes of this report.*

9 Sustainability Policy and Community Safety Implications

- 9.1 Scrutiny of the Community Safety Partnership is a responsibility of the Audit, Crime & Disorder and Scrutiny Committee.

10 Partnerships

- 10.1 The Committee has the ability to make reports or recommendations on matters which affect the authority's area or the inhabitants of that area.

11 Risk Assessment

- 11.1 Agreeing items for review/scrutiny at the beginning of the municipal year will enable the Committee to take steps to ensure that it meets all its responsibilities (statutory and local). It will also enable the Committee to manage its workload across the year to identify priorities and reschedule work according to need/risk.

12 Conclusion and Recommendations

- 12.1 The Audit, Crime & Disorder and Scrutiny Committee is responsible for setting its own work programme. With a new committee now established, a work programme encompassing all areas of responsibility has been drafted.
- 12.2 It is recommended that the Audit, Crime & Disorder and Scrutiny Committee approve the work programme attached at Annexe 1 and appoint the task groups to undertake the specified review work. The Committee will be kept informed of progress throughout the year.

WARD(S) AFFECTED: N/A

This page is intentionally left blank

Overview and Scrutiny Work Programme 2015/2016

MEETING DATE	ITEMS FOR CONSIDERATION BY FULL COMMITTEE	ITEMS FOR CONSIDERATION BY APPOINTED TASK GROUP(S)
23 June 2015	<ul style="list-style-type: none"> • Internal Audit Assurance Report 2014/15 • Internal Audit Monitoring Report 2014/15 • Annual Governance Statement 2014/15 • Community Safety Partnership 2014/15 – End of Year Report • Performance Management Progress Report 4 2014/15 • Corporate Equality Scheme Annual Report 2014/15 • Annual Report on use of Delegated Powers • Work Programme 2015/16 	<ul style="list-style-type: none"> • Review of the Arrangements for Publicising and Determining Planning Applications (October/November 2015 – February 2016) • Social Centres Review (June – October 2015) • Review of the Route call service (June – October 2015)
6 October 2015*	<ul style="list-style-type: none"> • Social Centres Review – final report • Review of the Route call service – final report 	
26 Nov 2015	<ul style="list-style-type: none"> • Quarters 1 and 2 Internal Audit Monitoring Report 2015/16 • External Audit Update Report • Annual Governance Statement and District Auditor's Audit Findings – Progress Against Action Plans • Risk Management Framework Annual Report • Performance Management Progress Report 1 2015/16 • Community Safety Partnership 2015/16 – Half Year Report • Data Quality • Scrutiny Review of the Arrangements for Publicising and Determining Planning Applications – final report • Information Governance • Work Programme 2015/16 	
4 Feb 2016	<ul style="list-style-type: none"> • Quarter 3 Internal Audit Monitoring Report 2015/16 • External Audit Update Report • Performance Management Progress Report 2 2015/16 • Work Programme 2015/16 	
14 April 2016	<ul style="list-style-type: none"> • Internal Audit Strategy 2015/16 • Quarter 4 Internal Audit Monitoring Report 2015/16 • External Audit Update Report • Performance Management Progress Report 3 2015/16 • Annual Report 2014/15 	

*Special Meeting of the Committee

**EPSOM & EWELL BOROUGH COUNCIL AUDIT, CRIME & DISORDER AND SCRUTINY
COMMITTEE**

FORM A - SELECTING TOPICS FOR REVIEW - CRITERIA CHECKLIST

Review Title: Review of the Arrangements for Publicising and Determining Planning Applications

Date: May 2015

POSITIVE SELECTION CRITERIA	PLEASE TICK
Council Key Priority / Core Value	√
Public dissatisfaction with the service (identified through e.g. market surveys / FEEDBACK / complaints / media)	
Poor performing service e.g. evidence from performance indicators / performance management system	
High level of budgetary commitment to the service / policy area (as a percentage of the total expenditure)	
Other please specify, e.g. request from Policy Committee	
NEGATIVE SELECTION CRITERIA	PLEASE TICK
Issue already being examined e.g. by an officer group / other internal body / as part of a Best Value Review	
New legislation or guidance expected within the next year	
Changes imminent or expected in the very near future	
Other please specify	

**EPSOM & EWELL BOROUGH COUNCIL AUDIT, CRIME & DISORDER AND SCRUTINY
COMMITTEE**

FORM B - DEVELOPING AND EVALUATING THE BRIEF

Review Title: **Review of the Arrangements for Publicising and Determining Planning Applications**

Date: **May 2015**

Which of the Council's Key Priorities / Core Values does this review address?

