Agenda for a Meeting of: **Cabinet**

Date and Time of Meeting: Wednesday, 14 March 2018 at 7.00 pm

Place of Meeting: Council Chamber, Civic Centre, Esher

Principal Committee and Member Services Officer: Mrs. T. Hulse
Direct Line: 01372 474175 E-mail: thulse@elmbridge.gov.uk

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**Members of Cabinet:**

- S.J. Selleck
- A. Davis
- B. Fairbank
- A. Davis
- R. Green
- Mrs. R.J.M. Lyon
- Mrs. M. Marshall
- Mrs. K. Randolph
- C.R. Sadler
- Mrs. J.R. Turner

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Access to Historical Information Relating to Reports

Please note that the items within this Agenda will usually have an historical context and therefore may have been considered previously by the Council, Cabinet or its Committees. Whilst reports appearing on this Agenda will include a background summary, Members may wish to appraise themselves of the more detailed historical context and to do this may wish to view previous reports / minutes on the matter which are available via the Council’s website: www.elmbridge.gov.uk or intranet, either by searching on the relevant topic or by committee reports. Copies of particular reports can be provided on request from the Democratic Services contact shown on the front of the Agenda.

Part I Items

1. Declarations of Interest

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

(i) any disclosable pecuniary interests and / or
(ii) other interests arising under the Code of Conduct

in respect of any item(s) of business being considered at this meeting.

2. Minutes of the Cabinet meetings held on 10 January and 7 February 2018 (for signing)

[Please note: the Minutes are as published online and circulated in the 21 February 2018 Council Agenda.]

Leader – Councillor S.J. Selleck


Leader – Councillor S.J. Selleck / Resources – Councillor C.R. Sadler / Leisure and Culture – Councillor Mrs. J.R. Turner

4. Claygate Recreation Ground Trust - Proposals

Community and Corporate Development - Councillor Mrs. M. Marshall


Housing – Councillor R. Green

6. Private Sector Housing Enforcement and Financial Assistance Policies

7. Proposals for the continuation of the Elmbridge Homeownership Assistance & Perfect Fit schemes

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Leisure and Culture – Councillor Mrs. J.R. Turner
8. Arts Development Review 109 - 142

Planning Services – Councillor Mrs. K. Randolph
9. 2018 Strategic Spending Board CIL allocations 143 - 158
Executive Summary:

This report evaluates the delivery of the 2013-18 Council vision and priorities. The Council’s five-year vision guides our medium and long-term plans, underpinned by shorter term priorities which help us move closer to our overall vision. Our five-year vision for 2013-18 was for Elmbridge to be “a caring, vibrant, healthy Borough in which to live and work, for all”. The Council adopted some measures to assess the delivery of the vision, set out in the Council Plan. Although local government continues to face unprecedented financial challenges, including an 88% reduction in the Government grant to Elmbridge by 2019/20, the Council has remained committed to delivering high quality services which are responsive to the needs of our residents.

The Council has delivered a creditable performance over 2013-18, often influenced by external factors. Shifts in national policy and changes in local social, economic and environmental circumstances have resulted in increasing and varied pressures on services. However, in the majority of cases the vision measurement results were either fully achieved or were very close to the five-year targets.

Recommended: that the Cabinet

(a) note the performance of the Council for the last 5 years and achievement of the Council’s vision and priorities over this period.

Report

1.0 Background and context

1.1 The Council’s overall vision was set in 2013 for a five-year period and alongside our top priorities sets out the necessary actions to achieve the aims of the five-year plan. Our key focus was to maintain high levels of service performance and responsiveness.

1.2 Our three top priorities are reviewed every year and for 2017/18 they remained:

- A safe, caring and healthy Elmbridge
- A vibrant and thriving Elmbridge
- A green and attractive Elmbridge
1.3 From our top priorities we adopted flagship activities each year to streamline our work and convert our vision and priorities into deliverable outcomes, ensuring that resources are allocated most efficiently to achieve our vision. These flagship activities are identified in each Council Plan. The Council Plan sets out a framework to ensure that our objectives are aligned with the overall vision and top priorities, as well as a framework to ensure effective performance management of the organisation.

1.4 Each service area within the Council creates a Service Delivery Plan to detail how they will support the fulfilment of the Council Plan objectives. From this, each member of staff develops their own Personal Action Plan which supports the wider objectives of their service area.

1.5 To determine our success in supporting the development of “a caring, vibrant, healthy Borough in which to live and work, for all”, in our Council Plan we set out seven indicators for measuring how well we have met our vision by 2018:

- 80% of residents recognise Elmbridge as a ‘good place to live’
- 80% of residents believe that the Council is dealing with crime and disorder issues
- 85% of customer satisfaction in our services
- 80% of local performance indicators on target
- Retain position in top quartile for the number of active businesses in the area
- Unqualified opinion on financial statements and value for money conclusion
- 80% of residents believe the Council offers value for money

1.6 A key method we use to measure our progress in achieving our targets is consultation of the Residents’ Panel. The Residents’ Panel is a self-selecting panel made up of local residents aged 18 or over. An annual Residents’ Panel survey is conducted to track the Council’s progress towards meeting the targets set out in the Council Plan. During the 2013-18 vision, an annual survey was carried out every year except for 2017. This was because we wanted to measure the indicators at the end of 2017/18, so the results are a true reflection of the full 2013-18 period.

1.7 Although the financial context for local authorities has become increasingly challenging, the Council has continued to deliver quality services as cost effectively as possible. Faced with an 88% reduction in the Government grant by 2019/20 the Council has taken an innovative approach to deliver funding efficiencies. Where many councils reduce expenditure at the expense of service quality, our approach consists of implementing funding efficiencies through transforming service delivery, enhancing our partnership working and generating income through a more commercial approach.

1.8 In spite of this difficult environment the Council has made a positive difference to the lives of its residents through consistently delivery a range of services. Every week, on average the Council:

- Inspects over 180 building works underway in the Borough
- Determines 50 planning applications
- Holds 10 pre-application meetings with residents and developers
- Visits 40 sites to check whether unlawful development is taking place
- Cuts the grass in all its park and recreation grounds in summer
- Sweeps and cleans children’s play areas seven times
- Cleans the high streets in towns seven times and villages three times
- Transports 947 passengers over 1797 miles in its community transport vehicles
- Delivers 1100 meals on wheels and serves 1038 meals in its Centres for the Community
- Provides 607 high need day care places for physically frail older people and 64 places for people with Alzheimer’s and dementia
- Visits 23 existing community alarm customers and installs eight new community alarms
- Undertakes 125,500 collections of refuse, recycling, food and garden waste
- Removes 19 incidents of graffiti
- Investigates 20 complaints of environmental pollution
- Monitors 13 premises for food safety, workplace health and safety or smoke free compliance
- Determines 56 new housing benefit claims
- Processes 305 changes of circumstances for existing claimants
- Carries out 35 housing advice interviews and prevents three families from becoming homeless

1.9 This report begins by highlighting key contributions that the Council has made within each of the three top priorities which fulfill the overall vision, then provides an outline of how well the Council has met the measurements set out in the Council Plan. A summary of the results is set out in the following table, which uses a traffic light scheme to indicate how well the measurement has been met:

<table>
<thead>
<tr>
<th>Vision measurement</th>
<th>Assessment</th>
<th>Final result</th>
</tr>
</thead>
<tbody>
<tr>
<td>80% of residents recognise Elmbridge as a ‘good place to live’</td>
<td>G</td>
<td>92%</td>
</tr>
<tr>
<td>80% of residents believe that the Council is dealing with crime and disorder issues</td>
<td>A</td>
<td>79%</td>
</tr>
<tr>
<td>85% of customer satisfaction in our services</td>
<td>A</td>
<td>83%</td>
</tr>
<tr>
<td>80% of local performance indicators on target</td>
<td>A</td>
<td>64%</td>
</tr>
<tr>
<td>Retain position in top quartile for the number of active businesses in the area</td>
<td>G</td>
<td>1st</td>
</tr>
<tr>
<td>Unqualified opinion on financial statements and value for money conclusion</td>
<td>G</td>
<td>Achieved</td>
</tr>
<tr>
<td>80% of residents believe the Council offers value for money</td>
<td>A</td>
<td>70%</td>
</tr>
</tbody>
</table>
2.0 **A safe, caring and healthy Elmbridge**

2.1 The Council is working hard to support the development of a strong, caring community in Elmbridge. The health of our residents is a key component of our vision and we work with our partners to promote their physical and mental wellbeing. We aim to ensure that vulnerable residents are supported and that the Borough is a safe, secure and inspiring place for children and young people to grow up.

2.2 A landmark development was delivered when the Xcel Sports Hub opened in September 2017. This state-of-the-art facility, built on contaminated land, operates as both a social hub and sports centre, providing the local community with a wide range of activities. Facilities include two floodlit synthetic pitches, an eight-lane floodlit track and a shared pavilion with dual aspect covered seating for over 500. The centre is already a site of regional significance, with the Surrey School Games Spring Festival to be held at the Sports Hub, in addition to Surrey FA choosing it as one of four new educational hubs within Surrey to deliver its education and safeguarding courses.

2.3 The Elmbridge Active Every Day Strategy 2015-20 has created increased opportunities for physical activity in every day life, from the workplace and school to the home and community facilities. Working with partners the strategy aims to focus on areas of low physical activity within the Borough, promote the benefits of an active lifestyle, and widen access to physical activity for all. To achieve these aims the Council supports a wide range of projects:

- The KT12 football project helps children and young people living in social housing. Over 60 people, including those with disabilities, regularly attend the weekly sessions.
- Over 12 families regularly attended the Alive N Kicking Programme at the Xcel Sports Hub, the success of which led to the introduction of a session for teenagers.
- Four subsidised spaces were provided on the Elmbridge Road Runners Couch to 5K course. All subsidised participants were inactive at the start of the programme and plan to continue running once the course has finished. This programme has been widely promoted by the Council to encourage residents to take up running.
- The second year of the Get Active 50+ took place at a heavily discounted price, with walking netball, touch tennis, tennis, swimming, otago and pilates all on offer. The two year project has seen 234 inactive residents take part.
- Healthy and Nordic walks/rides continue to be on offer, with a total of 6360 residents having taken part.

2.4 The most recent Sport England Active Lives survey suggests that this strategy and the wider work of the Council is having an effect. 66% of Elmbridge residents are classified as active (more than 150 minutes of moderate physical activity per week) which is significantly higher than the England average of 57%. 
2.5 A key contribution of the Council towards this top priority is our voluntary sector support. We provide advice and information to voluntary groups in addition to annual grants of up to £4,000 for equipment and project costs to support vulnerable groups in the Borough. Over the course of 2013-18 the Council has provided more than £3.1 million to voluntary sector organisations.

2.6 To help vulnerable residents feel safe and to reduce their risk of falling victim to crime we have continued to develop our community alarm and telecare service. The service provides a pendant alarm which links directly to a 24/7 care centre, providing round the clock care to those who live alone or are vulnerable. As a Council we sell over 50 items of independent living equipment and our Independent Living Centre guides residents through the local services on offer to support elderly people to live independently in their home, making these services more accessible to those who need them. Since 2013 we have installed 2,174 community alarms and currently provide the service to 1663 residents.

2.7 In 2013 the Wellbeing Centre was launched in the Walton Centre for the Community. The Wellbeing Centre offers services to support those with memory loss, dementia and associated problems. It is a source of advice and holds drop-in sessions, specialist classes and support groups. Specialist staff provide assistance to carers so that they can better understand the services available. The Centre holds physiotherapy sessions and contains exercise equipment for those with mobility problems.

2.8 In the summer of 2016, in partnership with Surrey County Council and Walton Charity, we supported the establishment of a pilot project run by Step by Step designed to improve housing options for local young people who find themselves struggling to cope on their own, either through having been in care or having to leave home due to family problems. By March 2017 three hosts had already accommodated three young people.

2.9 To help children acquire the skills they need as they become more independent and are increasingly expected to deal with changes in their lives on their own, since 2013 Elmbridge Junior Citizen has provided around 6,000 children with life skills that will help keep themselves and others safe, such as first aid, fire safety and railway safety. This is the largest Junior Citizens scheme in Surrey.

3.0 A vibrant and thriving Elmbridge

3.1 The Council is committed to supporting the development of a prosperous Borough with a thriving local economy, dynamic town centres and a vibrant community.

3.2 Over the last five years we have contributed to a vibrant community by holding public events which celebrate the best that Elmbridge has to offer in leisure, culture and sport. Since 2013, around 16,000 residents have enjoyed our annual Leisure Live events, which provide free cultural and sporting activities to give residents a taste of the opportunities available in the
Borough, from tennis to karate. In 2014 and 2015 we held the first two Elmbridge Food Festivals, promoting local food businesses and raising awareness among residents of the wide range of delicious foods on offer throughout Elmbridge, as well as treating residents to local music performances. The inaugural event attracted more than 9,000 people and showcased more than 30 businesses, which led to a larger 2015 event attended by 11,000 people and containing 45 stalls.

3.3 A key part of the Council’s work to support local business growth is the funding on offer to local businesses. Since 2013, the Elmbridge Civic Improvement Fund has provided 158 grants, allocating nearly £550,000 to local projects that assist the development of vibrant and thriving town centres. In 2015 Cabinet approved the creation of the Elmbridge Start Up Fund which has since helped 47 businesses establish themselves in the Borough, totalling nearly £30,000 in funding.

3.4 The Council has supported local businesses by introducing changes to parking arrangements and upgrading existing facilities, improving access to town centres and high streets. We have introduced monthly discounted season tickets and over the 2017-18 winter have provided free Saturday parking offers in seven car parks around the Borough. £1.5 million has been invested in Walton-on-Thames town centre through the repair of Drewitts Court car park, in addition to the full resurfacing of Ashley Park car park. Upgraded facilities include new pay and display machines in the main town centre and station car parks which include the option to pay by contactless and card payment.

3.5 In 2017 the Council launched the inaugural Business Leaders Conference at Mercedes-Benz World in Weybridge. Over 140 delegates heard from the keynote speaker Philip Hammond MP, Chancellor of the Exchequer. Businesses were given the opportunity to network and promote their services with a free showcase.

3.6 To support the continued development of the Borough’s infrastructure the Council introduced the Community Infrastructure Levy (CIL) in 2013. To date nearly £8 million has been allocated to deliver strategic and local projects which contribute towards infrastructure improvements across Elmbridge. Although education is the responsibility of Surrey County Council, Elmbridge Borough Council has provided nearly £3 million in CIL funding to assist the provision of additional school places to meet growing demand.

4.0 **A green and attractive Elmbridge**

4.1 Our aim is for Elmbridge to be an attractive place to live and work with well-maintained green spaces, clean streets and affordable housing. We will continue to balance the needs of residents and businesses while protecting the environment and maintaining a community for all.

4.2 The maintenance of well-tended green spaces is a key component of making Elmbridge a pleasant place to live and work. The Council started a new five-year grounds maintenance contract with Burleys in March 2017 that involves
30 Burleys staff providing a full green spaces maintenance service. The service includes the provision of annual bedding displays, pitch maintenance, and maintaining parks and open spaces. In a separate contract the Council has also arranged for Burleys to maintain highway verges, a responsibility that Elmbridge Borough Council carries out on behalf of Surrey County Council. Despite a reduction in Surrey County Council funding, in October 2017 Cabinet approved an option to further subsidise and top up the funding to secure an enhanced service compared to that which Surrey County Council initially put out to tender.

4.3 During 2013-18 the Council carried out a major refurbishment of the Churchfields Recreation Ground play area, as well as continuing smaller scale improvements to a number of other play areas. A new natural play facility was also provided at Graburn Way, along with three new outdoor gyms across the Borough. In addition, a new splash pad facility was developed from the paddling pool at Hersham Recreation Ground and the two remaining paddling pools were fully refurbished.

4.4 The Green Spaces Team has continued its strong focus on community engagement and involvement, supporting existing In Bloom groups and facilitating the development of two further groups. We have also worked in partnership with the community in Cobham to replace the cherries that form the Avenue of Remembrance, a registered Second World War memorial, to ensure it is protected for the future. In addition, the Countryside Team have developed and maintained strong partnerships with a diverse range of community organisations, and through the Countryside Education Service offer the opportunity for over 3000 Elmbridge children to get involved in their environment each year.

4.5 Throughout the 2013-18 period the Cemeteries Service has consistently achieved a high level of service, which has been reflected in their scoring highly each year when being assessed for the Charter for the Bereaved, which looks at all elements of the delivery of this sensitive and important service.

4.6 In 2017 we launched our new joint waste collection service. Although there was a difficult start to this service due to contractor failures, it is now back to normal levels of service. It has generated over £1 million per year in savings and contractual penalties collected from the earlier issues will be reinvested in a community project to benefit residents. Through more efficient and effective use of vehicles, depot facilities, route planning and ICT solutions the new waste collection contract will offer an enhanced service to residents that will help increase recycling in the Borough and safeguard the longer term future of our environment.

4.7 To ensure that development taking place in the Borough is adequately controlled, the Council introduced a new planning compliance service in August 2017. This proactive service involves uniformed officers carrying out investigations into alleged breaches of planning control. An effective planning compliance service supports the planning decision making of the Council. Through this proactive service the Council will continue its approach of
seeking a satisfactory solution to planning breaches without a costly legal process.

4.8 The Council monitors air quality in the Borough so that adverse health and environmental consequences can be managed. In May 2016 the Surrey Air Quality Group was formed and has since developed into the Surrey Air Quality Alliance, consisting of all 11 districts and boroughs in addition to Surrey Highways and Public Health. The partnership is working on several projects, including modelling of NO₂, PM₁₀ and PM₂.₅ in all boroughs to establish a clear baseline and to target resources. Furthermore, the Council continues to maintain the rapid electric vehicle charger in Hollyhedge Car park and offers three electric vehicles for staff use.

4.9 To support the improvement of energy efficient homes in the Borough, the Council partnered with Action Surrey to deliver the ‘Streets Ahead’ project, funded through the Government’s Green Deal Communities programme. The project provided grants of up to £5,000 to insulate solid walled homes and by 31 March 2016, 66 Elmbridge households had benefitted, the largest of any local authority in Surrey.

5.0 Residents’ Panel Survey

5.1 In February 2018 a five-year vision survey was sent to online members of the Residents’ Panel via email. Of the 1224 surveys sent out, 277 responses were received, resulting in a response rate of 23%. The survey measured the following indicators of our vision: how well residents thought the Council provides value for money, their satisfaction with Council services and their perception of Elmbridge as a place to live. This is a decrease of 12% compared to the 2016 annual Residents’ Panel survey.

5.2 Headline results:

- 70% of respondents believe that the Council provides value for money.
- 83% of respondents are satisfied with how the Council runs its services.
- 92% agree that Elmbridge is a good place to live and work.