Core Value of Continuous Improvement: We will monitor and evaluate our activities and strive for improvement in all that we do.

What items are within the scope of this review? Identify any specific items considered outside the scope.

In Scope: planning administrative processes at EEBC associated with the publication and determination of validated planning applications; particular reference to implementation at public holiday periods, e.g. Christmas and Easter. Includes planning applications with short time limits such as Mobile Telephone masts.

Out of scope: planning decisions made or impending

What is the overall aim of doing this work?

To review the Council's administrative processes associated with the publication and determination of validated planning applications in order to identify potential ways in which customer satisfaction with the process could be enhanced.

What are the objectives?

- 1. Identify the statutory requirements and deadlines of administrative processes associated with the publication and determination of validated planning applications.**
- 2. Establish the administrative steps which are undertaken by EEBC following receipt of a validated planning application and in the lead up to determination either by way of officer or committee.**
- 3. Investigate whether any particular issues/considerations in relation to the administrative arrangements for the publication and determination of planning applications arise, in particular around public holiday periods.**
- 4. Make such recommendations as considered appropriate for the enhancement of customer satisfaction with the arrangements for the publication and determination of validated planning applications. (Note: The Committee cannot question the merits of decisions made in relation to individual planning applications.)**

What is the delivery methodology?

Establishment of a small scrutiny task group of approximately 4 members on a short, fixed term basis June 2015.

Duration of Enquiry. Highlight any specific time limits or linked activities to consider.

Final report to the Audit, Crime & Disorder and Scrutiny Committee 26 November 2015

**EPSOM & EWELL BOROUGH COUNCIL AUDIT, CRIME & DISORDER AND SCRUTINY
COMMITTEE**

FORM C - DEVELOPING AND EVALUATING THE BRIEF 2

Review Title: Review of the Arrangements for Publicising and Determining Planning Applications

Date May 2015

1. What information is needed? Include any evidence required, background information such as research results and statistics from consultation, existing reports, legislation, central government documents, guidance notes.

Relevant statutory provisions

Information on EEBC policies and practices relating to planning administrative procedures

Potential benchmarking information on planning administrative arrangements in place at other authorities

2. Would the Scrutiny review benefit from the co-option of an additional member (internal or external)? If so who?

No added benefit identified.

3. What other processes could be used to inform the review? E.g. interviews, site visits, observation, telephone or written questionnaire or survey, comparison with other authorities or private sector.

Potential interviews with:

- **Head of Planning & Building Control**
- **Head of Legal & Democratic Services**
- **Chairman of Planning Committee**

5. How should the public be involved and when? E.g. Forums, Service improvement Unit, FEEDBACK, local press, ward/member activity

Examination of any relevant issues raised by members of the public by means of Council feedback (Comments, Compliments and Complaints Form).

6. At the completion of the review hold a session to evaluate the success of the review and any lessons learnt.

Evaluation of review to be considered at the Audit, Crime & Disorder and Scrutiny Committee meeting scheduled for 26 November 2015.

--

CORPORATE EQUALITY SCHEME ANNUAL REPORT, 2014/15

<u>Report of the:</u>	Chief Executive
<u>Contact:</u>	Frances Rutter/ Adama Roberts
<u>Urgent Decision?(yes/no)</u>	No
<u>If yes, reason urgent decision required:</u>	N/A
<u>Annexes/Appendices (attached):</u>	<u>Annexe</u> - The Corporate Equality Scheme Action Plan (2014 to 2015)
<u>Other available papers (not attached):</u>	Wellbeing & Diversity Week 2014/15

REPORT SUMMARY

This report provides an annual update on Epsom & Ewell Borough Council's Corporate Equality Scheme.

RECOMMENDATIONS

Notes

- (1) Scrutiny committee receives the Corporate Equality Scheme Action Plan update and identifies any areas of concern.**

1 Background

- 1.1 In April 2012, the Council adopted its Corporate Plan for 2012 to 2016. The Plan identified the Council's Key Priorities and Core Values for this period. One of the Core Values for the Corporate Plan 2012 to 2016 is Equalities and Diversity.
- Equality – We will use the Corporate Equality Scheme to ensure that we eliminate unlawful discrimination and advance equality of opportunity for all members of our community and our employees.*
- 1.2 The Equalities Act places a general and specific duty on public authorities to eliminate discrimination and foster positive relationships between the protected characteristics. In addition there is a moral duty to ensure that the Council continues to build upon Equalities and Diversity in the Borough and in the workplace.
- 1.3 The Council is responsible for providing efficient and effective services that are valued by all sections of the community. In order to do this, it needs to recognise and understand the needs of the different groups within the Borough and ensure that everyone has reasonable access to services, information and employment opportunities.
- 1.4 In addition the Council is committed to playing its full part in achieving continuous improvement to quality of life in all sections of the community.

- 1.5 The Corporate Equality Scheme was approved and adopted by the Strategy & Resources Committee at its meeting on 27 September 2011. The Scheme sets out the context, approach and objectives, together with a structured programme for its implementation (the Action Plan)
- 1.6 The Corporate Equality Scheme is monitored and developed through the Action Plan (consisting of 55 actions, 52 have been achieved to date. 26 in 2012/13 and 13 in 2013/14 and 13 in 2014/15). The Corporate Equalities Scheme Action Plan is monitored by the Equalities Forum on a quarterly basis at its meeting. Action 47 of the Action Plan states that the "Annual Review of the Corporate Equality Scheme should be reported back to the Scrutiny Committee in the June committee cycle". This report provides an update on progress of the action plan to date.

2 Performance of the Corporate Equality Scheme Action Plan

- 2.1 Overall, there are 16 actions for the financial year 2014/15., Of the **16** actions, 13 been **achieved, three (3)** is Signed off.

The staff and resident Wellbeing & Diversity Event held in September 2014 was again a huge success. The event was held at the Hook Road Arena in partnership with Epsom & Ewell Rotary Club. The Council collaborated with the Epsom & Ewell Thai, Baha'i, Gypsy & Traveller communities as well as local organisations such as the Beat Project to make the event bigger and more successful. Due to lack of staffing resources, our Chief Executive has agreed to fund the Rotary Club of Epsom & Ewell to take on our Equalities Event as part of their Borough Fun Day.

3 The future of the Corporate Equality Scheme and Action Plan

- 3.1 The Corporate Equality Scheme as part of the Corporate Plan 2016/20 will be reviewed and updated annually in line with any National trends in Equalities, in particular changes to the Equalities Act 2010.
- 3.2 The April 2014 update of the Corporate Equality Action Plan was presented to the Equalities Forum on 26 March 2014. Equalities Forum members are given the opportunity to review actions identified by the Council to ensure they are fit for purpose and meets the needs of residents. The action plan for 2014/15 have been finalised and include ongoing actions that will continue to be monitored as part of our Corporate Equalities Scheme.

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

- 4.1 There are no implications for the Sustainable Community Strategy.

5 Financial and Manpower implications

- 5.1 There are no specific financial or manpower implications for the purpose of this report apart from staffing resources required to attend the forum meetings on a quarterly basis.
- 5.2 Officers are taking a pragmatic approach to ensure that the process does not become unduly bureaucratic, whilst ensuring that reasonable changes are considered where appropriate.
- 5.3 **Chief Financial Officer's comments:** none for the purposes of this report.

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

- 6.1 The Corporate Equality Scheme and Action Plan ensure that the Council is taking steps to meet its statutory responsibilities in relation to equalities. More generally, it will ensure that its employment and service policies eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations.
- 6.2 There is the opportunity through the development and delivery of this Corporate Equality Scheme and Action Plan to secure equality for residents and employees.
- 6.3 **Monitoring Officer's comments:** none for the purposes of this report.

7 Sustainability Policy and Community Safety Implications

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

8 Partnerships

- 8.1 For successful development of the Corporate Equality Scheme it will involve continuous partnership working with the Equalities Forum to ensure that each of the 9 protected characteristics is engaged and heard by the Council.

9 Risk Assessment

- 9.1 The Corporate Equality Scheme and Action Plan will ensure that the Council meets its legal duties and removes any unreasonable barriers to accessing services or in relation to employment. It will mitigate against the Council not upholding its Equality & Diversity responsibilities to residents.
- 9.2 The effective implementation and monitoring of the Action Plan should enable the Council to manage potential risk and reduce the threat of challenge.

10 Conclusion and Recommendations

- 10.1 Progress against delivery of the Action Plan will be incorporated into the Council's quarterly performance management reports to Equalities Forum members and will be considered by the Council's Statutory Officers Group each quarter. It is also reported to the Strategy and Resources Committee. The year-end report is also submitted annually to the Scrutiny Committee. This will enable issues to be promptly identified and mitigating action taken as required.
- 10.2 The Committee is asked to receive, note, and comment on, the progress made in 2014/15.