5.3 Value for money: Residents were asked to what extent do they agree that Elmbridge Borough Council provides value for money for services for which it is responsible. Overall, 70% agreed and 24% disagreed. This is a decrease of 3% for those who agreed and an increase of 5% for those who disagreed from the 2016 annual Residents’ Panel survey. This result is below our target of 80% of our residents agreeing that we provide value for money. The highest proportion of residents who believed we provide value for money was 75% in 2015:
Satisfaction with our services:

Respondents were asked to think specifically about their personal experience over the last 12 months and rate how satisfied they are with each of the services provided by the Council:

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Environmental Services (includes noise nuisance, food hygiene, pest control, licensing and removal of graffiti)</td>
<td>76</td>
<td>85</td>
<td>73</td>
<td>76</td>
<td>73</td>
<td>-3</td>
</tr>
<tr>
<td>Waste Collection, recycling, refuse and food collection</td>
<td>-</td>
<td>-</td>
<td>89</td>
<td>86</td>
<td>77</td>
<td>-9</td>
</tr>
<tr>
<td>Street Cleaning</td>
<td>-</td>
<td>-</td>
<td>75</td>
<td>66</td>
<td>70</td>
<td>+4</td>
</tr>
<tr>
<td>Planning Services</td>
<td>39</td>
<td>44</td>
<td>41</td>
<td>43</td>
<td>36</td>
<td>-7</td>
</tr>
<tr>
<td>Community Support Services</td>
<td>31</td>
<td>29</td>
<td>32</td>
<td>33</td>
<td>26</td>
<td>-7</td>
</tr>
<tr>
<td>Leisure and Cultural Services</td>
<td>68</td>
<td>68</td>
<td>63</td>
<td>64</td>
<td>60</td>
<td>-4</td>
</tr>
<tr>
<td>Housing Services</td>
<td>17</td>
<td>13</td>
<td>18</td>
<td>17</td>
<td>14</td>
<td>-3</td>
</tr>
<tr>
<td>Local Taxation</td>
<td>75</td>
<td>78</td>
<td>77</td>
<td>77</td>
<td>76</td>
<td>-1</td>
</tr>
</tbody>
</table>

5.4 Satisfaction with our services:

Residents were also asked how satisfied they were overall with the way that the Council runs the services for which it is responsible. A result of 83% net satisfaction means that we have very nearly met our target of 85% for delivering this aspect of our vision. This was the first year in the 2013-18 vision that survey results did not meet our target figure:

Value for Money %

<table>
<thead>
<tr>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Tend to Agree</td>
<td>65</td>
<td>66</td>
<td>65</td>
<td>65</td>
<td>63</td>
<td>-2</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Tend to Disagree</td>
<td>15</td>
<td>15</td>
<td>13</td>
<td>16</td>
<td>20</td>
<td>+4</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>+1</td>
</tr>
<tr>
<td>Don’t know</td>
<td>10</td>
<td>9</td>
<td>10</td>
<td>8</td>
<td>7</td>
<td>-1</td>
</tr>
</tbody>
</table>
This slight fall in overall satisfaction could be due to a number of factors at both national and local level. Although the Elmbridge economy has proved relatively resilient, there is still uncertainty within the wider economy over Brexit, compounded by low wage growth. Local issues such as the initial contractor failures in the waste collection service and concerns over the preparation for the new Local Plan are also likely contributors. A further aspect is the confusion among some members of the public between the responsibilities of the different tiers of local government. For example, highways are the responsibility of Surrey County Council, however it is likely that many residents attribute the varied condition of Elmbridge roads to Elmbridge Borough Council, and that this has resulted in a marginally lower overall satisfaction score.

Satisfaction with Elmbridge as a place to live: Residents were asked to what extent do they agree that Elmbridge is a good place to live and work. This question does not focus on the work of the Council specifically but asks the residents to consider all aspects of living in Elmbridge. A net agreement of 92% meets the criteria for this component of the vision measurements:

<table>
<thead>
<tr>
<th>Overall Satisfaction (%)</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2018</th>
<th>Difference 2016-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net satisfied</td>
<td>86</td>
<td>88</td>
<td>88</td>
<td>86</td>
<td>83</td>
<td>-3</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>18</td>
<td>16</td>
<td>15</td>
<td>13</td>
<td>15</td>
<td>+2</td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td>68</td>
<td>72</td>
<td>73</td>
<td>73</td>
<td>68</td>
<td>-5</td>
</tr>
<tr>
<td>Fairly Dissatisfied</td>
<td>9</td>
<td>7</td>
<td>10</td>
<td>11</td>
<td>14</td>
<td>+3</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>+2</td>
</tr>
<tr>
<td>Don’t know</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>-</td>
</tr>
<tr>
<td><strong>Net dissatisfied</strong></td>
<td><strong>11</strong></td>
<td><strong>9</strong></td>
<td><strong>11</strong></td>
<td><strong>12</strong></td>
<td><strong>17</strong></td>
<td><strong>+5</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Good place to live and work</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2018</th>
<th>Difference 2016-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>52%</td>
<td>53%</td>
<td>52%</td>
<td>50%</td>
<td>45%</td>
<td>-5%</td>
</tr>
<tr>
<td>Tend to agree</td>
<td>43%</td>
<td>42%</td>
<td>43%</td>
<td>44%</td>
<td>47%</td>
<td>+3%</td>
</tr>
<tr>
<td>Tend to disagree</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
<td>3%</td>
<td>8%</td>
<td>+5%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>-1%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>-1%</td>
</tr>
</tbody>
</table>

Data collected by the LGA allows us to compare our results with satisfaction surveys conducted by other councils. However, only the England average for telephone survey results is available for 2017/18, which means that the data is not directly comparable to our online panel survey results. It does however provide some indication of the context for our results:
### 6.0 Crime and disorder issues

6.1 The Council is committed to ensuring that Elmbridge residents feel safe and protected in their Borough. We work with our partners in the Elmbridge Community Safety Partnership to reduce crime and safeguard vulnerable residents.

6.2 Our target for this indicator of our vision is that 80% of residents believe that the Council is dealing with crime and disorder issues.

6.3 A residents’ survey on community safety was completed in March 2017, measuring our residents’ perceptions of crime in Elmbridge and their views on how the Council was tackling the issue.

6.4 Of the 519 respondents, 73% believed that crime is lower than the UK average in Elmbridge.

6.5 79% of respondents were very or fairly confident that crime, disorder and anti-social behavior are being tackled effectively in Elmbridge. This is very close to our target for the successful delivery of our vision and is an area we have taken strong action to deal with. We are responsive to the concerns of our residents and have introduced a Public Spaces Protection Order (PSPO) to tackle anti-social behavior in Walton, following consultation with those affected.

6.6 The work of the Elmbridge Community Safety Partnership has made a tangible difference to crime and disorder in the Borough: in 2016/17 reports of anti-social behavior reduced by 29%, the second highest reduction in Surrey. This is the result of improved partnership working, increased use of a range of targeted enforcement measures and raising awareness among the wider community.

### 7.0 Local performance indicators

7.1 The local performance indicators measure the performance of each Portfolio area against the agreed indicators set out for that financial year. These indicators assess their performance regarding customer service standards and service delivery outcomes.

<table>
<thead>
<tr>
<th>Satisfied with local area as a good place to live</th>
<th>England average 2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>36%</td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td>46%</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>10%</td>
</tr>
<tr>
<td>Fairly dissatisfied</td>
<td>5%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>0%</td>
</tr>
</tbody>
</table>
7.2 Performance is measured according to a traffic light scheme:

- Green = fully achieved
- Amber = partially achieved
- Red = not achieved

7.3 The results for the third Quarter of 2017/18 show that the Council did not meet its target of 80% of local performance indicators on target, as on average 64% of each Portfolio’s local performance indicators were on target:

<table>
<thead>
<tr>
<th>Portfolio</th>
<th>R</th>
<th>A</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Affairs</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Resources</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Planning services</td>
<td>16.7%</td>
<td>16.7%</td>
<td>66.6%</td>
</tr>
<tr>
<td>Leisure and Culture</td>
<td>0.0%</td>
<td>50.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Housing</td>
<td>66.7%</td>
<td>0.0%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Environment</td>
<td>16.7%</td>
<td>66.6%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Corporate and Community Development</td>
<td>0.0%</td>
<td>16.7%</td>
<td>83.3%</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td>14.3%</td>
<td>21.4%</td>
<td>64.3%</td>
</tr>
</tbody>
</table>

7.4 The Council has faced a number of challenges that have restricted its ability to meet its performance targets. Changes to national policy and local social, economic and environmental circumstances provide continued pressure on services.

7.5 The update of the Local Plan, which guides planning and development in the Borough, has been impacted by a number of these factors. Changes in national policy such as the Government’s Housing White Paper, published in February 2017, have required us to review our Local Plan and enlarge the evidence base. Housing targets imposed by the Government have risen to 612 homes per year, a figure which the Council continues to lobby the Government to revise.

7.6 The Council has faced a range of constraints in meeting its targets such as delays by developers and registered social landlords in bringing forward developments which would release affordable homes, the capacity of existing infrastructure, and Green Belt planning restrictions. Although the Council has faced these and other challenges, the Government’s list of councils where it may intervene due to a lack of progress did not include Elmbridge Borough Council.

7.7 Council services have also been operating within the wider constraint of a difficult labour market which has impacted upon the capacity of the Council to recruit and maintain staff.
8.0 **Active businesses in the area**

8.1 We work hard through our partnerships and support programmes to contribute towards the development of the local economy. We deliver this through our Enterprise Elmbridge Action Plan and our business grant schemes.

8.2 The measurement set out in our Council Plan for this indicator is to ‘retain position in top quartile for the number of active businesses in the area’.

8.3 The latest data from 2017 shows that Elmbridge remains at the top of the table for active businesses within Surrey:

<table>
<thead>
<tr>
<th>Local authority</th>
<th>Number of active businesses (2017)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elmbridge</td>
<td>9705</td>
</tr>
<tr>
<td>Waverley</td>
<td>9025</td>
</tr>
<tr>
<td>Guildford</td>
<td>8745</td>
</tr>
<tr>
<td>Reigate and Banstead</td>
<td>8055</td>
</tr>
<tr>
<td>Mole Valley</td>
<td>6025</td>
</tr>
<tr>
<td>Woking</td>
<td>5835</td>
</tr>
<tr>
<td>Surrey Heath</td>
<td>5375</td>
</tr>
<tr>
<td>Tandridge</td>
<td>5365</td>
</tr>
<tr>
<td>Spelthorne</td>
<td>5270</td>
</tr>
<tr>
<td>Runnymede</td>
<td>4840</td>
</tr>
<tr>
<td>Epsom and Ewell</td>
<td>4180</td>
</tr>
</tbody>
</table>

8.4 Membership of the Council-run Elmbridge Business Network has continued to grow, reaching over 660 members. The network helps to connect start-ups and businesses to the latest grants and opportunities across the Borough.

8.5 We are committed to making it easier for businesses to establish themselves in Elmbridge. In partnership with Surrey Chambers of Commerce we have delivered 36 one-to-one business advice clinics to help businesses get the best start. We have also launched a pro-active business information service to all new business rate entrants, supporting over 50 businesses taking on premises since autumn 2017.

8.6 The Council helps to develop local business skills through its masterclass series which has covered leadership, retail, HR, sales, marketing, exporting and business continuity. Over 120 businesses have been supported in this way over 2013-18.

8.7 We have helped to drive foreign direct investment in the Borough, supporting the Invest in Surrey partnership with funding and contacts with Elmbridge securing 15 investments over the past five years.
8.8 We proudly champion our local businesses and launched our Elmbridge Retailer of the Year award in 2013. In 2017 the number of votes cast and businesses nominated was the highest yet, reflecting the growing profile of local retailers.

8.9 The Council has supported our local business groups with funding across Weybridge, Walton and Molesey for new banners, planters and totems to improve the streetscape of our town centres. We have also secured £330,000 from Weybridge Local Community Infrastructure Levy funding from the local spending board towards the Weybridge Elmgrove Road – Ship Yard streetscape project.

9.0 **Financial statements and value for money conclusion**

9.1 In recent years local authorities have faced ongoing financial challenges due to changes in local government funding, which are set to continue in the future. In addition to the 88% reduction in Government grant by 2019/20, the Council has also had to overcome a reduction in funding from Surrey County Council of 45% from 2016/17 to 2018/19. The following graph illustrates the significant and rapid reduction in Government grant funding for the Council.

![Graph showing Government Funding 2010/11 - 2019/20](image)

9.2 There has been a move from the Government to encourage local authorities to rely on locally collected revenues to fund their service expenditure. The average cost of providing Council services in Elmbridge is currently £530 per household, with £211 of this collected via Council tax. The Government has proposed changes to the way local government is funded eliminating Revenue Support Grant completely for Elmbridge. In addition to this, the Council will be expected to hand over additional local business rates as “negative Revenue Support Grant” payments from 2019/20, leaving the
Council financially worse off. This has meant that 81% of the net cost of providing services is met by Council Tax.

9.3 To ensure the long-term viability of the Council’s finances, we have adopted a steady, selective, low-borrowing, low-risk approach. Although there has been continued pressure on Council resources, we have developed a solid financial position through implementing a structured approach to service and financial planning.

9.4 To support this approach we have developed a two-year rolling Financial Strategy. This strategy is based on an analysis of the factors which are likely to affect the Council’s budget over the next two years. The Council’s key financial objective is to maintain a balanced revenue budget over the period of the strategy.

9.5 The Council continues to pursue opportunities for generating revenue, for example through asset acquisitions. The Council has invested £70m acquiring nine property assets in the Borough, which provide an annual gross rental income of £3.5 million. This makes a significant contribution to the Council’s revenue budget and helps fund core services.

9.6 The Council’s external auditors, Grant Thornton, carried out an audit for the year ending 31 March 2017, issuing an unqualified opinion on the financial statements. Their audit did not find any weaknesses in the Council’s financial statements. Key messages from the audit were:

- The draft statements were completed a month earlier than the statutory deadline
- The quality of the draft statements presented for audit on 7 June 2017 was good and free of errors
- The Council has made good progress in its preparation for the moving forward of the accounts deadlines
- The Council’s Narrative Report and Annual Governance Statement are both consistent with the audited financial statement

9.7 The auditors were satisfied that the Council has proper arrangements in place to secure economy, efficiency and effectiveness in its use of resources. In other words, the Council provides value for money.

Financial implications:
The vision and priorities contribute towards the development of the Financial Strategy, which supports the most efficient use of our resources. The external audit carried out by Grant Thornton provided an unqualified opinion that the Council had proper arrangements in place to secure value for money.

Environment/Sustainability implications:
None

Legal implications:
None
**Equality implications:**
The Council’s vision and priorities are underpinned by a commitment to delivering quality services to all. The council’s statutory duty under the Equality Act 2010 requires it to have due regard to protected characteristics. In the delivery of individual outcomes and actions the Council undertakes equality impact assessments to ensure that there are no negative impacts on the protected characteristics, as well as those who may be considered vulnerable but not covered by a protected characteristic.

**Risk implications:**
None

**Community safety implications:**
The vision included a commitment to developing a safe Borough where all residents feel protected. The indicator for this was if 80% of residents felt that the Council was taking effective action on the issue of crime and disorder. In 2017 we very nearly achieved this target with 79% of residents agreeing we have taken effective action.

**Principal consultees:**
Council Management Board
Heads of Service

**Background papers:**
None

**Enclosures/Appendices:**
Appendix A – Full results

**Contact details:**
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Lewis Harvey-Samuel, Policy Assistant
E: lharvey-samuel@elmbridge.gov.uk T: 01372 474 216
5 Year Vision Survey 2018

This report was generated on 20/02/18. Overall 277 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

(ID code)

<table>
<thead>
<tr>
<th>Count</th>
<th>Sum</th>
<th>Mean</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>277</td>
<td>259272</td>
<td>936</td>
<td>10</td>
<td>1836</td>
<td>1826</td>
</tr>
</tbody>
</table>

To what extent do you agree or disagree that Elmbridge Borough Council provides value for money for the services for which it is responsible? (To what extent do you agree or disagree that Elmbridge Bo...)

- Tend to agree (173) 63%
- Tend to disagree (56) 20%
- Don't know (19) 7%
- Strongly agree (18) 7%
- Strongly disagree (10) 4%

Thinking specifically about the last 12 months and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council. (Environmental Services e.g. noise nuisance, food hygiene, pest control, licensing and recycling, removal of graffiti)

- Fairly satisfied (150) 55%
- Very satisfied (50) 18%
- Not used/Don't know (45) 16%
- Fairly dissatisfied (22) 8%
- Very dissatisfied (8) 3%
Thinking specifically about the last 12 months and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council. (Waste collection (recycling, refuse and food collection))

- Fairly satisfied (120) 44%
- Very satisfied (91) 33%
- Fairly dissatisfied (40) 15%
- Very dissatisfied (22) 8%
- Not used/Don't know (-)

Thinking specifically about the last 12 months and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council. (Street cleaning)

- Fairly satisfied (146) 55%
- Fairly dissatisfied (44) 17%
- Very satisfied (40) 15%
- Very dissatisfied (27) 10%
- Not used/Don't know (8) 3%

Thinking specifically about the last 12 months and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council. (Planning Services e.g. planning applications, tree preservation, heritage and conservation)

- Not used/Don't know (91) 34%
- Fairly satisfied (81) 30%
- Fairly dissatisfied (52) 19%
- Very dissatisfied (30) 11%
- Very satisfied (17) 6%
Thinking specifically about the last 12 months and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council. (Community Support Services e.g. Centres for the Community, meals on wheels and community transport)

- Not used/Don't know (189) 69%
- Fairly satisfied (46) 17%
- Very satisfied (24) 9%
- Fairly dissatisfied (14) 5%
- Very dissatisfied (3) 1%

Thinking specifically about the last 12 months and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council. (Leisure and Cultural Services e.g. play schemes, parks, leisure centres and pools, museum and public halls)

- Fairly satisfied (122) 45%
- Not used/Don't know (77) 28%
- Very satisfied (42) 15%
- Fairly dissatisfied (29) 11%
- Very dissatisfied (4) 2%

Thinking specifically about the last 12 months and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council. (Housing Services e.g. homelessness, housing register and housing benefits)

- Not used/Don't know (211) 76%
- Fairly satisfied (31) 11%
- Fairly dissatisfied (18) 7%
- Very dissatisfied (9) 3%
- Very satisfied (8) 3%
Thinking specifically about the last 12 months and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council. (Local Taxation e.g. collection of council tax and business rates)

- Fairly satisfied (167): 61%
- Very satisfied (41): 15%
- Fairly dissatisfied (31): 11%
- Not used/Don't know (22): 8%
- Very dissatisfied (15): 5%

Overall, how satisfied or dissatisfied are you with the services for which we are responsible? (Taking everything into, how satisfied or dissatis...

- Fairly satisfied (185): 68%
- Very satisfied (40): 15%
- Fairly dissatisfied (37): 14%
- Very dissatisfied (7): 3%
- Don't know (5): 2%

To what extent do you agree that Elmbridge is a good place to live and work?

- Tend to agree (129): 47%
- Strongly agree (124): 45%
- Tend to disagree (21): 8%
- Don't know (2): 1%
- Strongly disagree (1): 0%
Executive Summary:

Further to the report considered by Cabinet in September 2017, there have been several developments regarding the rebuilding and enhancing of the Club’s Pavilion.

In addition, the Trust have expressed interest in incorporating as a charitable company and this report seeks delegated authority to progress this and assigning responsibility for the build of the enhanced facility to the Club with appropriate safeguards and legal agreements.

Recommendation: that

(a) Members agree, in principle, to support the Claygate Recreation Ground Trust’s (CRGT) wish to incorporate into a charitable company;

(b) the Council works with CRGT to agree a building lease followed by a full repairing and insurance lease which will give the responsibility to the Trust to rebuild and enhance the Pavilion subject to planning permission.

(c) following final confirmation of the reinstatement figure and the insurance settlement, the Council will meet the shortfall in the insurance settlement up to a maximum of £300,000 to be funded from Capital Receipts. This is inclusive of the £90,000 approved in September 2017;

(d) subject to the above, the Council will hold this sum and release it to the Trust at appropriate intervals during the construction process and subject to agreed conditions;

(e) any additional costs relating to fees & charges associated with the preparation of the design and planning application and any associated documents, studies, surveys and information as required to be met by the Trust; and
Report:

1. **Background and Context**

1.1 CRGT have a full repairing and insuring lease from Elmbridge Borough Council for the use of the recreation ground and pavilion for a period of 25 years. Elmbridge Borough Council grant aids the Trust to undertake the upkeep and maintenance of the recreation ground at a figure of £33,230.

1.2 Following years of extensive local fund raising, in 2012 the CRGT opened a brand-new pavilion replacing an outdated pavilion that had stood on the site for many years. In November 2016 an electrical fire caused a devastating fire throughout the whole building. There is extensive fire and smoke damage throughout the building including the partial collapse of the roof. Water damage was also evident throughout, due to the amount of water used by the fire brigade to extinguish the flames.

1.3 In such circumstances, it would be normal practice for the Council, as owner of the facility, to secure an insurance settlement that would provide for like-for-like replacement as soon as possible, to minimise the impact on users of the recreation ground. This would normally use the services of an approved contractor, working to the previous plans and within the parameters of the previous consents.

1.4 Since the fire, Elmbridge Borough Council officers and the CRGT have been working together to ensure that any replacement building is fit for purpose and has the backing of the community. The Trust and the community have expressed their wish to develop an enhanced facility on the recreation ground which will enable the pavilion to be the “hub of community involvement”. Huge efforts from the Trust have resulted in a successful fund-raising campaign, whereby the Trust have achieved in excess of £190,000 towards the cost of the enhanced pavilion. The Trust envisages adding their funds to the insurance settlement in order to fund an enhanced facility.

1.5 Attempting to secure a substantially enhanced pavilion facility is an ambitious task that will not only require additional funds beyond the insurance settlement, but will also require planning permission in addition to a longer construction period. This has implications for the pre-construction work that must be completed, along with mobilisation, temporary and site accommodation as well as possible impact on users of the recreation ground and the longer-term viability of the facility. Members have liaised closely with the Trust and have expressed their desire to support the CRGT’s plans for an enhanced facility.
1.6 To enable Elmbridge Borough Council to work as quickly and as efficiently as possible to achieve the correct outcome for the Trust, Elmbridge Borough Council contracted works through the SCAPE Minor works framework. This enables Elmbridge Borough Council to access multi-disciplined professional contractors within the area to ensure that any new facility is built to appropriate standards with warranties and guarantees in place through an NEC Design and Build Contract. As owners of the land and premises, the Council must ensure that any replacement building is procured and built to appropriate standards.

1.7 More recently, and subsequent to Council consideration in September last year, officers and members have had discussions with the Trust to explore surrendering the existing lease and offering a long lease to the Trust, along with much of the responsibility for running the recreation ground and procuring the enhanced replacement pavilion.

1.8 The report to the Cabinet & Council in September 2017 confirmed the Council’s total financial commitment to the project as being up to the Pavilion reinstatement value of £688,000, with a further £10,000 towards fixtures and fittings. Furthermore, the Council set an overall project cost limit of £880,000 beyond which there would need to be a reconsideration by the Council. Negotiations with CRGT are set within these parameters.

2. **Reinstatement Insurance - Update**

2.1 Following the fire in November, insurers were notified immediately of the position and visited the site within days of the incident and commenced liaison with the fire brigade. The first phase that the insurers insisted on was in line with Elmbridge Borough Council void properties protocol which was to ensure that the building was secured, made safe and tenants fixtures and fittings were salvaged, where possible.

2.2 The second phase that the insurers required the Council to work on was an estimated cost of like for like reinstatement which was obtained from our main contractor Kier’s quantity surveyors. In order to secure the best possible financial settlement, it was decided to promote a fully competitively priced tender package to justify the figure. Difficulties arose in this area because there were inconsistencies and omissions within the operating and maintenance manuals along with discrepancies in the “as built drawings”. These delays have now been overcome.

2.3 The reinstatement for the pavilion as built has now been tendered and submitted to the insurers. The figure that has come through is £688,250 based on using the existing footing, foundation, etc. The original construction of the property was £350,000 and the declared value at the time of the loss was £559,795 this figure having been arrived at by applying annual uplifts over the period between the date of construction and the date of the fire. An inflation provision of 15% to provide for increased building costs within the reconstruction period will also apply. The insurance settlement will be subject to the application of the “average” which means that Insurers will reduce the
payment by a proportion arrived at by dividing the insured declared value for the property by the cost of reinstatement. Based on the current figures available, this reduction will be in the region of 34% (calculated by comparing the total rebuilding cost, including footing, etc. by the insured value) resulting in an estimated claim settlement in the region of £430,000.

<table>
<thead>
<tr>
<th>Description</th>
<th>£’000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total rebuild costs at time of loss including floor, underground utilities and foundations</td>
<td>851</td>
</tr>
<tr>
<td>Reinstatement value (Kier estimates) (a)</td>
<td>690</td>
</tr>
<tr>
<td>Declared Value at time of loss</td>
<td>560</td>
</tr>
<tr>
<td>Allowed uplift on Declared value to provide for increased build costs within the reinstatement period at 5% per annum for 3 years as applied by the Insurers</td>
<td>90</td>
</tr>
<tr>
<td>Including Inflation</td>
<td>650</td>
</tr>
<tr>
<td>Reduction applied using Average Calculation = 7%</td>
<td>(46)</td>
</tr>
<tr>
<td>Estimated claim settlement (b)</td>
<td>430</td>
</tr>
<tr>
<td>Shortfall for reinstatement (a) – (b)</td>
<td>260</td>
</tr>
</tbody>
</table>

2.4 Should there be any upward drift in the reinstatement costings submitted (irrespective of who has the responsibility to build the Pavilion) the application of average will need to be recalculated accordingly and will serve to further reduce the Insurer’s offer of settlement (i.e. the balance between the final reinstatement costs and Declared Value will tilt further towards the former). The Council will be obliged to disclose any change in these final costs as a material fact to the Insurers. Likewise, following a decision to go along the route of handing the pavilion and reinstatement process over to the trust, will also have to be referred to and agreed by Insurers.

As outlined in the Recommendations, we recommend that the Council meet the shortfall in the insurance settlement of up to a maximum of £300,000.

3. **Enhancement of Pavilion**

3.1 At the outset, CRGT presented Elmbridge Borough Council and their consultants with an outline design for an enhanced scheme which included a new first floor, a change in roof structure, installation of a new platform lift, a new external and internal staircase, a viewing gallery and a new associated bar and storeroom. This design was passed to our quantity surveyors to estimate costs, but subject to formal tender and the construction costs were estimated at £881,000, subject to formal tender and statutory consultation.

3.2 The key issue with regard to the enhanced provision was whether the current foundations and footings would be able to take the structural load of an
additional storey which is what the Trust would like to achieve. A structural engineer was employed by Elmbridge Borough Council and part funded by CRGT to undertake this work which concluded that they were capable of additional loads. Once the outcome of this was conveyed to the Trust, they agreed that they would like to work with the community and try to raise sufficient monies to enable an enhanced scheme to be delivered at a later date, subject to the various statutory consents.

4. **Way Forward**

4.1 Now that there is firm confirmation of the Insurance settlement, the funding raised by the Trust and the Trust’s aspiration to have a much-enhanced facility, in addition to be becoming a charitable company, it is proposed that a long lease is granted to the Trust.

4.2 This proposal is not without risks, but with the appropriate safeguards in place, we can work towards minimising the risks to the Council and meet Members’ desire to support the Trust in pursuing an enhanced facility. Examples of the some of the safeguards (subject to negotiation) include:

- A new building lease for the term of the building contract followed by a Full Repairing and Insurance lease for 30 years;
- Peppercorn rent with a 5-year break clause;
- Evidence of funding secured;
- Whole recreation ground including public conveniences but excluding the playground – to be discussed with the Club;
- The Council’s annual revenue grant of circa £35k to reduce by 20% each year from the date of Pavilion completion to £0 after year-5;
- NNDR – responsibility of CRGT but would then be eligible for relief;
- Annual activity report, financials/accounts and building condition surveys to be submitted to Elmbridge Borough Council, annually (report to O&S Committee);
- Exit clauses on both sides where service failure/defaults;
- All activity to be compliant with governing body requirements, sports activities and facilities, safeguarding, health and safety, etc.
- That existing resident sports clubs (Claygate CC, Claygate Royals, etc. to be protected as Key Users for the duration of the agreement;
- All planning permissions, building regulations, health and safety obligations and licensing to be met/secured/up to date;
- Service specifications;
- Recreation ground – activities, condition, maintenance, access and availability;
- Public convenience - activities, condition, maintenance, access and availability;
- Pavilion - activities, condition, maintenance, access and availability;
- Each party pay their own legal and surveying costs in respect of the matter.
The lease and any agreement between the Council and the Club will need to be watertight to protect both parties. All the above heads of terms are subject to negotiation with the CRGT, and delegated authority is sought as set out in recommendation F to enable scope for reasonable agreement to be reached, protecting both parties’ interests.

Upon agreement of terms, a new lease and the letting of a building contract for the replacement pavilion, Elmbridge Borough Council will transfer funds as staged payments to the Club on submission of contractor certificates. Some funds may need to be released in advance, in order to initiate the project.

In addition, the Club will be asked to report annually on their financial status to the Overview & Scrutiny Committee. All the draft terms set out in this report are, of course, subject to negotiation.

4.3 The Club will be responsible for building the replacement pavilion including the following:

- Replacement Pavilion to be planned, designed, specified and procured by CRGT;
- Planning Consent and building regulation compliance to be the responsibility of CRGT;
- CRGT to follow a proper procurement route to appoint a professional contractor. For example, three quotes to be obtained to ensure value for money and stability of contractor;
- Contract for the building works to be the sole responsibility of CRGT
- Building works to be fully compliant including providing operating manuals, as built drawings, welfare facilities for contractor staff construction quality and safety standards to be adhered to throughout contract period, building guarantees in place for each element of the build i.e. M&E, structural, and ground works. Public Liability cover, building insurance cover, and temporary accommodation, and all associated works to be compliant;
- All the above subject to consultation with Elmbridge Borough Council and Elmbridge Borough Council agreement subject to planning and other statutory controls (not to be unreasonably withheld).

**Financial Implications:**
Subject to the agreement of the final insurance settlement, the Council will need contribute a sum up to a maximum of £300,000. This will address any shortfall up to the reinstatement figure and will also include any costs spent by the Council to date on commissioning work in relation to the Pavilion building. This sum will need to be funded from Capital Receipts.

Any additional costs in respect of the enhanced build will have to be met by CRGT together with the ongoing operational costs of running the Pavilion.
**Legal implications:**
A new lease and terms for the occupation for CRGT will be required and this will be part of separate discussions with officers, in consultation with relevant Portfolio Holders, in line with normal practice.

A legally binding agreement will need to be in place between the Trust and the Council with appropriate safeguards in place.

**Equality Implications:**
As outlined in the report, along with compliance with the Equality Act for the proposed new pavilion building, will be required in the design.

**Risk Implications:**
Appropriate safeguards and controls will need to be put in place to safeguard the Council including the lease, release of funding for the Build and ensuring the lease obligations are met by the Trust.

**Community Safety Implications:**
The Council will ask the Trust to ensure as part of the planning process that all stakeholders including the police are consulted to ensure that community safety implications can be designed in as appropriate.

**Principal Consultees:**
Council Management Board
Leader and Deputy Leader
Portfolio Holder Resources
Portfolio Holder Leisure
Leader of the Opposition
Heads of Asset Management, Legal and Leisure
Ward Councillors

**Background papers:**
None for the purposes of this report.

**Enclosures/Appendices:**
None for the purposes of this report.

**Contact details:**
Alex Williams, Head of Asset Management & Property Services, 01372 474218, awilliams@elmbridge.gov.uk

Andrew Cooper, Head of Finance, 01372 474123, acooper@elmbridge.gov.uk

Ian Burrows, Head of Leisure 01372 474572 iburrows@elmbridge.gov.uk
Executive Summary:

The Enterprise Elmbridge Action Plan 2017-2019 aims to support sustainable economic prosperity in Elmbridge as we seek to balance enterprise, the environment and quality of life.

The Council made a commitment to prioritise this area of work with the first Enterprise Elmbridge Action plan in 2012. The plan was refreshed in March 2015 to deliver support for our town centres and businesses to 2017. The current action plan was approved by Cabinet in January 2017 as the Council continues to back our local businesses and economy.

This report sets out progress in relation to the implementation of the Enterprise Elmbridge Action Plan 2017-2019 and identifies any further opportunities to support priority areas.

Recommended: that

(a) Cabinet note the progress of the Enterprise Elmbridge Action Plan 2017-2019 and the proposed additional activities to be delivered 2018/19; and

(b) Cabinet note the progress on the Weybridge streetscape scheme set out from paragraph 3.0 and agrees to bring forward a further CIL bid to the Local Spending Board should additional funding be required to deliver the scheme.

Report:

1.0 Background and context

1.1 Nationally high streets, town centres and businesses are currently experiencing an uncertain economic climate. Consumer and business confidence has been affected by snap elections and the continued uncertainty regarding the outcome of Brexit negotiations.

1.2 Locally the Council continues to work hard to support our businesses and town centres to adapt and thrive against growing competition from neighbouring centres, new developments such as Addlestone One and the long-term rise of internet shopping and the digital high street.
1.3 Our economy is successful, but we cannot be complacent and need to continue to plan and invest in the local economy to maintain our competitive edge and sustain our economic potential.

1.4 Our businesses tell us that without increased investment in transport, housing, schools and infrastructure we risk losing key employers from the Borough. Key issues such as Brooklands Business Park accessibility are crucial to our future economic success.

2.0 Enterprise Elmbridge Action Plan 2017 - 2019

2.1 The Enterprise Elmbridge Action Plan 2017 - 2019 aims to support sustainable economic prosperity in Elmbridge as we seek to balance enterprise, the environment and quality of life with actions to:

- Support, promote and adapt our town centres
- Create, retain and attract knowledge businesses
- Improve connectivity and networks between our employment hubs, stations, towns and businesses
- Target investments to the needs of the local economy

2.2 Currently we have delivered or are on-track to deliver all the activities set out in our 2017-2019 action plan. (Please see Appendix A for the Enterprise Elmbridge Action Plan 2017-2019). Highlights from the last 12 months include:

2.3 Enterprise

- 10 start-up businesses supported with over £10,000 in direct support
- 14 business grants supporting shop front, signage, marketing and town centre projects with over £40,000 in funding
- Launched a pro-active business information service to all new business rate entrants supporting over 50 businesses taking on premises in the borough
- Delivered two business masterclass events supporting over 50 businesses to upskill with the latest advice on HR and sales and marketing delivered by the HR Dept Elmbridge and Action Coach specialist Sanjiv Dodhia
- Arranged for Google Digital Garage to deliver the next business masterclass in March 2018 selling out 150 delegate spaces
- Worked closely with the Enterprise M3 Local Enterprise Partnership to promote the Growth Hub business advice service with links in to co-working, start up and flexible office spaces locally that has led to agreement for a new 6 weekly local clinic due to be launched in Spring 2018 at the Cobham Long Barn co-working space
- Worked with Runnymede and Spelthorne to deliver a joined up response to the Enterprise M3 Local Enterprise Partnership call for evidence on their updated Strategic Economic Plan and delivered a North Surrey export event with our neighbouring authorities to promote the available support from the Department for International Trade
• Launched the Elmbridge Enterprise Fund to help new employment space, town centres and cluster development.
• Supported the Invest in Surrey partnership with funding and contacts with Elmbridge securing 15 foreign direct investments over the past 5 years
• Supported Accrue Workspaces to open The Long Barn, a new co-working space in Cobham, with promotion, support for access to grants, advice and support delivering over 200 new desk spaces
• Launched a new start up bootcamp for young entrepreneurs attracting further support and sponsorship offers from the Surrey Chambers (free membership), Haines Watts (£1000 of accountancy support) and the Long Barn co-working space (free desk space) for the best business idea

2.4 Town Centres
• Delivered the fifth annual Elmbridge Retailer of the Year Awards with a record number of votes cast and businesses nominated
• Supported Independent Retail Month in July with independent shop treasure hunts, promotions, mix and match street performers
• Upskilled our independent retailers with a retail masterclass to kick start their 2017 trading year with the latest ideas to boost footfall, increase sales and drive repeat customer visits
• Launched and promoted free Saturday parking offers to encourage residents and visitors to Molesey, Hersham, Walton, Long Ditton and Thames Ditton
• Held a visioning event to support the Walton-on-Thames Trading Alliance (Wotta) to develop their long term business plan
• Helped Wotta to explore the opportunity for the town to develop a Business Improvement District with a best practice visit to Oxted, draft BID outline, survey and BID road map
• Held a town centre innovation forum to bring together our local business groups to share best practice, make contacts across our town centres and hear best practice ideas with Chris Turner from the Winchester Business Improvement District and National Business Improvement District body
• Completed healthchecks with Esher, Weybridge, Walton, Claygate, Bridge Road/Walton Road in Molesey and Oxshott to continue our close working relationships with local business groups and high streets (Cobham, Hersham, Thames Ditton did not take up the offer of a healthcheck but we continued to work closely with the local representatives on projects over the year)
• Supported Wotta to deliver the Making Walton Beautiful project that renewed the High Street with new planters, totums, banners and greenery in Walton
• Worked with the Hampton Court Village Association to deliver the Destination Bridge Road project to deliver new branding and streetscene infrastructure
• Worked with the Molesey Business Association to identify Walton Road streetscene and signage improvements securing £9000 of local funding for improvements
Developed and installed a town map in Weybridge to better connect the station, town centre and key attractions
Supported our local tourism assets with the #exploreelmbridge social media campaign, the development of new video content to highlight ‘hidden gem’ walking and running trails and working with leisure colleagues to maximum the benefits locally of the upcoming Hockey Championships bringing 1000s of visitors to the borough
Secured £330,000 in Weybridge Local Community Infrastructure Levy funding from the local spending board toward the Weybridge Elmgrove Road – Ship Yard streetscape project

2.5 Business infrastructure

Supported the Surrey County Council property team to help develop a long term proposal of employment space on the upper floor of the library as part of a wider refurbishment that has been developed in to a Strategic CIL bid to be considered by the Strategic CIL Board in Feb 2018
Helped to secure an allocated £1.85 million in Enterprise M3 Local Enterprise Partnership Local Sustainable Transport Funding for the Brooklands Business Park Accessibility project
Supported Highways to develop a draft business case to unlock the Brooklands Accessibility funding to be submitted in April 2018
Invest for Growth proposal approved by the Enterprise M3 LEP (subject to investment property being identified within the next 6 months) to unlock £1.5m of Local Growth Funding

2.6 Business engagement

Launched our inaugural Business Leaders Conference at Mercedes-Benz World with keynote speaker Philip Hammond MP – Chancellor of the Exchequer attracting over 140 delegates and supporting local businesses to network and promote their services with a free showcase
Developed a range of 6 bitesize business advice video clips that supported our business masterclass and allowed businesses unable to attend to access support via @EnterpriseElmbridge
Utilised Boomerangs and video to support the Saturday free parking offers, Small Business Saturday and Elmbridge Civic Improvement Fund grants
Generated over 1,650 click throughs to useful grants, advice, events and support from our monthly business e-newsletter and @enterpriseelmb social media channels
Increased Elmbridge Business Network Membership by 80 in 2017 to now total over 650 members
Engaged our large and strategic employers via our Business Leaders Board to explore and address issues such as congestion around Brooklands Business Park, Heathrow expansion, business – school’s connections and skills development
Delivered the Elmbridge Apprenticeship Network to support and develop new apprentices coming in to the Council
• Supported the establishment of two community rail partnership with local business groups and stakeholders in Walton and Weybridge

3.0 Weybridge streetscape

3.1 The Weybridge streetscape project was awarded approximately £330,000 in Local Community Infrastructure Levy funding to renew and improve the streetscape between Elmgrove Road and Ship Yard.