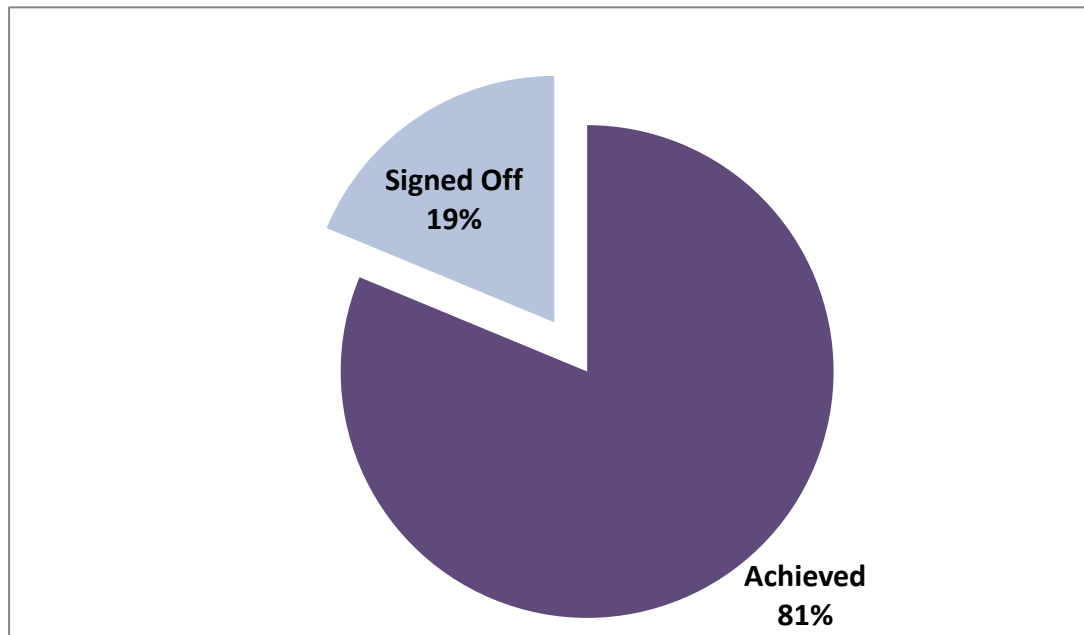
This page is intentionally left blank



Equalities & Diversity Priorities and Actions for 2014/15

Equalities and Diversity Action Plan 2014/15

Performance as at March 2015



Status	Percentage	Number
Achieved	81%	13
Signed Off	19%	3
Total		16

Actions Achieved as of March 2015:

- Review membership of the Equalities Forum to ensure representation of the nine strands of equality (protected characteristics)
- Ensure key consultation undertaken by the Council includes equalities monitoring questions
- Utilise the Equalities Forum to ensure information on issues/challenges are captured and identify where the Council can improve things and implement where appropriate
- Identify local community groups which could be asked to join the Equalities Forum
- Identify and if possible attend Local Organisations meetings to help understand more about the role, purpose and challenges of Equalities and Diversity
- Run an internal campaign on the 9 protected characteristics
- Run a reminder campaign on completing CEIA's
- Collate the Equalities Actions that Officers have done throughout the year (use as positive messaging; internally and externally)

Equalities and Diversity Action Plan 2014/15

Performance as at March 2015

- Review the Council's co-ordination of information on the collection of the 9 protected characteristics (taking into account issues of Data Protection) – liaising with parts of the organisation who may already hold information on residents
- Reports to Corporate Management Board (CMB) and committees to include equalities implications
- Amend the Staff Appraisal forms to capture Core Values particularly 'Equality and Diversity' one to enable performance monitoring against Core Values set
- Continue to hold an event for all residents which focuses on celebrating the Equalities & Diversity of the Borough
- Review the options and wording asked in the Equalities Monitoring questions to ensure that they are inclusive

Actions Signed Off:

- Include the promotion of equality in the regular meetings held with current contractors
- Review procurement procedures to ensure compliance with the Council's equality aims and objectives
- Publish the annual staff profile

On-going Commitment

Lead officer	Objective	Action	Progress as at March 2015
Irene Clarke / Adama Roberts	Ensure that the needs and issues of those of the 9 protected characteristics are heard and acted upon	Utilise Equalities Forum to ensure information on issues/challenges is captured; and identify where the Council can improve things, and implement where appropriate	Issues highlighted from the meetings are addressed and incorporated in the minutes. Eg in the March meeting concerns were raised around some residents perception of the Gypsy and Traveller community. It has been agreed that as in the previous Equalities Event, the Council will work with Epsom & Ewell's Gypsy & Traveller community to raise awareness as part of its Equalities Event 2014. Eg concerns were also raised around Gypsy & Traveller Site Allocation and the injustice experience as a result of the negative media and resident comments that followed it. It is recognised that the Council is also supportive of our Gypsy & Traveller community and will continue to explore ways of raising awareness within all sectors of its community.
Joy Stevens		Monitor complaints and compliments by protected characteristics and analyse the incidence of complaints for differential impacts on different groups. Publish all completed Community Equality impact Assessments	Complaints and compliments now incorporate the nine protected characteristics questions. This will be reviewed periodically and promptly addressed.
Irene Clarke	Ensure that the needs and issues of those of the 9 protected characteristics are heard and acted upon	Ensure any equality issues raised by representatives of the protected groups are relayed to partners and other organisations (if the Council does not have direct responsibility) as appropriate	None identified for this quarter.




On-going Commitment

Lead officer	Objective	Action	Progress as at March 2015
Irene Clarke	Monitor the information the Council collects to ensure all residents are treated equally	Monitor service users by the protected characteristics where practicable	This information will continue to be published on our website at the end of each financial year.
All elected members	Councillors ensuring that their residents are treated equally	Feedback any equality-related issues identified in wards to the Lead Member, who will report back to Consultation & Communications team	Councillors notified to liaise with Director of HR & Communication. Scrutiny and Strategy & Resources committees to continue to champion Equalities issues.
All elected members	Councillors ensuring that their residents are treated equally	Promote the Council's approach to equality through ward and Borough activities	This is done through most consultations carried out, by councillors and has been incorporated in our Equalities Event. Councillors have also been notified to inform the Director of HR & Communications about ideas for promoting and achieving this action.
Irene Clarke / Adama Roberts	Ensure that the services provided by the Council are equal and meet the residents needs	Undertake Community Equalities Impact Assessments (CEIAs) where possible on new activities and existing activities that are being changed	Two identified within this financial year ie Council Tax Support Scheme CEIA discussed at the September Equalities Forum meeting and Homeless Discharge of Duty into the Private Rented Sector Policy. This is a working document and yet to be finalised. The Housing Manager has already sought feedback from Equalities Forum members and key stakeholders. The consultation for the policy is being developed. Feedback received from members and residents as part of the consultation will feed into the CEIA.
Irene Clarke / Adama Roberts		Ensure all employees are made aware of their Equalities responsibilities through training and reminders	All staff had equalities training in 2013/14. Training needs will be reviewed and actions implemented as a result.

On-going Commitment

Lead officer	Objective	Action	Progress as at March 2015
Irene Clarke	Raise awareness of Equalities	Develop the use of the Council's website to promote equality, including links to other useful websites and sources of information	This will continue to be delivered through the Council's Equalities webpage. The Customer Services Team have been raising awareness internally on meeting the needs of disabled residents / customers.
Irene Clarke		Undertake campaigns to raise awareness of Equality in the local community	<p>This has been delivered as part of the Equalities Event 2014. The Council has been very supportive of the Thai Community and has sponsored part of its promotional campaign by putting up banners/posters/leaflets in key strategic locations such as the Town Hall and other venues free of charge. The Head of Operations and the Research, Consultation & Information Analyst met with Mr Boon to offer advice on what the Council can do to make the Thai Festival a success. A spread will also be included in e-Borough Insight and on the intranet.</p> <p>This action has been achieved as part the Equalities & Wellbeing Event 2014 in collaboration with the Epsom & Ewell Rotary Club's Family Fun Day. The Epsom Guardian newspaper reported the event as the "best ever" Family Fun Day in Epsom (ref: Epsom Guardian published Tuesday 23 September 2014).</p> <p>The 'Surrey Healthwatch Bus Tour' reported the tour as a great success and thanked EEBC as they received the highest numbers of voters from Epsom & Ewell, more than double any other Surrey borough in their tour across Surrey.</p>