3.2 Officers have been working on ensuring best value and quality for potential delivery routes with agreement reached to progress the project via the Pagabo Faithful and Gould procurement framework for delivery on the ground in 2018/19 financial year.

3.3 Should further funding be required local CIL options will be explored to ensure delivery of a scheme that meets local stakeholder’s aspirations.

4.0 New projects for 2018

In addition to the activities outlined in the Enterprise Elmbridge Action Plan (please see Appendix A) we have developed further ideas to support our town centres and businesses in 2018.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Milestone deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliver a workshop for our local business groups to review and renew the Elmbridge Business Network</td>
<td>March 2018</td>
</tr>
<tr>
<td>Develop an Elmbridge Skills partnership with local education providers and local businesses</td>
<td>Scope the project: April 2018 If feasible implement the project: July 2018 Project go live: September 2018</td>
</tr>
<tr>
<td>Support the Weybridge Town Business Group to explore the feasibility of a monthly market in the town</td>
<td>June 2018</td>
</tr>
<tr>
<td>Work with the Walton-on-Thames Trading Alliance to explore the potential feasibility of a Business Improvement District</td>
<td>June 2018</td>
</tr>
<tr>
<td>Deliver a networking event to help promote our start-up grant, business grant and connect successful grant applicants</td>
<td>July 2018</td>
</tr>
<tr>
<td>Deliver an apprenticeship programme to ensure we meet with the national apprenticeship levy requirement</td>
<td>March 2019</td>
</tr>
<tr>
<td>In conjunction with business groups explore the options for an Elmbridge Lates Programme</td>
<td>December 2018</td>
</tr>
</tbody>
</table>
Explore opportunities to expand economic development to incorporate other complementary work areas, for example sport, workforce skills | September 2018

Develop an Economic Strategy for the organisation | October 2018

Explore the options for a walking towns programme | October 2018

Work with Network Rail and South Western Railway on joint station visits to identify improvements to stations for future funding bids | December 2018

**Financial implications:**
None

**Environmental/Sustainability Implications:**
Economic development contributes to sustainable communities. Specific scheme such as the ‘Shop Local’ campaign and grants can contribute to customers buying produce locally, reducing vehicle trips.

**Legal implications:**
None

**Equality Implications:**
None

**Risk Implications:**
Failure to promote economic growth could result in a reduction in business rate revenues, which under new legislative proposals could affect Council income.

**Community Safety Implications:**
None

**Principal Consultees:**

**Background papers:**
None

**Enclosures/Appendices:**

**Contact details:**
Doug Perkins, Economic Development Officer
E: T: 01372 474176
### Innovation and Enterprise

**Our aim:**

To enable a new wave of knowledge based sector growth with an additional 370 knowledge based employees per annum, 1,200 additional businesses and 20 new foreign direct investments to the end of the Local Growth Fund period to 2021.

<table>
<thead>
<tr>
<th>Enable a thriving start up and supportive ‘open for business’ culture</th>
<th>Support 12 x start-ups with grant funding</th>
<th>March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Launch a proactive business information service to support all new businesses locating in the borough</td>
<td>May 2017</td>
</tr>
<tr>
<td>Support knowledge based businesses to invest and grow</td>
<td>Deliver 2 x Enterprise M3 Growth Hub promotional activities</td>
<td>March 2018</td>
</tr>
<tr>
<td></td>
<td>Explore options to support delivery of new town centre co-working/enterprise space</td>
<td>Dec 2017</td>
</tr>
<tr>
<td></td>
<td>Develop an Elmbridge Enterprise Fund offer within the Elmbridge Civic Improvement Fund to support wider economic development objectives</td>
<td>May 2017</td>
</tr>
<tr>
<td>Support the Invest in Surrey team to deliver 8 x Investor Development visits to support foreign owned businesses investing in the borough</td>
<td>March 2018</td>
<td>Target companies provided to the Invest in Surrey team. Virtual support offered to two projects. Meeting invites sent and follow ups underway</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Develop micro business skills</td>
<td>Deliver 4 x private sector led business masterclass events to support 80 businesses</td>
<td>March 2019</td>
</tr>
<tr>
<td></td>
<td>Develop 4 x private sector bitesize support initiatives for use on social media</td>
<td>Dec 2018</td>
</tr>
</tbody>
</table>

**Transport, Housing & Infrastructure**

**Our aim:**

To improve connectivity through sustainable transport investments to ease movement between our employment hubs, towns and stations, helping to unlock 16,000 sqm of new A-grade office space by 2026.

To work with public and private sector partners to develop policy and working models to accelerate future delivery of housing and affordable housing over the Local Plan period to 2035.

<table>
<thead>
<tr>
<th>Promote sustainable transport modes throughout the borough</th>
<th>Brooklands Business Park Accessibility feasibility study completed</th>
<th>March 2018</th>
<th>Initial scoping meeting held, Councillor steering group established.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Develop 2 x community rail partnerships to improve the appearance and accessibility of our stations</td>
<td>December 2017</td>
<td></td>
</tr>
<tr>
<td>Unlock development opportunities to meet housing, infrastructure and business needs</td>
<td>Work with Surrey County Council to deliver the Esher Transport Study</td>
<td>March 2018</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Continue to allocate Community Infrastructure Levy to support improvements in local infrastructure to mitigate impacts of development</td>
<td>On-going (Infrastructure Delivery Co-ordinator, Planning Services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implement peer review action plan aimed at accelerating affordable housing delivery</td>
<td>September 2017 (Head of Housing Services, Housing Services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare a new Local Plan for submission to the Secretary of State that supports the delivery of sustainable development across the Borough</td>
<td>Feb 2018 (Planning Policy Manager, Planning Services)</td>
<td>Consultation on the preferred approach to Spatial Strategy and Policies – including Site Allocations and designations planned for July – September 2018</td>
<td></td>
</tr>
</tbody>
</table>

**Town centres**

**Our aim:**

We will work with our local business groups to attract and retain more spending locally by improving and promoting our town centres to ensure vacancy levels remain below the regional and national levels.

<table>
<thead>
<tr>
<th>Promote and celebrate our fantastic local independents</th>
<th>To deliver the independent retailer of the year competition</th>
<th>August 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliver 3x initiatives to support Independent Traders</td>
<td>March 2018</td>
<td></td>
</tr>
<tr>
<td>Application submitted to the Great British High Street Awards 2017</td>
<td>August 2017</td>
<td>Awards not running in 2017</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>To support, if required, the opportunity to expand Walton-on-Thames World Food Market to support local food businesses across the Borough</td>
<td>September 2017</td>
<td></td>
</tr>
<tr>
<td>Retain and develop our independent traders</td>
<td>Invest in and support 40 independent retailers with Elmbridge Civic Improvement Fund Grants</td>
<td>March 2018</td>
</tr>
<tr>
<td>Explore new ideas and encourage innovation in our town centres</td>
<td>Deliver an Elmbridge town centres innovation forum</td>
<td>March 2018</td>
</tr>
<tr>
<td></td>
<td>To support, if required, Business Improvement District to support town centre management and activities</td>
<td>March 2019</td>
</tr>
<tr>
<td>To evidence performance and progress through an annual walkthrough and healthcheck of the Borough’s town and village centres</td>
<td>April 2017 and April 2018</td>
<td></td>
</tr>
<tr>
<td>To improve, develop and adapt our town centres</td>
<td>Identify and submit funding bid for the Weybridge (Elmgrove Road – Ship Yard) streetscene project</td>
<td>July 2017</td>
</tr>
<tr>
<td></td>
<td>Support the Walton-on-Thames Traders Alliance to deliver the ‘Making Walton Beautiful’ streetscene improvements</td>
<td>December 2017</td>
</tr>
<tr>
<td>Support the Molesey Business Association to deliver ‘Destination Bridge Road’ streetscene improvements</td>
<td>August 2017</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Maximise visitor attractions</td>
<td>Deliver 3 x initiatives to promote and celebrate our visitor attractions</td>
<td>July 2018</td>
</tr>
</tbody>
</table>

**Business engagement**

**Our aim:**

We will work with the Elmbridge Business Leaders Board and Elmbridge Business Network to identify barriers to growth and opportunities to build a sustainable high performing economy.

<table>
<thead>
<tr>
<th>Engage and retain large and strategically important employers</th>
<th>Hold 4 x Elmbridge Business Leaders meetings</th>
<th>March 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connect businesses and town centres across the borough</td>
<td>Hold 8 x Elmbridge Business Network meetings</td>
<td>March 2019</td>
</tr>
<tr>
<td>Deliver 2 x ‘Elmbridge Connects’ initiatives to maximise links between our businesses</td>
<td>March 2018</td>
<td></td>
</tr>
</tbody>
</table>

**Partnership**

**Our aim:**

We will work to strengthen the partnership of boroughs across the Upper M3 area to ensure that start-ups and growth sectors that cross administrative borders are developed and wider strategic transport and infrastructure aspirations are recognised.

<table>
<thead>
<tr>
<th>Encourage new investment in the local economy</th>
<th>To generate at least £100,000 in external funding and investments into the local economy</th>
<th>March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop functional economic area priorities</td>
<td>Deliver 2 x ‘Upper M3’ shared priority partnership projects with Spelthorne and Runnymede Borough Councils</td>
<td>July 2018</td>
</tr>
</tbody>
</table>
Work with Enterprise M3 Local Enterprise Partnership to support Council priorities

To undertake 6 x Enterprise M3 Local Enterprise Partnership engagement activities

March 2019

<table>
<thead>
<tr>
<th>Skills</th>
</tr>
</thead>
</table>

Our aim:

To support skills development that meets the needs of the local economy by supporting young people, enabling micro businesses to take on new apprenticeships and support for employer – schools engagement.

<table>
<thead>
<tr>
<th>Encourage skills development through local apprenticeships</th>
<th>Deliver apprenticeship levy training opportunities for internal Council staff and external candidates within the borough</th>
<th>March 2019</th>
</tr>
</thead>
</table>

| Develop the entrepreneurial spirit among 16-24 year olds. | Encourage young entrepreneurs through the development of a funding programme for 5 individuals | March 2018 |
Committee: Cabinet

Date of meeting: 14 March 2018

Subject: Private Sector Housing Enforcement and Financial Assistance Policies

Lead Officer: Interim Head of Housing Services & Interim Private Sector Housing Manager

Portfolio Holder: Cllr Roy Green

Link to Council Priorities: H3

Exempt information: None

Delegated status: For recommendation to Council on 18 April 2018

Key Decision: Yes

Executive Summary:

The report requests that Cabinet recommend to Council the adoption of a new Private Sector Housing Enforcement Policy and a new Private Sector Housing Financial Assistance Policy (Appendices 2 and 3 respectively). The report seeks authority to ringfence up to £50,000 from the underspend on the 2017/18 Housing Budget to employ an additional officer for 12 months to meet the Council’s additional duties concerning the licensing of Houses in Multiple Occupation (HMOs), with these costs to be largely or wholly met through the income derived from licence fees. The report also seeks authority to update the scheme of delegations linked to the revised Private Sector Housing Enforcement Policy, in light of the various additional powers and duties conferred on local authorities in recent years.

Recommended: that

(a) Cabinet considers, approves and recommends the “Private Sector Housing Enforcement Policy” and “Private Sector Housing Financial Assistance Policy” (both subject to any final minor amendments) as set out in Appendix 2 & 3, to Council for adoption;

(b) authority be delegated to the Head of Housing Services, in consultation with the Portfolio Holder for Housing, to make any final minor amendments to the policies that may be necessary prior to publication and on an annual basis;

(c) authority be given to the Strategic Director and Deputy Chief Executive, in consultation with the Heads of Housing and Finance and the Portfolio Holder for Housing to allocate up to £50,000 from the underspend within the Housing Services budget for 2017/18 to employ an additional officer on a 12-month, fixed-term contract to undertake the Council’s additional responsibilities in relation to HMO licensing, on the understanding that these costs will be largely or wholly met through the income derived from the HMO licence fees and to review these arrangements by the end of November 2018;
authority be given to the Strategic Director and Deputy Chief Executive to nominate officers for the purposes of discharging the various functions set out in the Private Sector Housing Enforcement Policy and that recent legislative tasks allocated to local authorities be added to the Private Sector Property delegations recorded in Part 3 of the Council's Constitution as follows:-

- Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014
- Smoke and Carbon Monoxide Alarm (England) Regulations 2015
- Energy Act 2011

the potential for the Council to collect income from the use of civil penalties and rent repayment orders be noted but that the use of such income by the Council is restricted to supporting and promoting its enforcement work in the private-rented sector;

Report:

1. Background and context

1.1 The Council, as a local housing authority, has a legal duty under Section 3 of the Housing Act 2004 to keep housing conditions in its area under review with a view to identifying any action that may need to be taken.

1.2 The Council also has duties to operate a scheme financial assistance including those requiring the installation of disabled facilities in their homes.

1.3 Both the Council’s current Private Sector Housing Enforcement Policy and its Private Sector Housing Financial Assistance & Grant Policy are in need of review, with the latter, for example, having been in place since 2009.

1.4 There are some significant changes in the policy, financial and legal frameworks which need to be reflected in our local approach. For example, in relation to enforcement, recent governments have introduced a number of legal measures to help local housing authorities to crack down on “rogue landlords” and the government plans to extend the mandatory licensing regime of houses in multiple occupation (HMOs).

1.5 Likewise, in relation to financial assistance policies, the Government has altered the way it provides capital funding for Disabled Facilities Grants (DFGs), so rather than the Council receiving a capital contribution allocation from what is now the Ministry of Housing, Communities & Local Government (MHCLG), following the adoption of the Care Act, this funding is now routed through the Better Care Fund, which is intended to support closer integration and better outcomes in relation to health and social care. As such, funding for DFGs now comes to local boroughs and districts, via Surrey County Council, in consultation with the local clinical commissioning groups (CCGs) and there
is greater scrutiny as to how the Surrey local housing authorities use funds allocated to them to help meet the three strategic objectives for Surrey’s Better Care Fund plan, namely enabling people to stay well; enabling people to stay at home and enabling people to return home soon from hospital.

1.6 Linked to this and the continuing pressure on public finances, the Surrey housing authorities commissioned consultants to carry out a review of the way that aids and adaptations in the home (and the services that provide them) are funded, organised and delivered. This review was completed in April 2017 and whilst a multi-agency, county-wide action plan has been drafted in response, a number of the recommendations have been incorporated in the proposed Financial Assistance Policy.

1.7 As such, and for various reasons, a review and refresh of these policies is necessary.

1.8 Whilst having a suite of comprehensive policies is central to the effective operation of the Council’s Private Sector Housing (PSH) Team’s functions, their implementation and the resultant outcomes help support the Council’s vision for 2018-23 and fit with a number of priorities within the Council Plan for 2018/19 (particularly around community wellbeing). Furthermore, the operation of the policies will help meet several of the priorities contained within the Council’s current Housing & Homelessness Strategy, namely:

- To improve housing conditions in all tenures to ensure a safe, healthy and energy efficient housing stock and explore and develop new models of working to make greater use of the private rented sector to meet local need
- To support older, disabled and vulnerable residents to live, safe, healthy and independent lives

2. A new Private Sector Housing Enforcement Policy

2.1 This policy was last updated in 2007 and therefore does not incorporate any changes in the legal powers and duties conferred on the local authority since then in relation to reviewing, monitoring and taking action to improve the condition and management of the housing stock within Elmbridge.

2.2 Changes introduced by regulation since 2007 include:

- **The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014** – this required, from 1 October 2014, all letting agents and property managers to join one of three government-approved redress schemes, with local authorities able to enforce fines of up to £5000 for those who do not comply
- **Smoke & Carbon Monoxide Alarm (England) Regulations 2015** – which require landlords to install smoke alarms on every floor of their property, and test them at the start of every tenancy, and to install carbon monoxide alarms in high risk rooms.
2.3 Furthermore, the **Housing and Planning Act 2016**, has introduced a number of measures to punish rogue landlords and to encourage good practice in the management of properties and tenancies, with local authorities given powers to enforce or use. Whilst not all in force yet, headline measures include:

- Local authorities being able to impose civil penalties of up to £30,000 as an alternative to prosecuting for certain specified offences under the Housing Act 2004
- The extension of the use of rent repayment orders to cover illegal evictions, breach of a banning order and certain other specified offences – meaning that in certain cases, a landlord may have to repay up to 12 months’ rent to the local authority (where the rent was wholly paid via housing benefit)
- A proposed national database of rogue landlords and property agents convicted of certain offences
- Banning orders for the most serious and prolific offenders, preventing them from letting and/or managing rented properties

2.4 It should be noted that any income collected by local authorities through civil penalties or rent repayment orders can be kept by them provided it is used to further its undertaking of its statutory duties in relation to enforcement activities in relation to the private rented sector. It should be noted that enforcement generally and the use of these powers in particular should be seen as measures of “last resort” and that the hope is that the powers will act as a powerful incentive to landlords and agents to comply with their legal responsibilities. As such, the measures can be considered to be deterrents.

2.5 Following a series of consultations, the MHCLG has confirmed its plans to broaden the mandatory licensing of certain HMOs shared by five or more people comprising more than one household, regardless of the number of storeys. It also intends, again through secondary legislation, to introduce mandatory conditions in HMO licences in relation to space standards (specifically minimum room sizes for sleeping accommodation) and the storage and disposal of domestic refuse.

2.6 Under the current mandatory HMO licensing schemes, a licensable HMO had to be over three or more floors. Within Elmbridge, this has limited the numbers caught to between 25 to 30 properties, but under the wider definition, which will capture two-storey houses and flats on one or more levels, it is estimated that the number of dwellings to be licenced could increase to up to 300. It is understood that these new arrangements will commence in October 2018, and whilst the increased number of properties that will need to be licensed will significantly increase the workload of the team, the costs should be recovered through the licence application fees.

2.7 The revised enforcement policy includes new charges and fees for certain formal, enforcement action taken by the Private Sector Housing Team, including HMO Licensing. This has been derived by benchmarking against other Surrey authorities in November 2017. The outcomes of the benchmarking are shown in Appendix 1 to this report.
2.8 Having regard to the outcomes of this benchmarking exercise, officers are proposing a set of costs which broadly fall within the mid-range compared to our peers. It is proposed to set the following fees and charges for 2018/19:

- **Service of Housing Act 2004 Notices:** Hourly rate of Officers including on-costs, in arranging and carrying out the property inspection, calculating hazards using the Housing Health & Safety Rating System, drafting and serving the formal Notice/Order

- **Works in Default charges:** To charge the cost of works and associated fees, including VAT together with the Council’s costs in administering the works

- **Mandatory HMO licences:** New 5-year licence application: £600
  Licence renewal: £550
  Discount if landlord is a member of a recognised landlords’ organisation or Landlord Accreditation Scheme £50
  Late or incomplete licence applications may be subject to a civil penalty.

2.9 The details of the proposed Private Sector Housing enforcement policy are found in Appendix 2 of this report. The main highlights of the proposed policy are:

- When investigating housing issues, the PSH team will serve a Notice of Entry and carry out a HHSRS assessment.

- Where hazards are found, the team will attempt to deal with these informally initially. Where the person responsible does not respond, their response is unacceptable or the circumstances of the case are more severe, the team will use a formal approach.

- The PSH team will take enforcement action on unlicensed HMOs, on HMOs that fall outside the revised scope of mandatory HMO licensing, single family dwellings and to bring empty homes back into use. Empty homes will be targeted based on the length of time they have been vacant, the risk or nuisance they pose and the prominence of their location.

- If a Housing Act Notice/Order is served, an appeal is not made and the Notice or Order is not complied with, the PSH team will collate evidence of the breach. The Council’s preferred enforcement option will be the setting of a financial penalty of up to £30,000 imposed on an individual or organisation as an alternative to prosecution. Works in default will also be considered and costs recovered.

- A civil penalty will be set such that the financial penalty will be more expensive than not complying with the legal requirements. The enforcement policy sets out factors to assist a ‘Sanctions Panel’ with setting the civil penalty in each case.

- Monies raised from Civil Penalties are ring-fenced for future housing enforcement work, suggesting that Government expect councils to take a robust, formal approach to enforcement.
• Where within scope (and where necessary) it should be noted that a number of the enforcement powers can be applied to dwellings which are not in private ownership or management, for example, homes owned and managed by housing associations or public sector bodies.

2.10 The Private Sector Housing Manager has met with the Environmental Health and Licensing Manager to ensure this policy fits with the enforcement policy and practices employed in Environmental Health. Whilst overarching principles are common across both policies, complying with the Regulator’s Compliance Code and relevant Operating Guidance, the PSH Enforcement policy reflects the wider spectrum of enforcement options across a variety of facets of private sector housing work.

3. Enforcement of fire safety standards in residential dwellings

3.1 Fire safety is one of 29 hazards PSH Officers assess when using the Housing Health and Safety Rating System (HHSRS) and enforce the improvement (or Prohibition) of residential premises through the Housing Act 2004.

3.2 Given the events at Grenfell Tower in June 2017, there is an increased public awareness and interest in fire safety in all residential accommodation and in high-rise blocks in particular.

3.3 Surrey Fire and Rescue Service also have enforcement responsibilities through the Regulatory Reform (Fire Safety) Regulations 2005 in certain categories of residential properties. In 2010, a protocol was adopted by Surrey Fire and Rescue with each of the Surrey boroughs and district councils, including Elmbridge, and this was last reviewed in January 2013. The protocol is being revised and is anticipated to be ready for adoption in Spring 2018.

3.4 The main effect of the protocol is to confirm which authority will take the lead enforcement role in various scenarios. Elmbridge will lead on all single-family dwellings, all HMOs and self-contained flats. Surrey Fire and Rescue will enforce on the common parts of blocks of flats including any parts within flats which affect the common parts (including front doors), mixed commercial and residential premises (e.g. flats over shops), hotels, B&Bs and any residential accommodation owned or managed by EBC.

4. Proposed Financial Assistance Policy for the adaptation and / or improvement of Private Housing

The objectives of the policy

4.1 The policy sets out how the Council will provide financial assistance to support the provision of decent, healthy and safe housing within the borough. Its objectives include:

1. Supporting the adaptation of disabled people’s homes to enable them to live independently and ensure their homes are suitable for their needs
and / or helping disabled people to move to an alternative home that might better meet their needs

2. Enabling Elmbridge residents with effective discharge from hospital back to their homes to minimise bed blocking and support health outcomes and recovery from illness.

3. Assisting vulnerable residents to remedy serious hazards and/or disrepair in their homes where these pose a significant threat to their health and safety and where they are unable to do so without financial support

4. Helping residents to improve the energy efficiency of their homes, reduce its carbon footprint and tackle fuel poverty

5. Bringing empty homes back into use to meet housing need

6. Increasing the supply of decent rented accommodation.

4.2 Whilst the bulk of the financial assistance offered in previous years (and going forward) is linked to our legal requirement to provide mandatory DFGs, the Better Care Fund allocation has also allowed us to offer new forms of assistance, such as a Hospital Discharge Grant. In addition, the Council has historically offered a range of discretionary financial assistance, in the form of loans and grants, subject to available resources, which has allowed us to broaden the scope and ambition of the policy (to cover objectives, 3 to 6 above). It is proposed that the new policy will take the same approach, but that, as before, the starting point is that the responsibility lies with the property owners and that our support is targeted at vulnerable residents who would not otherwise be able to repair, adapt or improve their home without financial help.

4.3 In terms of service delivery, Care and Repair Elmbridge (CARE) is our in-house Home Improvement Agency which is geared to supporting older and vulnerable residents to live independently through major adaptations and / or home improvements, as well as through its Handyperson Service. The Private Sector Housing Team is focussed more on property standards and compliance.

**Better Care Fund, Disabled Facilities Grants and links to health and social care**

4.4 The Council has a legal responsibility, through the Housing Grants, Construction and Regeneration Act 1996 (as amended) to provide mandatory Disabled Facilities Grants (DFGs) of up to £30,000 for the adaptation of housing to meet the identified needs of elderly or disabled residents to enable them to live safely at home.

4.5 Since 2016/17, the DFG capital budget has been allocated by the DCLG to upper-tier authorities as part of the Better Care Fund (BCF), for delivery through the grant process by districts and boroughs. For 2016/17,
Elmbridge’s BCF budget was £667,000 and for 2017/18 £732,500 plus an additional allocation of £74,400 (total £806,900).

4.6 In addition to the mandatory DFGs grants paid by Elmbridge from our allocation of the BCF budget, the revised grant and financial assistance policy seeks to focus on prevention and the provision of ‘suitable living accommodation’ in light of the recommendations contained in the Aids and Adaptations Review completed for the Surrey boroughs & districts by Astral Advisory in April 2017. As such, the revised policy includes a number of enhancements, namely:

- Introduce a **Hospital Discharge Grant** (up to £5,000) where the home-owner/tenant is currently unable to be discharged from hospital due to straight-forward adaptations or repairs such as boiler repairs, unsafe electrical wiring, insecure doors or windows. Grant monies would be repayable to the Council
- **Remove the means-testing** for stairlift-only, steplift-only or ramp-only DFGs
- Reintroduce **Relocation Grants** of up to £5,000 to pay towards removal expenses, legal costs and valuation costs where the existing home is not adaptable
- **Discretionary DFG top ups** of up to £15,000 where there is a shortfall in mandatory DFG to cover mandatory works for owner-occupiers. These monies would be repayable to the Council if the property is sold within 10 years of completion of the works.

4.7 Preparatory work is underway concerning how the Hospital Discharge Grant would operate, including how suitable cases would be identified and referred and what processes would need to be put into place between the hospital discharge teams, the Community Support Services and Adult Social Care teams, the Private Sector Housing Team, contractors and the patient and their family/carer to ensure the necessary work was undertaken to the required standard at the agreed cost and within agreed timescales. Links will develop between Housing and Community Support Services operating their ‘Home from Hospital’ scheme complete with a referral pathway and additional resources to refer prospective users.

4.8 Separate from the Better Care Fund monies, the Council’s capital budget for 2017/18 included a further sum of £220,000 for private sector grants & loans, of which only £9,000 has been spent to date. It is proposed to carry forward the under-spend into 2018/19 for the following purposes:

- **Continue Home Trust Loans** through the Parity Trust, with loans between £1,000 and £25,000 for agreed works of repair or improvement. Elmbridge covers some of the administrative costs for these loans.
- **Continue Minor Works Grants** of up to £5,000 for repair or improvements to the home where a Home Trust Loan has been refused.
- **Energy Efficiency Grants** of up to £2,000 where there is a shortfall of Energy Company Obligation (ECO) Flex or other energy-saving initiative funding available to the household for energy saving measures.
- Continue **Empty Property Grants** of up to £5,000 for repairs works to bring a vacant home back into use, with a minimum 12 months nominations rights for EBC
- Continue **Empty Homes Loans** up to £30,000 through the Parity Trust for long-term vacant homes. EBC covers some of the administrative costs for the loan, the Parity Trust already hold funds for Elmbridge which is used as loan capital.

4.9 Table 1 below summarises the anticipated levels of activity and capital spend that may occur in 2018/19. These estimates suggest that a spend against the Better Care Fund of £715,000 (compared to a minimum projected allocation of £732,500) and £112,000 spend of our own capital budget for other discretionary activity, reflecting a cautious approach whilst new systems are set up, marketing occurs and enquiries are received.

Table 1 Past and projected activity and spend 2016/17-18/19

<table>
<thead>
<tr>
<th>Form of assistance</th>
<th>No. (16/17)</th>
<th>Outturn (16/17)</th>
<th>No. (17/18)</th>
<th>Outturn (17/18)</th>
<th>Forecast No. (18/19)</th>
<th>Forecast outturn (18/19)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DFG (mandatory)</td>
<td>99</td>
<td>£615k</td>
<td>49</td>
<td>£360k</td>
<td>99</td>
<td>£615k</td>
</tr>
<tr>
<td>DFG Top up</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4</td>
<td>£60k</td>
</tr>
<tr>
<td>Relocation grant</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>3</td>
<td>£15k</td>
</tr>
<tr>
<td>Hospital Discharge grant</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>5</td>
<td>£25</td>
</tr>
<tr>
<td><strong>Better care fund spend</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>£715k</strong></td>
</tr>
<tr>
<td>Home Trust Loan</td>
<td>3</td>
<td>£12k</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>£12k</td>
</tr>
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<td>Minor Works</td>
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<td>-</td>
<td>-</td>
<td>-</td>
<td>8</td>
<td>£40k</td>
</tr>
<tr>
<td>Energy Top-Ups</td>
<td>-</td>
<td>-</td>
<td>2</td>
<td>£9k</td>
<td>10</td>
<td>£20k</td>
</tr>
<tr>
<td>Empty Property Grants</td>
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<td>-</td>
<td>-</td>
<td>-</td>
<td>2</td>
<td>£10k</td>
</tr>
<tr>
<td>Empty Property Loans</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>£30k</td>
</tr>
<tr>
<td>EBC capital spend (own resources)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>£112k</strong></td>
</tr>
</tbody>
</table>

4.10 Appendix 3 shows the proposed new Financial Assistance Policy.

5. **Staffing & resource implications**

5.1 The increase in HMO licensing and fire safety works over and above the PSH team’s current activities suggest an increase in resources will be required on a fixed-term basis initially. Additional income from HMO licence applications, starting in April 2018 ready for full implementation in October 2018 for 2018/19 is anticipated as £120k based on 200 new applications for new, five-
year HMO licenses at £600 each. Licence fee income is intended to cover the costs of administering the scheme.

5.2 The increase in housing standards enforcement work leading to the service of formal notices and implementation of civil penalties will see an increase in resources required within the PSH team and increased revenue income for financial penalties being paid.

5.3 It is proposed initially, therefore, that £50,000 from the projected underspend within the Housing Services budget for 2017/18 is ringfenced for the employment of a full-time, fixed-term post of a year to take forward the extension of the mandatory HMO licensing. It is likely that the costs will be recouped through the licence fee income obtained, which will in large part depend on the number of properties that fall within the scope of the extended definition. It is proposed that this arrangement be reviewed by the end of November 2018, to inform setting the budget for 2019/20. It may be, for example, that if the number of properties falling within the scope of the extended licensing scheme is significantly greater than anticipated (and the projected income rises accordingly) then it may be that a sound business case can be built to either extend this post or bring in a further additional resource.

5.4 Whilst the use of civil penalties and rent repayment orders may result in additional income for the Council to spend on regulatory activities in relation to the private-rented sector, it is not proposed that additional staff be brought in at this stage, but rather that, if it becomes apparent that the Council is generating income through these means, that proposals will be brought forward to commit these funds to these purpose at some later date, as the alternative is that the income is passed onto Central Government, via being paid into its Consolidated Fund.

Financial implications:
2018/19 estimated capital expenditure as per Table 1, above, which is within the anticipated DFG budget for 2018/19.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>DFG (Mandatory)</td>
<td>£615k</td>
</tr>
<tr>
<td>DFG Top Up</td>
<td>£60k</td>
</tr>
<tr>
<td>Relocation Grant</td>
<td>£15k</td>
</tr>
<tr>
<td>Hospital Discharge Grant</td>
<td>£25k</td>
</tr>
<tr>
<td><strong>Total expenditure</strong></td>
<td><strong>£715k</strong></td>
</tr>
</tbody>
</table>

£50,000 of revenue underspend from 2017/18 to be made available for the employment of an additional, full-time officer on a 12-month, fixed-term post, to undertake the Council’s additional HMO licensing, on the understanding that these costs will be largely or wholly met through the income derived from the HMO licence fees, and to review these arrangements by the end of November 2018.

Environmental/Sustainability Implications:
The policies will help to tackle poor housing conditions and the Financial Assistance Policy contains provisions to improve the energy efficiency of dwellings, cutting their carbon dioxide emissions and reducing fuel poverty.
Legal implications:
This report brings together a number of recent legislative developments in updating Private Sector Housing Policies and recommending their adoption to Council. The Enforcement Policy properly reflects the different considerations that must be applied by a responsible enforcement authority.

Equality Implications:
Equality impact assessments have been undertaken on both draft policies

Risk Implications:
The absence of an up to date Enforcement Policy would likely to compromise the likely success of attempts to impose civil penalties under the powers set down in the Housing & Planning Act 2016. The updating of the Policy helps mitigate this risk.

Community Safety Implications:
The proposed Enforcement Policy will provide the framework by which the Council will take action to deal with ‘rogue’ landlords and managing agents who fail to comply with their legal duties.

Principal Consultees:
Head of Legal Services, Head of Community Support Services, Head of Finance, Environmental Health and Licensing Manager and Council Management Board

Background papers:
None for the purposes of this report.

Enclosures/Appendices:
Appendix 1: Fees and Charges Benchmarking with Surrey Authorities
Appendix 2: Private Sector Housing Enforcement Policy 2018
Appendix 3: Private Sector Housing Financial Assistance Policy 2018/19

Contact details:
Steve Nottage – Interim Private Sector Housing Manager, steve.nottage@elmbridge.gov.uk & Colin Waters – Interim Head of Housing Services, cwaters@elmbridge.gov.uk
## Appendix One: Fees and Charges Benchmarking with Surrey Authorities (November 2017)

<table>
<thead>
<tr>
<th>Authority</th>
<th>Elmbridge (Proposed)</th>
<th>Epsom &amp; Ewell</th>
<th>Guildford</th>
<th>Mole Valley</th>
<th>Reigate &amp; Banstead</th>
<th>Runnymede</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Act Notice Charge</td>
<td>Hourly rate</td>
<td>Hourly rate</td>
<td>£51.89 per hour</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Works In Default Charge</td>
<td>Hourly rate</td>
<td>Hourly rate</td>
<td>£51.89 per hour</td>
<td>None</td>
<td>Up to £60 per hour</td>
<td>Hourly rate</td>
</tr>
<tr>
<td>Civil Penalty Charges</td>
<td>Sanction Panel</td>
<td>None</td>
<td>Not yet</td>
<td>None</td>
<td>Case by case</td>
<td></td>
</tr>
<tr>
<td>New HMO License</td>
<td>£600</td>
<td>£610 + £122 per let &gt; 5</td>
<td>£590</td>
<td>£501</td>
<td>£550</td>
<td>£650</td>
</tr>
<tr>
<td>HMO License Renewal</td>
<td>£550</td>
<td>£610 + £122 per let &gt; 5</td>
<td>£590</td>
<td>£501</td>
<td>£550</td>
<td>£577</td>
</tr>
<tr>
<td>HMO License Discount *</td>
<td>£50</td>
<td>None</td>
<td>£50 local accreditation</td>
<td>None</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Authority</th>
<th>Elmbridge (Proposed)</th>
<th>Spelthorne</th>
<th>Surrey Heath</th>
<th>Tandridge</th>
<th>Waverley</th>
<th>Woking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Act Notice Charge</td>
<td>Hourly rate</td>
<td>£57.5 per hour</td>
<td>£350</td>
<td>£300</td>
<td>£60 p/hr, max £300</td>
<td>£450</td>
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<tr>
<td>Works In Default Charge</td>
<td>Hourly rate</td>
<td>Costs + 30% admin</td>
<td>Costs + 16% admin</td>
<td>Hourly rate</td>
<td>£60 p/hr</td>
<td>Hourly rate + 20% admin</td>
</tr>
<tr>
<td>Civil Penalty Charges</td>
<td>Sanction Panel</td>
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<td>Not yet</td>
<td>Not yet</td>
<td>Tabulated factors</td>
<td>Case by case</td>
</tr>
<tr>
<td>New HMO License</td>
<td>£600</td>
<td>£648 - £987</td>
<td>£675</td>
<td>£450</td>
<td>£565</td>
<td>£610</td>
</tr>
<tr>
<td>HMO License Renewal</td>
<td>£550</td>
<td>£486 - £740</td>
<td>-</td>
<td>£450</td>
<td>£495</td>
<td>£410</td>
</tr>
<tr>
<td>HMO License Discount *</td>
<td>£50</td>
<td>£32</td>
<td>-</td>
<td>-</td>
<td>£25</td>
<td>£200</td>
</tr>
</tbody>
</table>

Note: * HMO License discounts, where available, are for members of recognised landlords’ associations and/or accreditation schemes
Private Sector Housing

Enforcement Policy

Effective from 19 April 2018

Elmbridge Borough Council
... bridging the communities ...
1.0 INTRODUCTION

1.1 Elmbridge Borough Council’s Private Sector Housing (PSH) Team is committed to improving standards in private sector housing, bringing empty properties back into use and ensuring that all privately rented accommodation is well managed, properly maintained, safe and habitable.