Reinforcing Current Equalities Forum

Lead officer	Action	Progress as at March 2015	Status
Adama Roberts / Craig Salmon	Review membership of the Equalities Forum to ensure representation of the nine strands of equality (protected characteristics)	This was done as part of the Citizens Panel refresh and will be an ongoing action to ensure residents who may be interested in becoming an Equalities Forum member are given a chance. An article was included in the Winter edition of the Council's Borough Insight magazine. Looking forward another article will be incorporated in both the Council's paper and e-Borough Insight for 2015/16.	
Irene Clarke / Adama Roberts	Ensure key consultation undertaken by the Council includes equalities monitoring questions	This action has been completed for this year however it will continue to form part of the Council's consultation strategy. The Nonsuch, Town Centre, Council Tax Support Scheme, Older Residents' Accommodation Needs Surveys and Citizens' Panel Recruitment form contained questions around Equalities Monitoring and Citizens' Panel Surveys. All the reports have been published on our website bar the Older Residents Accommodation Needs Survey, which the Consultation & Communication team have just finished analysing and will publish online after Corporate Management Board and Social Committee have approved the report.	
Irene Clarke / Adama Roberts	Utilise the Equalities Forum to ensure information on issues/challenges are captured and identify where the Council can improve things and implement where appropriate	None raised for this quarter. However, previous issues raised have been addressed regarding the Gypsy and Traveller community. As a result we now have two prominent members of that community in our Forum.	




AGENDA ITEM
ANNEXE 1

Reinforcing Current Equalities Forum




Lead officer	Action	Progress as at March 2015	Status
Tony Foxwell	Include the promotion of equality in the regular meetings held with current contractors	This will continue to be done as and when meetings with contractors are conducted.	Signed off
	Review procurement procedures to ensure compliance with the Council's equality aims and objectives	Once review is completed, measures will be implemented as part of the Council's equality aims and objectives.	Signed off

Promotional Campaign to Increase Numbers of Members and the work of the group			
Lead officer	Action	Progress as at March 2015	Status
Irene Clarke / Consultation & Communications Team	Identify local community groups which could be asked to join the Equalities Forum	This has been carried out as part of the Citizens Panel refresh for 2015. An article was also included in e-Borough Insight to boost membership of the Equalities Forum. Although this action has been completed for 2014/15, it's an ongoing action and will be monitored for 2015/16 to ensure residents who might be interested in becoming forum members are given the chance to join.	
Irene Clarke / Consultation & Communications Team	Identify and if possible attend Local Organisations meetings to help understand more about the role, purpose and challenges of Equalities and Diversity	As part of the Council's Equalities & Wellbeing Event 2014 and to promote services offered, the Wellbeing Centre team took part in Surrey Independent Living Council (silc) Choice Unlimited at Epsom Downs Racecourse on Thursday 19 June 2014. The Council is also a member of Surrey Diversity and Equality Network (SuDEN). The group meet quarterly to discuss and adapt best practice around Equality and Diversity.	



Ensuring Equalities & Diversity is a Core Value that Officers Maintain

Lead officer	Action	Progress as at March 2015	Status
Irene Clarke	Publish the annual staff profile	This will be published at year end. It's an ongoing action and will be monitored for 2015/16.	Signed off
Irene Clarke / Adama Roberts	Run an internal campaign on the 9 protected characteristics	This will be done as part of the Equalities Event in September 2014.	
Adama Roberts	Run a reminder campaign on completing CEIA's	This is done on a quarterly basis. All policies that required a CEIA conducted for 2014/15 have been completed.	
Adama Roberts / Craig Salmon	Collate the Equalities Actions that Officers have done throughout the year (use as positive messaging; internally and externally)	<p>The Wellbeing Centre has been involved in various initiatives to promote Equality & Diversity. The key event the Council has been included in; in promoting this action has been the successful delivery of the Wellbeing and Diversity Event in September 2014.</p> <p>The Council was reaccredited with Investors in People at Gold in January 2015 (only 5% of organisations are able to retain their gold status), this is a great achievement and more so because the Council had development areas in all indicators it was assessed around bar Equality and Diversity.</p>	

Ensuring Equalities & Diversity is a Core Value that Officers Maintain

Lead officer	Action	Progress as at March 2015	Status
Irene Clarke / Adama Roberts	Review the Council's co-ordination of information on the collection of the 9 protected characteristics (taking into account issues of Data Protection) – liaising with parts of the organisation who may already hold information on residents	This is done as part of the Council's Annual Service Planning and will continue to be implemented as part of this process.	
Irene Clarke / All Service Heads	Reports to Corporate Management Board (CMB) and committees to include qualities implications	All reports to CMB and committees include and Equality & Diversity risk implication assessment. This has been embedded as part of the reporting process to the two bodies mentioned above.	
Irene Clarke / Shona Mason	Amend the Staff Appraisal forms to capture Core Values particularly 'Equality and Diversity' one to enable performance monitoring against Core Values set	This has been amended and incorporated as part of the appraisal process.	