1.2 Although Elmbridge has some excellent landlords and letting agents, the Council has a vital role to play in tackling criminal, rogue and irresponsible landlords and preventing them from profiting from their non-compliance.

1.2 In order to regulate private sector housing, the Council’s PSH Team will conduct pro-active and re-active property inspections, routinely respond to requests for visits and investigate complaints of disrepair together with other teams from within Elmbridge Borough Council, including Housing Options, Housing Benefit, Planning and Audit. The PSH team will request information, carry out inspections, process licence applications, bring empty properties back into use, encourage and promote good practice, provide owners and landlords with advice and information, investigate possible offences and, where appropriate, take enforcement action and prosecute offenders.

2.0 AIMS AND PRINCIPLES OF THE ENFORCEMENT POLICY

2.1 The overall aim of the PSH team is to raise standards in the private sector housing stock. This benefits the health and wellbeing of Elmbridge residents and helps maintain the housing stock for future generations.

2.2 The principles of the Private Sector Housing Enforcement Policy are to ensure that:

- Tenants of private landlords and registered providers of social housing live in homes that are free of unacceptable hazards and risks to their health and safety;
- All Houses in Multiple Occupation are safe, well managed and all relevant Management Regulations are adhered to;
- All licensable Houses in Multiple Occupation are licensed and all licensing conditions are met;
- Private housing is not left empty for an unreasonable amount of time and/or becomes an eyesore, unsafe or a nuisance to neighbouring properties;
Privately owned property and land does not present a statutory nuisance to other land owners, is not detrimental to the amenity of the area, does not directly or indirectly present an unacceptable risk to public health, safety or the environment; and

The Council meets its statutory obligations in relation to private housing.

2.3 This Enforcement Policy provides an overview of the broad principles and processes with which the Council will seek to comply when taking action to ensure that all private sector housing in the borough is healthy, well managed and safe. It should be read in conjunction with other strategies and policies.

2.4 When discharging its duties in relation to private sector housing, the Council will follow the principles of good enforcement set out in the following:

- Regulators Compliance Code
- The Police and Criminal Evidence Act 1984 (as amended)
- Criminal Procedures and Investigations Act 1996
- Civil (financial) penalties under the Housing and Planning Act 2016 - Guidance for Local Housing Authorities

2.5 The PSH Team will enforce the law efficiently and effectively without imposing unnecessary burdens on responsible owners and occupiers. In doing so, it will have regard to the local economy, the role of inspections, compliance visits and advice and guidance, and the principles underpinning enforcement activity.

Property Inspections and Compliance Visits

2.6 The PSH Team will undertake proactive property inspections, based on risk and intelligence, and ensure that its resources are targeted at the worst properties first including, for example, licensable Houses in Multiple Occupation that are avoiding Mandatory HMO licensing.

2.7 Officers will target ‘eyesore’ empty properties and land in order to end the blight, improve neighbourhoods and increase the supply of housing.
2.8 The Private Sector Housing Team will respond to residents’ complaints about substandard, unsafe and problematic private housing and adopt a proportionate, escalating regulatory approach to enforcement.

**Principles underpinning Enforcement Action**

2.9 The Private Sector Housing Team’s enforcement activity will be:

- **Targeted** – Enforcement action will target the properties and people that pose the greatest risk, including the owners and landlords that evade licensing and regulation, and those whose properties cause a nuisance or put people’s health and safety at risk.

- **Proportionate** – Enforcement action will be proportionate and reflect the nature, scale and seriousness of any breach or non-compliance.

- **Fair and objective** – Enforcement action will be based on the individual circumstances of the case, taking all available facts into account. Officers will carry out investigations with a balanced and open mind.

- **Transparent** – Enforcement action will be undertaken in accordance with clearly defined policies and procedures that are readily available. All communications will be easy to understand, with clear reasons being given for any enforcement action taken.

- **Consistent** – Enforcement action will be undertaken and monitored within the Private Sector Housing Team to ensure consistency in the interpretation and enforcement of legislation, work with other regulatory agencies and to share and develop good practice.

- **Accountable** – Enforcement action will be undertaken in a responsible manner that has a clear purpose. Where appropriate, the Private Sector Housing Team will work closely with landlords, tenants and other stakeholders that have an interest in private sector housing.

3.0 **The Housing Health and Safety Rating System (HHSRS)**

3.1 The HHSRS is set out in Part 1 of the Housing Act 2004. It is a method of assessing how likely it is that the condition of a property will cause a hazard to the health of the occupants. There are two categories of possible hazards:

3.2 **Category 1 hazards** represent a serious danger to health and the Council has a duty to take appropriate action to see these hazards reduced.
3.3 **Category 2 hazards** represent a lesser danger and, although it has no duty to take action, the Council has power to reduce category 2 hazards through appropriate action.

3.4 Much of this enforcement policy relates to our enforcement work under the Housing Act 2004. The Private Sector Housing Team uses other legislation as appropriate and most of these are listed later in this document.

3.5 Charges will be made for any formal enforcement action that the Council takes (see Appendix A of this Policy).

### 4.0 INSPECTION

4.1 Dwellings are inspected both reactively (in response to a request or complaint) and proactively based on risk and intelligence. Where there is reason to believe a hazard may exist but access is denied or prior warning would defeat the purpose of the inspection, the Council can apply to the Magistrates Court to obtain a warrant to enter a property without prior notice and using force if necessary.

4.2 The inspection may be limited to that part of the property where the Officer has reason to believe there may be a problem but may extend to the whole of the property, common parts and any gardens, garages and yards.

4.3 Once a property has been inspected and assessed, Officers will calculate the hazards found and consider what action to take. The actions can be broken down into ‘informal’ and ‘formal’ action (see below).

### 5.0 TENANTED DWELLINGS

5.1 Before considering any action in respect of a tenanted property, the tenant/s will normally be expected to have first contacted their landlord or managing agent about the problem in writing. This applies to both private and social housing tenants. Legislation covering landlord and tenant issues requires that tenants notify their landlords of any problems with the property. This is because landlords can only carry out their obligations under the legislation once they have been made aware of a problem. Copies of correspondence between landlord and tenant, unless confidential, may be required by the PSH team before any action is taken.

5.2 There are some circumstances in which this prior contact may not be appropriate, for example:

- Where the matter appears to present an imminent risk to the health and safety of the occupants;
Appendix 2: Private Sector Housing Enforcement Policy April 2018

- Where there is a history of harassment, threatened eviction or poor management.
- Where the tenant is old and frail or otherwise vulnerable;
- Where the tenant’s first language is not English and this is likely to cause difficulty in communicating with the landlord;
- Where the tenant could not for some other reason be expected to contact their landlord/managing agent.

5.3 In these (or other similar) situations, Council officers may proceed directly with enforcement action.

6.0 SHARED ENFORCEMENT RESPONSIBILITIES

6.1 In circumstances where enforcement responsibility is shared between or rests fully with external organisations, officers will have regard to protocols agreed with other enforcement agencies. Where appropriate, officers will ensure that referrals are passed to the appropriate enforcing authority promptly and in accordance with any agreed procedure.

7.0 INFORMAL ACTION

7.1 Where the PSH Team is made aware that hazards exist at a premises, the team will attempt to resolve this informally where possible. Informal action will include verbal advice and advisory letters given by Officers.

7.2 The PSH Team will usually attempt to make contact with the person(s) responsible for remedying actionable defects before taking formal action. The extent and significance of a defect will be explained, as will the remedy the Council considers appropriate. If suitable alternative remedies are proposed, they will be considered. Every effort will be made to mutually agree a way forward.

7.3 The Private Sector Housing Team will aim to write to the owner, managing agent or landlord within 10 days of the inspection outlining the nature of the problem/s identified and requesting confirmation of the remedial action be taken to remedy the hazard or defect and when this will happen.

7.4 Action taken by the owner or landlord will be monitored and if necessary follow up letters, emails and telephone calls will be used in an effort to ensure the remedial works are carried out informally.

8.0 FORMAL ACTION
8.1 It is not always possible to adopt an informal approach, especially where legislation requires formal action to be taken straight away or the owner, agent or other person/s responsible are not co-operating with the PSH Team informally. There will be times when officers consider that the risk to the occupant is high enough to warrant formal action without an informal stage. Factors include whether the current occupants are vulnerable or where the property poses an imminent risk to health or safety.

Statutory Notices

8.2 Formal action will usually involve the serving of statutory notices. Most notices served require the recipient to commence and complete remedial works within specified time limits. In deciding whether to move into formal action involving the service of statutory notices, the property will be assessed for formal action according to:

- the number and type of category 1 and 2 hazards
- the vulnerability and personal circumstances of the current occupiers
- In the case of HMOs, whether they are licensable or not, the number of households in residence, any overcrowding, poor management and/or risk from fire.

8.3 Formal Action will always be taken in the case of Category 1 Hazards (see 3.2 above).

8.4 Under the Housing Acts, the following enforcement actions are available to the Council when considering the most appropriate course of action:

- Serve an Improvement Notice or Suspended Improvement Notice;
- Make a Prohibition Order or Suspended Prohibition Order;
- Serve a Hazard Awareness Notice;
- Make a Demolition Order;
- Declare a Clearance Area;
- Make an Interim or Final Empty Dwelling Management Order
- Take Emergency Remedial Action (Category 1 Hazards only);
- Make an Emergency Prohibition Order; (Category 1 Hazards only);
- Serve an Overcrowding Notice.

a/file/7853/safetyratingsystem.pdf) in determining the most appropriate course of action from the above list and will adhere to the relevant consultation requirements set out on the legislation for taking into account the views of occupiers and owners and other stakeholders.

8.5 Housing Act 2004 Notices and Orders come complete with a ‘Statement of Reasons’ explaining why one type of enforcement action was taken rather than another. Officers will be willing to discuss the works specified in the notice, the reason for serving the notice and any alternative remedy the recipient may propose.

8.6 Certain Notices can be suspended, such that a specified time period elapses or specified events occur (or do not occur) before the suspended notice comes into operation.

8.7 Not more than one course of action can be taken at a time for the same hazard (unless it is an emergency action) but alternative action can follow if one of the actions taken has proved unsuccessful. Emergency procedures cannot be used for category 2 hazards.

8.8 Where a Notice is served and there is a change in ownership of the property, the notice can be enforced on the new owner or recipient. However, any outstanding liabilities such as fines or costs remain with the original owner or recipient of the notice.

8.9 There are statutory rights of appeal against Notices, Orders and associated decisions made by the Council. Appeals against enforcement action are made to the First Tier Tribunal (FTT). The FTT may confirm, quash or vary a Notice, Order or decision. Details of these rights and information on making an appeal are contained in the Notices/Orders.

8.10 Charges will be made for certain formal enforcement action that the Council takes (see Appendix A at the end of this document).

9.0 EMERGENCY MEASURES

9.1 Where the Council is satisfied that a Category One hazard poses an imminent risk of serious harm to the health or safety of occupants or visitors of a premises, emergency measures can be taken. Emergency measures include Emergency Remedial Action or service of an Emergency Prohibition Order.

10.0 SANCTIONS FOR NON-COMPLIANCE WITH NOTICES
10.1 If a Notice or Order is complied with or amendments are required to the Notice as a result of new information, a 'Revocation Notice' will be served confirming that the original Notice or Order has been withdrawn. However, if the Notice is not complied with, the following sanctions will usually be considered:

- issuing a financial penalty
- Rent Repayment Order
- prosecution
- injunctions
- formal caution
- carrying out the works in default;
- carry out works in default and issue a civil penalty, prosecution or formal caution

A Sanctions Panel will usually be convened at the request of the PSH Manager to decide on the most appropriate action. The Panel will include the investigating officer/s for the case, the Private Sector Housing Manager, the Head of Housing Services and a representative of the Council’s Legal Services Team.

**Financial Penalties**

10.2 Since 6 April 2017, local housing authorities have had the power to impose civil (financial) penalties of up to £30,000 on individuals and organisations as an alternative to prosecution, to use robustly as a way of clamping down on rogue landlords.

10.3 The Government recommends that the actual amount of financial penalty imposed should reflect the severity of the offence and consider the landlord’s previous record of offending. Fundamentally, civil penalties will be set such that it costs less to comply with the legislation and standards than the cost of not complying.

10.4 The Government recommends that, in order to ensure that the civil penalty is set at an appropriate level, local housing authorities should consider the following factors:

a. The severity of the offence
b. The culpability and track record of the offender
c. The harm caused to the tenant
d. The punishment of the offender
e. Whether it will deter the offender from repeating the offence
f. Whether it will deter others from committing the offence
g. Whether it will remove any financial benefit the offender may have obtained as a result of committing the offence
10.5 The factors used by the Sanctions Panel in determining a penalty are outlined in Appendix B of this policy.

10.6 The Housing and Planning Act 2016 section 126 and Schedule 9 enables the Council to impose a civil penalty as an alternative to prosecution for certain housing offences:

- **Section 30** – Failure to comply with an Improvement Notice
- **Section 72** – Offences in relation to licensing of HMOs
- **Section 95** – Offences in relation to selective and additional licensing of houses under Part 3 of the Act
- **Section 139** – Offences of contravention of an overcrowding notice
- **Section 234** – Failure to comply with HMO Management Regulations

10.7 Civil penalties can only be used as an alternative to prosecution. Although only one civil penalty can be issued (as an alternative to prosecution) for each of the first 4 offences listed above, a civil penalty can be issued for each separate breach of the HMO Management Regulations.

10.8 Where the Council is in a position to prosecute a letting agent and landlord for failing to obtain a licence for a licensable HMO, it has the option of imposing a (civil) financial penalty on the letting agent and the landlord as an alternative to prosecution. Where the letting / managing agent and landlord have committed the same offence, the Council can impose a civil penalty on both of them at different levels, depending on the circumstances of the case.

10.9 If the Council believes that it has a reasonable prospect of a conviction in a particular case, it will always consider a civil penalty in the first instance and only by exception will it seek alternative measures such as prosecution or formal cautions.

10.10 Where a civil penalty is imposed and an appeal is subsequently made to the First-tier Tribunal, the Council will need to be able to demonstrate beyond reasonable doubt that the offence had been committed.

10.11 As the Council is allowed to retain the income it receives from civil penalties, this course of action will also provide the Council with the opportunity to increase its housing enforcement activity within the borough.

**Rent Repayment Orders**
11.1 A rent repayment order is an order made by the First-tier Tribunal requiring a landlord to repay a specified amount of rent, capped at 12 months.

11.2 The Housing Act 2004 introduced rent repayment orders to cover situations where the landlord of a property had failed to obtain a licence for a property that was required to be licensed, specifically offences in relation to licensing of HMOs.

11.3 Rent repayment orders have since been extended through the Housing and Planning Act 2016 to cover a much wider range of offences, described below.

- Failure to comply with an Improvement Notice (under section 30 of the Housing Act 2004)
- Failure to comply with a Prohibition Order (under section 32 of the Housing Act 2004)
- Breach of a Banning Order made under section 21 of the Housing and Planning Act 2016 (from April 2018);
- Using violence to secure entry to a property (under section 6 of the Criminal Law Act 1977)
- Illegal eviction or harassment of the occupiers of a property (under section 1 of the Protection from Eviction Act 1977)

11.4 Rent repayment orders can be granted to either the tenant or the local housing authority. If the tenant paid their rent themselves, the rent must be repaid to the tenant. If rent was paid through Housing Benefit or through the housing element of Universal Credit, the rent must be repaid to the local housing authority. If the rent was paid partially by the tenant with the remainder paid through Housing Benefit/Universal Credit, the rent would be repaid in equivalent proportions.

11.5 A rent repayment order can be made against a landlord who has received a civil penalty in respect of an offence, but only at a time when there is no prospect of the landlord appealing against that penalty.

11.6 The Council must consider a rent repayment order after a person is the subject of a successful civil penalty and in most cases the Council will subsequently make an application for a rent repayment order to recover monies paid through Housing Benefit or through the housing element of Universal Credit.

11.7 The Council will also offer advice, guidance and support to assist tenants to apply for a rent repayment order if the tenant has paid the rent themselves.
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Prosecution

11.8 The decision to take a prosecution is one that is not taken lightly. Officers recognise that their decision is significant and could have far reaching consequences on the alleged offender and others.

11.9 Each case that the PSH Team deals with is unique and must be considered on its own facts. However, there are general principles that apply to the way in which Officers decide prosecution should be applied. The decision will be made in consultation with the Private Sector Housing Manager, Head of Housing Services and Council’s Legal Services.

11.10 In deciding to proceed with a prosecution, regard is given to the Code for Crown Prosecutors

11.11 There are two overarching tests used in determining whether to prosecute. These are the evidential test and the public interest test.

The Evidential Test

11.12 PSH Officers in consultation with the Council’s Legal Services must be satisfied that there is enough evidence to provide a realistic prospect of conviction. This is an objective test and means that a court is more likely than not to convict the offender to the charge alleged.