Celebrate the Equalities & Diversity of the Borough

Lead officer	Action	Progress as at March 2015	Status
Irene Clarke	Continue to hold an event for all residents which focuses on celebrating the Equalities & Diversity of the Borough	This has been delivered as part of the Equalities Event 2014. The theme was on Wellbeing & Diversity	
Adama Roberts / Craig Salmon	Review the options and wording asked in the Equalities Monitoring questions to ensure that they are inclusive	This has been carried out as part of the Citizens Panel refresh for 2014/15.	

ANNUAL REPORT ON THE USE OF DELEGATED POWERS

<u>Report of the:</u>	Head of Legal and Democratic Services
<u>Contact:</u>	Fiona Cotter
<u>Annexes/Appendices</u> (attached):	Schedule of Actions recorded on Officer Action Proforma
<u>Other available papers</u> (not attached):	Scheme of Delegation

REPORT SUMMARY

In accordance with the Council's Scheme of Delegation to Officers, this report sets out significant decisions taken by officers under delegated powers since 20 May 2014.

RECOMMENDATION (S)

That the Committee notes that 15 decisions have been recorded or are pending using the Delegated Authority proforma since 20 May 2014.

Notes

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

1.1 No direct implications.

2 Background

2.1 In December 2007, the Council revised its Scheme of Delegation.

2.2 The new Scheme was drawn up on the principle that Officers are authorised to do all things that are necessary to run their services and to implement council policies provided their actions are taken within budget and according to standing orders etc.

2.3 The Scheme still contains a number of caveats and restrictions to ensure that Members are aware of most actions taken under delegated powers and are consulted properly. One of these is that a report should be presented annually to this Committee setting out significant decisions taken by Officers under delegated powers in the previous year.

2.4 Under the previous Scheme of Delegation, a form had been developed to record the taking of urgent decisions or decisions which needed to be made in consultation with a Chairman or where specifically authorised by a Committee.

2.5 This form is still used as a means of recording decisions which officers have felt the necessity to consult with members upon. The phrase "significant decision" is not defined in the Scheme therefore for the purposes of this report will be defined as those decisions still recorded using the Officer Action proforma. The officer named is usually the officer who has initiated the action on behalf of their Service Head/Director.

3 Proposals

- 3.1 Two decisions (forms 423 and 425) reported to the Committee in June 2014 were pending at the date of that meeting and were subsequently reported in Members' Briefing. These are set out in Annexe 1.
- 3.2 Since 20 May 2014, fifteen decisions have been recorded or are pending using the delegated authority proforma, also set out in Annexe 1 to this report. The total of fifteen is two less than reported last year. All decisions made have been reported in Members' Briefing.

4 Financial and Manpower Implications

- 4.1 As set out in individual cases and signed off by the Director of Finance/Director of Finance and Resources.

5 Equalities and Other Legal Implications, Sustainability Policy and Community Safety Implications; Partnerships

- 5.1 As set out in individual cases.

6 Risk Assessment

- 6.1 In taking any decision, the officer concerned must be satisfied that certain issues specified in the Scheme of Delegation have been properly considered at the earliest possible stage.

7 Conclusion and Recommendations

- 7.1 The Committee is asked to note that fifteen decisions have been recorded or are pending using the Officers' Action proforma since 20 May 2014. This is two fewer decisions than last year.

WARD(S) AFFECTED: N/A

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
19 JUNE 2014

NAME	RESPONSIBLE COMMITTEE	FORM No.	DATE ISSUED	SUBJECT	DATE RETURNED FOR REPORTING IN MEMBERS' BRIEFING	REASON FOR USE OF DELEGATED POWERS	FINANCIAL IMPLICATIONS	SOURCE OF FUNDING
A. Lunt	Leisure	423	12/05/14	Extension of Catering Contract	11/06/14	Significant Officer decision	Income generation maintained at level of existing contract	-----
K. Jackubczyk	S&R	425	20/05/14	Procedural documents relating to CIL	04/06/14	Significant Officer decision	-----	-----
S. Davies	Environment	426	13/06/14	Ewell Car Parks: Free Parking on 12 July 2014	18/06/14	Significant Officer decision	Estimated loss of income of £400	-----
S. Davies	S & R/Leisure	427	09/07/14	Preventative works: Bourne Hall	18/07/14	Authorised by Committee	Estimated cost of £80,000	Repair and Renewals Fund for venues
S. Young	S & R	428	09/10/14	Appointment Architect (Horton Chapel)				
S. Cocker	Leisure	429	23/09/14	Appointment to Surrey Countryside Management Board	26/09/14	Significant Officer decision	-----	-----
S. Beak	Leisure	430	10/11/14	Local Prevention Framework Tender Bid	27/11/14	Significant Officer decision	Contract value estimated at £40,000	Bid made to Surrey County Council