11.13 In deciding whether there is a realistic prospect of conviction, consideration is given to matters such as:

- Is the evidence admissible in court? There are certain legal rules that might mean that evidence that seems relevant might not be used at a hearing;
- Is the evidence reliable? Officers must consider whether there is evidence that may detract or support any admission by the offender. Equally, Officers must consider the witness they may use and whether there are any concerns about their accuracy or credibility.

The Public Interest Test

11.14 If the evidential requirements are met, Officers must then consider whether the public interest requires a prosecution. It is not the case that Officers will simply prosecute because an offence has been committed. There should generally be a public interest in bringing such an offence to Court.

11.15 The following are examples of factors considered when determining public interest. The list is not exhaustive:
**The seriousness of the offence.** In housing terms, this will mean Officers looking at the effect of not complying with the Notice for example;
- Whether there was violence used in the commission of the offence;
- The vulnerability of the victim of the offence.
- Whether the offence was motivated by discrimination.

**The history of the offender.** In particular, Officers will have regard to whether Notices have been served in the past, the response to those Notices and any previous housing based convictions;

**The likely penalty.** Consideration will be given to whether the offence is such that it would only attract a nominal penalty from the Courts;

**Reason for the offence occurring.** Although there may be, on the fact of it, a breach of the law, there may be a statutory defence available in housing offences.

**Injunctive Actions**

11.16 In certain circumstances, injunctive actions may be used to deal with repeat offenders and dangerous situations, or to prevent harassment or illegal evictions.

**Formal Cautions**

11.17 Where someone has committed an offence or offences and fully accepts responsibility for the offence/s, Officers may offer a Formal Caution where the circumstances suit a Formal Caution rather than a Court case.

11.18 Formal Cautions may be considered where:

- The defendant has admitted their guilt;
- The defendant is aged 18 or over;
- The defendant must understand the significance of the caution and agrees to be given a Formal Caution, and
- Civil penalties are not appropriate or cannot be applied.

11.19 In deciding to proceed with a caution regard is given to Home Office Circular 18/1994 – Cautioning of Offenders

11.20 If the defendant agrees to receive a Formal Caution, the Council will seek to recover the costs of the investigation as part of the Formal Caution process. If they do not agree to receive a Formal Caution, they will usually be alternative sanction.
Works in Default

11.21 The Council has been given powers under the Housing Act 2004 and other legislation to carry out works in default where a person has been required to do works by formal Notice or Order, but has failed to either start works or make adequate progress.

11.22 In determining if work in default is appropriate, Officers will consider the following:

- the effects of not carrying out the work on the health, safety and wellbeing of the occupant/s of the property concerned;
- the wishes of the occupier/s
- the reason/s for the work not being carried out in the first place
- the costs and complexity of carrying out the works in default.

11.23 The decision to execute works in default up to the value of £30,000 will be made by the Head of Housing Services following recommendation by the Private Sector Housing Manager. In most circumstances, a person will be given notice of the Council’s intention to carry out works in default. As soon as the Council has commenced the works, it is an offence for any person to obstruct the Council or any of its contractors or agents employed to carry out the works.

11.24 Approval to proceed with works in default over £30,000 will be required by the Cabinet or a Director depending on the estimated costs of the necessary works expenditure and the likelihood of full recovery of the Council’s costs.

11.25 Works in Default costs will be fully recoverable, including the Council’s full administrative costs. Interest may be chargeable until the amount is repaid.

11.26 The charges levied for the works and the associated costs will become a legal charge on the property until it is paid in full. In some cases, interest is also charged on the unpaid charges. The debt will be pursued. An enforced sale of the property may be considered should this be deemed appropriate.

11.27 In some cases, it may be appropriate to impose two sanctions for example, carrying out work in default and also issuing a civil penalty or prosecuting the offender.

Proceeds of Crime

11.28 Powers under the Proceeds of Crime Act 2002 will be considered in appropriate cases in consultation with the Council’s Legal Services team.
12.0 CHARGES FOR ENFORCEMENT ACTION

12.1 Local authorities have the power to make a reasonable charge as a means of recovering expenses incurred in serving of Statutory Notices under the Housing Act 2004.

12.2 It is the Council’s policy to charge for the time spent by officers where a Notice or Order is to be served. The cost will be based on the Officer-hours spent in investigating, consulting, drafting and serving the Notice or Order. This is intended to cover the reasonable expenses of the council in visiting the premises, assessing the hazards, drafting and issuing the formal Notice or Order.

12.3 The fees and charges levied by Elmbridge Borough Council for enforcement action are shown in Appendix A to this Policy.

12.4 In exceptional cases, this charge can be varied or withdrawn at the discretion of the Private Sector Housing Manager where the circumstances of the recipient would result in the payment of the charge causing exceptional hardship.

13.0 EMPTY DWELLINGS

13.1 Empty and derelict properties can blight an area, encourage crime, drug use, vermin and vandalism and may cause a nuisance. Such properties are unacceptable in an area of high housing demand such as Elmbridge.

13.2 Council Officers regularly review and monitor dwellings in the Borough which have been empty for a long period of time (usually in excess of 6 months). Officers will seek to identify the owner of the empty property and will attempt to contact the owner to establish plans to bring the property back into use and where necessary, to encourage the owner to take such action. Wherever possible and practicable, assistance and encouragement will be provided to assist an owner to return the property back to use.

13.3 PSH Officers will work jointly with the Local Taxation Team to encourage empty homes back into use and maximise Council income.

13.4 In cases where a long-term empty property is not being brought back into use despite informal action, formal enforcement action may be considered including:

- Service of a section 11 or section 12 Housing Act 2004 Improvement Notice
- Service of Empty Dwelling Management Orders allowing the council to take over Management of the Property to facilitate it being brought back into use
Appendix 2: Private Sector Housing Enforcement Policy April 2018

- Service of section 79 Building Act 1984 notice to remedy a building or structure which is seriously detrimental to the amenities of the neighbourhood.
- Service of a section 77 or section 78 notice under the Building Act 1984 where a building is dangerous, dilapidated or emergency works are required (section 78).
- Service of a section 29 notice under the Local Government (Miscellaneous Provisions) Act 1982 to require works to prevent unauthorised entry.
- Service of a section 80 notice under the Environmental Protection Act 1990 to abate or prevent a statutory nuisance.
- Declaration of a Demolition Order under section 265 of the Housing Act 1985 or declaration of a Clearance Area under section 289 of the same Act.
- In some cases, other action can be considered including Compulsory Purchase Orders (CPO) and enforced sale to recover charges owed to the Council.

13.5 CPOs are considered the final sanction available to the Council to improve substandard private sector housing where persuasion or statutory notices have failed. CPOs can be used to return long-term empty properties, often causing blight on the environment, to residential use.

13.6 Where we use our housing powers to compulsorily purchase empty properties, we will ensure that the stock of affordable housing in the Borough will increase by entering into longer-term lease arrangements with the partners who subsequently purchase the property. Registered (housing) Providers and ‘preferred landlords’ will assist the Council with the provision of additional affordable housing units through this process.

13.7 Decisions will be considered by Sanctions Panel initially.

14.0 HOUSES IN MULTIPLE OCCUPATION (HMOs)

14.1 As HMOs are higher risk than single family homes, the conditions, facilities and management are more closely regulated. Some HMOs are subject to mandatory HMO licensing.

14.2 Under the Housing and Planning Act 2016, HMO licences are required for all HMOs that are occupied by 5 or more persons forming more than one household who are sharing facilities from October 2018. Until this date,
mandated licences have only been required for HMOs meeting the above criteria and being of three or more storeys.

14.3 Prospective HMO licence-holders must complete an application form, supply various documents and pay their licence fee. Inspections are usually undertaken as part of the application process but may happen at any time during the lifetime of the licence. Licences are issued by the local authority and conditions may be attached to the licence (including the maximum permitted number of occupants and households that can occupy the property). Works may be required to meet minimum standards prior to the licence being issued. Licences are issued for a five-year period and a new licence must be applied for before the end of that period.

14.4 In Elmbridge, prior to October 2018 there were between 25 and 30 licensed HMOs and from this date using the wider criteria the number of licensable HMOs is likely to be between 250 and 300 premises.

14.5 The HMO licensing regime includes arrangements for assessing the suitability of the premises for the number of occupants, including the adequacy of the amenities. It also provides for the assessment of the fitness of a person to be the licence holder and the potential management arrangements of the premises.

14.6 The Council charges for HMO Licences are set out in Appendix A.

14.7 It is a criminal offence if a person controlling or managing an HMO does not have the required licence. Failure to comply with any condition attached to a licence is also an offence under section 72 of the Housing Act 2004. In cases where a licensable HMO property is found to be operating without a licence or licence conditions are not met, sanctions will be considered by the Sanctions Panel.

14.8 Where a non-licensable HMO is being badly managed and/or is in a poor state of repair, the PSH Team will prioritise it for action, based on an assessment of risk.

14.9 The PSH Team aims to identify all types of HMO dwellings in the Borough and to record information on these dwellings on its property database. Officers routinely assess and prioritise these dwellings according to levels of health and safety based on information available, in order to establish a programme of regular inspections.

14.10 The council aims to actively enforce the guidelines in the Housing Act relating to HMO dwellings (and relevant associated Management
Guidelines for HMO dwellings) in conjunction with Surrey Fire and Rescue who may be consulted should enforcement action be considered.

**Management Regulations**

14.11 All identified hazards and breaches of the relevant HMO Management Regulations in any HMO, whether licensable or not, will be dealt with in accordance with the enforcement approach set out in the main body of this policy.

**15.0 The Redress Scheme**

15.1 The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014 introduced a requirement for letting agents and property managers to belong to an approved redress scheme. The redress scheme must be approved by Government or designated as a Government administered redress scheme.

15.2 Where the Council is aware of an offence, it is required to take enforcement action relating to activities undertaken within the borough and may serve a Notice on the perpetrator requiring the payment of a monetary penalty of an amount determined by the Council.

15.3 The expectation in Government guidance is that a monetary penalty of £5,000 should be considered the norm and the penalty must not exceed this amount. A lower penalty should only be charged if the Council is satisfied there are extenuating circumstances.

15.4 Where a Notice is served requiring a monetary penalty, there is a right to appeal at the First-tier Tribunal, and the Notice is suspended until the appeal is determined or withdrawn.

**16.0 OTHER LEGISLATION ENFORCED BY PRIVATE SECTOR HOUSING**

**Environmental Protection Act 1990 and other legislation**

16.1 The Environmental Protection Act 1990 defines statutory nuisance, and gives the Council power to serve an Abatement Notice requiring the owner to remedy a building that is so far defective as to be prejudicial to the health of its occupier or a nuisance. Examples of such nuisances could include rainwater penetration through defective roof or windows, rising or penetrating dampness and condensation, defective (rotten) timber flooring, elements exhibiting structural failure e.g. ceilings, and dangerous fixtures and fittings.
Public Health Act 1936

16.2 Though much of this Act has been repealed or its provisions resurrected in other legislation, it still provides the Council with power to require by notice the repair of defective sanitary facilities and the clearance, cleansing and, if necessary, fumigation of premises that are filthy and verminous. It also extends statutory nuisance provisions, (now in the Environmental Protection Act) to tents, vans, sheds (agricultural/migrant worker type accommodation) or canal boats used as dwellings.

Public Health Act 1961

16.3 This Act still provides the Council with power to require by notice the unblocking of stopped-up drains or minor repairs to private drains. At the request of an owner, the Council may undertake the repair of a private drain and recover its costs from the owner.

Local Government (Miscellaneous Provisions) Act 1976

16.4 This Act gives the Council powers to require details of the ownership of buildings and land, to intervene to bring about the restoration of disconnected services (electricity, gas, or water), and secure the unblocking of stopped up private drains in shared use.

Local Government (Miscellaneous Provisions) Act 1982

16.5 This Act gives the Council power to require the making secure, by boarding up or otherwise, of empty buildings (inc. houses) to prevent unauthorised entry and/or where the building is likely to become a danger to the public.

Building Act 1984

16.6 Although primarily concerned with ensuring the safety of new buildings through the application of Building Regulations, the Building Act 1984 includes powers for the Council to adopt an accelerated procedure for dealing with defects in buildings that amount to statutory nuisances (see EPA 1990 above), to require major repairs to drainage systems and to deal with ruinous or dilapidated buildings including empty homes.

Town and Country Planning Act 1990

16.7 This Act enables the Council to require the parts of a property visible to the public to be in good condition and not 'detrimental to the amenity of the area'. As with many of the other powers used by PSH, there are powers to
arrange the works if the owner does not complete them themselves and for the Council to charge for the works and their time.

**Prevention of Damage by Pests Act 1949**

16.8 The PSH team can serve Notice where steps should be taken for the destruction of rats or mice on the land or to keep the land free from rats and mice. The team may serve notice on the owner or occupier of the land or property requiring works to clear, proof or treat the land from existing or likely pest infestations.

**Caravan Sites and Control of Development Act 1960**

16.9 This Act enables the PSH team to prevent land being used as a caravan site without a license and to ensure the conditions and amenities on any site are provided and maintained in good condition.

**Protection from Eviction Act 1977**

16.10 Under S1 (2) Protection from Eviction Act 1977 it is an offence for any person to unlawfully deprive a residential occupier of the premises (or any part of it) that they occupy. The law makes it an offence to:

- Do acts likely to interfere with the peace or comfort of a tenant or anyone living with him or her, or
- Persistently withdraw or withhold services for which the tenant has a reasonable need to live in the premises as a home.

16.11 It is an offence to do either of the things described above, intending, knowing, or having reasonable cause to believe, that they would cause the tenant to leave their home, or stop using part of it, or stop doing the things a tenant should normally expect to be able to do. It is also an offence to take someone’s home away from them unlawfully.

**Protection from Harassment Act 1997**

16.12 This Act creates four criminal offences, harassment, putting another person in fear of violence, breach of restraining order and breach of an injunction. The PSH Team will enforce the provisions of the Act alongside the Housing Options team and Legal Services.

**Mobile Homes Act 2013**

16.13 This Act enables the Council to set and enforce site license conditions and take action to protect tenants against eviction and harassment.
17.0 COMPLAINTS

17.1 Statutory Appeal rights exist where Notices are served or charges levied and these are set out in the legislation. In addition to this owners, landlords and tenants who may be dissatisfied with any aspect of the service provided by the PSH Team including enforcement activities can lodge a complaint directly with the Private Sector Housing Manager. A full copy of the Council’s Complaints Policy is available on request.

18.0 MONITORING

18.1 The Enforcement Activities of the Private Sector Housing Team are monitored by the Private Sector Housing Manager and the Head of Housing Services. Regular reports are also presented to the Council Management Board (CMB).

18.2 We will not depart from this policy unless there are exceptional circumstances, and only then with the written authority of the Head of Housing, Private Sector Housing Manager or nominated cover.
Appendix A: Fees and Charges

Service of Housing Act 2004 Notices:

Hourly rate of Officers including on-costs, in arranging and carrying out the property inspection, calculating hazards using the HHSRS, drafting and serving the formal Notice/Order.

Works In Default charges:

The cost of works and associated fees, including VAT as applicable, will be charged to the recipient/s of the original Notice together with the Council’s costs in administering the works. These administrative costs will include Officers’ time to specify and tender for the works, managing and signing off works on site charged at the respective Officer’s hourly rate including on-costs.

Mandatory HMO licenses:

New License application: £600

License renewal: £550

Discount if Landlord is a member of a relevant organisation or recognised accreditation scheme: £50

A late or incomplete License application may be liable to a civil penalty.
Appendix B: Factors taken into account when deciding the level of civil penalty

The financial penalty for each case will be agreed by a Sanctions Panel including the investigating officer/s for the case, the Private Sector Housing Manager and the Head of Housing Services or other senior manager. A representative of the Council’s Legal Services team may also attend.

In order to ensure that the civil penalty is set at an appropriate level, the panel will consider the following factors the Government has identified in its statutory guidance as being pertinent:

a. The severity of the offence
b. The culpability/ responsibility and track record of the offender
c. The harm caused to the tenant
d. The punishment of the offender
e. Whether it will deter the offender from repeating the offence
f. Whether it will deter others from committing the offence
g. Whether it will remove any financial benefit the offender may have obtained as a result of committing the offence.

The final factor is the overarching one and, after all the other factors have been considered and applied, the Council will need to ensure that the civil penalty that is set removes the financial benefit that has been gained from committing the offence.

When setting a civil penalty, the panel will also take into account the cost of investigating the offence/s and preparing the case for formal action, together with any costs that it incurs in defending its decision at the First-tier Tribunal.

The costs of investigating, determining and applying a civil penalty

In keeping with the key principle of ensuring that the costs of enforcement are borne by the offender (rather than by good, responsible landlords), the costs associated with investigating, determining and applying a civil penalty will be reflected in the level of civil penalty that is imposed.

Cases that result in the Council issuing civil penalties clearly entail investigative and preparation costs and may involve costs in defending an appeal. These costs, comprising resources and officer time, will be built into the civil penalty charge.
The final civil penalty amount is made up of two main financial elements – the **investigative** charge and the **punitive** charge. There will be a third financial element imposed if the Council successfully defends an appeal to the First-tier Tribunal.

**Investigative charges**

Investigative costs will be calculated for each of the offences that are covered by civil penalties by considering the number of hours taken to complete the work, the hourly rate of the Officers involved and the service on-costs.

If an investigation leads to more than one civil penalty being imposed, the initial fixed investigatory costs will be divided equally and added to each civil penalty. There will only be one set of investigatory charges for each investigation/operation undertaken by the Council.

**Punitive charges**

The guiding principle here is to ensure that the offender does not benefit as a result of committing an offence, i.e. it should not be cheaper to offend than to ensure a property is well maintained and properly managed.

In order to ensure that the punitive charge is set at an appropriate level, the Council will complete its investigation and consider all of its findings against the factors identified in the statutory guidance.

The Council has created a table of punitive charges (based on Culpability and Harm) that the Sanctions Panel will refer to when determining the level of civil penalty that should be imposed:

<table>
<thead>
<tr>
<th>CULPABILITY</th>
<th>Low</th>
<th>Medium</th>
<th>High</th>
<th>Very High</th>
</tr>
</thead>
<tbody>
<tr>
<td>H Low</td>
<td>£2,000</td>
<td>£3,000</td>
<td>£4,000</td>
<td>£5,000</td>
</tr>
<tr>
<td>A Medium</td>
<td>£3,000</td>
<td>£6,000</td>
<td>£8,000</td>
<td>£10,000</td>
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<tr>
<td>R High</td>
<td>£4,000</td>
<td>£8,000</td>
<td>£12,000</td>
<td>£18,000</td>
</tr>
<tr>
<td>M Very High</td>
<td>£5,000</td>
<td>£10,000</td>
<td>£18,000</td>
<td>£27,000</td>
</tr>
</tbody>
</table>

Government Guidance recommends that ‘the actual amount imposed in any case should reflect the severity of the offence and take into account the landlord’s previous record of offending’.