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
19 JUNE 2014

NAME	RESPONSIBLE COMMITTEE	FORM No.	DATE ISSUED	SUBJECT	DATE RETURNED FOR REPORTING IN MEMBERS' BRIEFING	REASON FOR USE OF DELEGATED POWERS	FINANCIAL IMPLICATIONS	SOURCE OF FUNDING
S. Davies	S & R	431	17/11/14	Installation of LED lighting on Lower Ground Floor of Hook Road Car Park	28/11/14	Significant Officer decision	£4,700	Capital Programme
G. McTaggart	Leisure	432	11/12/14	Letter of Intent (Ewell Court House)	11/12/14	Significant Officer decision	Consent to start works up to a liability of £250,000 prior to formal agreement to award of contract by Committee	Majority of works to be funded by Insurers
S. Beak	Leisure	433	11/12/14	QE II Funding: various issues following on Committee approval	17/12/14	Significant Officer decision	£1,078	S106 Agreement (2 East St.)
L. Duffy	Council	434	15/12/14	Council Tax Base 2015/16	17/12/14	Authorised by Committee	Agreed Council Tax Base of £31,511.50 (Band D equivalent properties)	Calculation of Council Tax Base prescribed in regulations

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
19 JUNE 2014

NAME	RESPONSIBLE COMMITTEE	FORM No.	DATE ISSUED	SUBJECT	DATE RETURNED FOR REPORTING IN MEMBERS' BRIEFING	REASON FOR USE OF DELEGATED POWERS	FINANCIAL IMPLICATIONS	SOURCE OF FUNDING
T. Foxwell	S & R	435	08/01/15	Appointment of consultants to undertake design & specification works for agreed capital projects	22/01/15	Significant Officer decision	£37,200	Building Maintenance Reserve (recharged to appropriate capital scheme)
L. Duffy	S & R	436	05/03/15	Exercising of option to extend existing banking contract	10/03/15	Significant Officer decision	Available on request	Corporate
C. Stone	S & R	437	31/03/15	Release of Restrictive Covenants on properties at Berridale and Bankside	08/04/15	Authorised by Committee	-----	-----
T. Wingfield	S & R	438	14/04/15	Use of VAT reserve to lodge claim to reclaim VAT on Postal Charges	26/05/15	Significant Officer decision	£12,100 fixed costs plus 10% of any proceeds	VAT Reserve

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
19 JUNE 2014

NAME	RESPONSIBLE COMMITTEE	FORM No.	DATE ISSUED	SUBJECT	DATE RETURNED FOR REPORTING IN MEMBERS' BRIEFING	REASON FOR USE OF DELEGATED POWERS	FINANCIAL IMPLICATIONS	SOURCE OF FUNDING
M. Osbourne	S & R	439	15/04/15	Coral Festival	17/04/15	Significant Officer decision	£5,000 over 2015/16 and 2016/17 financial years	Allocation for Conferences and Courses surplus to requirements following Management Re-structure

OUTSTANDING REFERENCES

Report of the: Chief Executive
Contact: Margaret Jones
Annexes/Appendices (attached): Annexe - Outstanding References
Other available papers (not attached): None stated

REPORT SUMMARY

This report lists outstanding references to officers as at 23 June 2015.

RECOMMENDATION (S)

- (1) That the Committee notes the references to officers detailed at the Annexe.

Notes

WARD(S) AFFECTED: N/A

This page is intentionally left blank

AUDIT, CRIME & DISORDER AND SCRUTINY COMMITTEE
23 JUNE 2015

The following references to Officers are outstanding as at 23 June 2015: -

Date of reference/Item	Title and nature of report back	Officers	Report due	Position as at 9 April 2015	Latest Position
5/02/2014 Min 31 And 9/04/2015 Min 44	Information Governance (Formerly Data Security)	Head of Legal and Democratic Services	November 2014	Report to June 2015 meeting	Report to November 2015

This page is intentionally left blank