Aggravating factors in the case will increase the initial amount and, equally, any mitigating factors will reduce the initial amount.

**Defence charges**

A person who has been issued with a civil penalty has a right of appeal to the First-tier Tribunal and this will involve a re-hearing of the Council’s decision to
impose the civil penalty. The Tribunal has the power to confirm, vary (increase or reduce) or cancel the civil penalty that the Council has issued.

The Council intends to defend its decision to issue civil penalties rigorously and this may involve both Officer time and additional legal support.

The Council will robustly seek to recover its legal costs in the event that it is required to defend its decision at a Tribunal. Therefore, each civil penalty notice that is unsuccessfully appealed will have the penalty increased appropriately for each person who has incurred the civil penalty.

**Financial means to pay a financial penalty**

In setting a financial penalty, the panel may conclude that the offender is able to pay any financial penalty imposed, unless the offender has supplied suitable and sufficient financial information to the contrary.

It is for the offender to disclose to the Council such data relevant to their financial position as will enable the Council to assess what s/he can reasonably afford to pay.

Where the Council is not satisfied that it has been given sufficient reliable information, it will be entitled to draw reasonable inferences as to the offender’s financial means from the evidence it holds and from all of the circumstances of the case which may infer that the offender can afford to pay any financial penalty.

As some landlords will own more than one property, it is likely they will have assets they can sell or borrow against. After taking account of any mortgages on the property, the Council will determine the amount of equity that could be released from the property. If an offender claims that they are unable to pay a financial penalty and shows that they have only a low income, consideration will be given to whether any of the properties can be sold or refinanced.
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Private Sector Housing

Financial Assistance Policy for Adaptation and/or Improvement of Private Housing

Effective from 19 April 2018
1.0 INTRODUCTION

1.1 This policy sets out how Elmbridge Borough Council will provide financial assistance to support the provision of decent, healthy and safe housing within the borough.

1.2 The Council’s obligations, powers and duties in relation to the provision of financial assistance for repair and adaptations are contained within the Housing Grants, Construction and Regeneration Act 1996 and the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

1.3 The overall aims and objectives of this policy are to:

- support the adaptation of disabled people's homes to enable them to live independently and ensure their homes are suitable for their needs or support disabled people to move to an alternative home that might better meet their needs
- help vulnerable residents to remedy serious hazards and/or disrepair in their homes where these pose a significant threat to their health and safety and where they are unable to do so without assistance
- assist residents to improve the energy efficiency of their homes, reduce its carbon footprint and tackle fuel poverty
- assist Elmbridge residents with effective discharge from hospital back to their homes to minimise bed blocking and support health outcomes and recovery from illness.
- bring empty properties back into use
- increase the supply of decent, safe rented accommodation.

1.4 The Council has limited resources to support the repair, improvement and adaptation of private housing and responsibility in the first instance must always fall to the home owner to address these issues. The Council looks to target its limited resources effectively for vulnerable residents who would not otherwise be able to repair, adapt or improve their home without financial assistance from the Council.

1.5 Where a resident owns their own home, the Council wishes to encourage the equity in their home being used responsibly as a means of financing necessary works in the first instance.

1.6 A definition of vulnerable households is provided in Appendix A to this policy.
2. TYPES OF FINANCIAL ASSISTANCE

2.1 The types of assistance that can be offered are as follows and detailed in Table 1:

Disabled Facilities Grant
Relocation Grant (For Disabled Persons)
Home Trust Loan
Hospital Discharge Grant
Energy Efficiency Grant
Empty Home Grant
Empty Home Loan

2.2 Central Government Funding for DFGs and Relocation Grants for disabled people is allocated to the Council through the Better Care Fund (BCF). This funding is currently passed to Elmbridge from Surrey County Council annually.

2.3 The funding for other forms of assistance is met locally by the Council and is set through its capital programme.

2.4 In order to make the most effective use of the Council’s resources and maximise the number of households that can be assisted, a cascade approach is used to ensure that financial assistance is targeted at those who can demonstrate that other options are not available to them.

2.5 As a general principle, the application process for financial assistance (except for Disabled Facilities Grants & Relocation Grants for disabled people) includes the following steps:

a) Consideration as to whether the cost of the works can be met through private finance (for example, through the applicant’s own resources or through a commercial loan)

b) If this is demonstrated to be unachievable, consideration will be given to referral to the Home Trust Loan scheme for home-owners to access an affordable loan.

c) If the client is not eligible for the Home Trust Loan (or is not a home owner), an application for the relevant grant can be pursued

2.6 With the exception of Disabled Facilities Grants, the award of a grant or loan will be subject to the provision and availability of necessary funding.

2.7 The applicant must complete an Owner’s, Tenants or Landlord’s certificate and must state an intention to occupy the property by the applicant or a member of his/her family throughout the ‘grant condition period’. This is 10 years for owner-occupiers’ DFGs and Hospital Discharge Grants and 5 years for all other
grants, commencing from the date the Council certifies grant works have been completed (or until the sale of the property in the case of a loan).

2.8 Grants are repayable if the property is sold or otherwise disposed of within the grant condition period (either 5 or 10 years as set out above). Repayment may be waived if there are exceptional circumstances requiring the sale or disposal and repayment would cause exceptional hardship. The first £5,000 of DFGs for owner-occupiers are not required to be repaid, thereafter up to £10,000 of DFG funding is to be repaid. All other grant monies are repayable in full if the property is sold or otherwise disposed of during the grant condition period.

3. ENQUIRIES, APPLICATIONS AND PROCESSING

3.1 Enquiries about financial assistance can be made to the Private Sector Housing Team by telephone on 01372 474625, by e-mail pshousing@elmbridge.gov.uk or online at www.elmbridge.gov.uk. Enquiries can also be made through the Council's CARE team (see 5. below) on 01372 474645.

3.2 Applications for Home Trust Loans are to be made directly to The Parity Trust on 023 9237 5921, by email info@paritytrust.org.uk or by applying online at www.paritytrust.org.uk. The Council's CARE Team can assist with Loan Applications.

3.3 Formal applications for Grants must be made on the forms prescribed by, and available from, the Council. The Council's CARE can assist with applications where the applicant has chosen to use the services of this Team.

3.4 Applicants will be required to provide satisfactory documentary evidence of qualifying status in respect of any claim for assistance.

3.5 All grant or loan approvals will be issued in writing and the qualifying works must not be commenced prior to grant or loan approval being issued. Failure to comply with this requirement could result in the application being refused.

3.6 For all grants and loans, two itemised and individually priced quotations from suitable contractors must be submitted to ensure that best value can be demonstrated. Where the value of works exceeds, or is likely to exceed £20,000, three such quotations will be required.

3.7 Once grant approval has been issued, payment of grant will usually be made direct to the contractor(s) undertaking the works (following receipt of an invoice and satisfactory completion) or to the applicant in the case of a Home Trust Loan.

4. APPEALS

4.1 Where financial assistance is refused, the applicant can appeal against the decision, in writing, to the Private Sector Housing Manager.
4.2 Appeals should be received within 28 days of a decision being issued. Appeals will be determined within a further 28 days.

5. CARE AND REPAIR ELMBRIDGE (CARE) HOME IMPROVEMENT AGENCY & HANDYPERSON SERVICE

5.1 The Council provides a dedicated service for elderly and disabled residents who need extra help to undertake repairs and/or adaptations to their homes, Care & Repair Elmbridge (CARE).

5.2 Home improvement agencies work as agents on behalf of residents seeking to improve, repair or adapt their home through the financial assistance available through Elmbridge Borough Council or through private funding. CARE Officers visit clients in their own homes and initially provide advice on a range of options before the residents decide if they wish to proceed with any works to their home. If works are to be progressed, for a fee CARE Officers can advise and support clients throughout the process including:

- The preparation of ‘schedules of work’, detailed drawings and contract documents.
- Help in finding suitable and reliable builders/contractors and in obtaining competitive quotes.
- Obtaining the required Local Authority Planning and Building Regulations approvals where this might be necessary for more major works.
- Assisting with grant and other application forms needed to progress the works.

5.3 This HIA service is non-profit-making. It is joint funded by Surrey County Council and Elmbridge Borough Council and is partly funded through the fees it charges for its services.

5.4 The Council also provides a subsidised, low-cost Handyperson Service for elderly and disabled residents to undertake very minor works of home repair and home safety such as;

- minor plumbing repairs
- fitting shelves
- installing smoke or carbon monoxide alarms
- fitting grab rails or banisters, and
- installing key safes.

5.5 Other types of work can be undertaken provided that they take no longer than two hours.
5.6 This service is open to homeowners or private tenants in Elmbridge who;

- are aged 70 or more
- have a disability
- are vulnerable in some other way, or
- are on a means-tested benefit.

The Handyperson Service can be contacted on 01372 474645 or by email at careandrepair@elmbridge.gov.uk.
## TABLE 1: TYPES OF FINANCIAL ASSISTANCE AVAILABLE

<table>
<thead>
<tr>
<th>Form of Assistance</th>
<th>Description – Eligible works</th>
<th>Client eligibility</th>
<th>Amounts</th>
<th>Other conditions</th>
</tr>
</thead>
</table>
| **MANDATORY DISABLED FACILITIES GRANT (DFG)** | All works that are necessary for one or more of the following purposes:  
• to make it easier to get into and out of the dwelling by, for example, widening doors, installing ramps and creating hard standings and dropped kerbs;  
• to make access easier to the living room;  
• by providing or improving access to the bedroom, and kitchen, toilet, washbasin and bath (and/or shower) facilities; for example, by installing a stair lift or providing a ground floor bathroom;  
• to improve or provide a heating system in the home which is suitable to the needs of the disabled person;  
• to adapt heating or lighting controls to make them easier to use;  
• to improve access and movement around the home to enable the disabled person to care for another person who lives in the property, such as a spouse, child or another person for whom the disabled person cares; and  
• to improve access to and from the garden of your home where feasible.  
An application is only approved if it is considered reasonable and practicable to carry out the relevant works having                                                                                      | The applicant must be either an owner-occupier or a tenant and the relevant person for whom the adaptations are required musts be or intend to be a disabled person within the household.  
The relevant person must be registered or registerable with Social Services as being disabled.  
A landlord may apply for a mandatory Disabled Facilities Grant on behalf of their disabled tenant.                                                                                                           | There is a limit of £30,000 for these grants per application.  
The disabled person and any partner and any dependants are means tested to determine the amount of any contribution towards the cost of the works. (See Appendix B). This determines the applicant's contribution towards the first part of the grant eligible works. The £30,000 mandatory grant is available for eligible costs over and above the applicant's contribution.  
If the disabled person is a child, the DFG repayment condition will be declared as a Land Charge against the adapted dwelling for 10 years  
If the property is subject to an Owners’ Application and is sold within a 10 year period starting on the date of completion of work, the Council will seek to reclaim the funding that exceeds £5,000, but will not seek to recover more than £10,000.  
The Council will give consideration to the reasons for the disposal of the dwelling. Disposals for reasons of changes in employment, financial circumstances, physical or mental health, or to provide care for another person will be dealt with sympathetically. Monies are not expected to be recovered where |  |
| DISCRETIONARY DISABLED FACILITIES GRANT (DFG) | regard to the age and condition of the dwelling or building. A recommendation is required from a registered Occupational Therapist that works are necessary and appropriate to meet the needs of the ‘relevant person’. | the parents or legal guardian are not means tested. There is no means test in the case of Landlord Applications, though financial contributions may be required from registered providers. There is no means test applied where the only works eligible are for the provision of a stairlift, a ramp or steplift (and associated works). Significant reasons are present in this respect or where financial hardship will be caused. DFG payments for Owners applications are recorded as a local land charge. | In the case of Disabled Facilities Grants where the eligible expense (i.e. the reasonable cost of the required works identified by the Occupational Therapist combined with eligible fees and expenses) exceeds the mandatory grant limit of £30,000, the Council will consider a discretionary ‘top up’ grant of up to £15,000 as part of the DFG determination. The applicant is eligible for a mandatory DFG but the eligible expense is over £30,000. A Discretionary top up of up to £15,000 will be considered to cover mandatory grant works and eligible expenses over and above those works assisted through the mandatory DFG. Where the property is sold within the grant condition period (10 years for owner applications), the full amount of Discretionary DFG top up will be repaid to the Council. No interest will be charged. |
### RELOCATION GRANTS
Where it is assessed that adaptation works required to a property relating to a disabled person are uneconomical, or are considered unreasonable and/or impracticable having regard to the age and condition of the dwelling or building, the Council may provide grant aid to assist in the reasonable moving costs associated in moving to a pre-adapted or more easily adaptable property. These costs may include:
- Removal expenses
- Legal costs
- Valuation costs

These costs will not include costs related to the purchase price of the house, such as stamp duty or a deposit.

The applicant must be either an owner-occupier or a tenant and the relevant person must be a disabled person within the household.

The relevant person must be registered or registerable with Social Services.

There is a limit of £5,000 for these grants per application.

If the disabled person is a child, the parents or legal guardian are not means tested.

**Subject to budgetary availability**

### HOME TRUST LOAN
Subsidised, low cost loans secured on an occupier’s home may be available through a third-party agency working in partnership with the Council, The Parity Trust, on referral from the Council.

For minor and major works of repair and adaptation to a property to address:
- Disrepair or home improvements
- Adaptation works
- Energy efficiency works

The applicant must be an owner – occupier with sufficient equity and income

Applicants must be 18 or over and can demonstrate that they are unable to secure affordable funding from commercial lenders.

The minimum loan available is £1000 and the maximum is £25,000.

**Subject to budgetary availability**

Loans are secured on the property and are repayable
### Appendix 3: Private Sector Housing Financial Assistance Policy 2018/19

<table>
<thead>
<tr>
<th>Grant Type</th>
<th>Description</th>
<th>Eligibility</th>
<th>Grant Limit</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HOSPITAL DISCHARGE GRANT</strong></td>
<td>Major or minor works to a property which are necessary to remedy disrepair, improve a home or provide adaptations to enable a patient in hospital to return home existing inefficient, obsolete or inadequate heating system, adaptation works as recommended by the Occupational Therapist/Hospital Discharge Team</td>
<td>An Elmbridge resident who is currently awaiting discharge from hospital but is unable to due to unsuitable conditions at their home.</td>
<td>Grant up to £5,000.</td>
<td>Subject to budgetary availability Repayable in full if property is sold or disposed of within 10 years of grant payment.</td>
</tr>
<tr>
<td><strong>MINOR WORKS GRANT</strong></td>
<td>Minor works to a property which are necessary to keep the property free from serious disrepair. The type of items that can be grant-aided include: • Works to keep the property wind and weather tight • Repair or replacement of electrical wiring and/or heating systems • Structural defects • Defective windows and doors • Treatment of dampness, timber infestation and rot</td>
<td>An applicant must be (a) an owner-occupier or a private tenant with repairing obligations relating to the eligible works, AND (b) be aged 18 or over; AND (c) be on an income-related benefit as set out in Appendix C, AND (d) not be eligible for a Home Trust Loan</td>
<td>Grant limit of £5,000 on any one application</td>
<td>Subject to budgetary availability There can be no further grant within 3 years of completion of previous grant. Repayable if property is sold or disposed of within 5 years</td>
</tr>
</tbody>
</table>
Appendix 3: Private Sector Housing Financial Assistance Policy 2018/19

| ENERGY EFFICIENCY GRANT | Grant can be provided for the following items:  
| | • cavity wall insulation  
| | • loft insulation  
| | • condensing boilers  
| | • or other measures that may be considered appropriate by the Private Sector Housing Manager to provide adequate thermal insulation, tackle excess cold or address fuel poverty.  
| | These grants will be made available to complement national or local grant programmes which also aim to address home energy efficiency such as ECO Flex and applicants will be expected to apply for the national or local grants initially where they are eligible and seek top-up if necessary. The Council also works in partnership with Action Surrey to provide advice and information about home energy efficiency and to act as a referral route for qualifying householders to access grant aid through the range of schemes. Applicants may therefore be directed to Action Surrey in the first instance. | An applicant must be  
| | (a) an owner-occupier or a private tenant with repairing obligations relating to the eligible works, AND  
| | (b) be aged 18 or over; AND  
| | (c) be on an income-related benefit as set out in Appendix B | Maximum of £2,000 per grant | Subject to budget availability |
### EMPTY PROPERTY GRANT

Energy efficiency works can also be incorporated into Minor Works Grants and Home Trust Loans.

Grant can be offered to help carry out improvements and repairs and bring a residential property back into use. Eligible work is subject to survey and includes:
- damp-proofing or electrical rewiring
- the installation of a new kitchen or bathroom.
- the installation of double-glazing, central heating, loft insulation

The property must have been empty for 12 months at the time of grant approval.

Maximum grant of £5,000

Subject to budget availability.

The property must be let for at least a year to a tenant introduced by Elmbridge Borough Council or by another agency nominated by us.

Grant is repayable if property is sold within 5 years of grant payment.

### EMPTY PROPERTY LOAN

A loan may be available for homes in Elmbridge empty for 12 months or more. The loan may cover the costs of improvements and repairs to return the property back into use. Eligible works are the same as for empty property grants.

Available for owners of homes in Elmbridge which have been empty for 12 months or more.

Maximum loan of £30,000, repayable over three years.

Subject to budget availability.

Loans are provided by the Parity Trust, in partnership with us. The loan can be repaid early without penalty.

### REVIEW OF POLICY

The Council will keep this policy under regular review.
APPENDIX A: MEANS TEST FOR DISABLED FACILITIES GRANT

All DFG applications are subject to a statutory financial means test. This assessment looks at the resources of the disabled person and their spouse/partner and their dependants (called ‘the relevant person’) and is used to determine how much, if anything, they must contribute towards the cost of the works. The applicant must pay their contribution (calculated by the means test) towards the cost of grant-eligible expenses. The Mandatory DFG monies will pay for the reasonable cost of works and fees up to a maximum of £30,000.

Where the applicant (the owner or tenant of the property) is not the disabled person, it is the disabled person (together with their spouse/dependants etc.) who will be means tested and who will be required to declare, and provide documentary evidence of, all income, savings and capital.

The income, savings and capital figures will be used in conjunction with a table of fixed allowances, set by Government, to calculate the amount of contribution required. Certain pensions, benefits and capital is disregarded in the calculation.

If the calculated income is less than the assessed needs of the relevant person, the Council will grant-aid the eligible cost of the works and fees. If the relevant person’s income is more than their assessed needs, a proportion of the income will be used to calculate how much they will need to contribute towards the cost of the works. If this assessed amount is less than the cost of the works, the difference between the two is paid as a Disabled Facilities Grant.

The maximum amount of mandatory Disabled Facilities Grant that the council is required to pay is £30,000 per application. In exceptional circumstances, if the cost of the eligible works is more, the council can provide a discretionary DFG to increase the amount, subject to the availability of grant funds.

The grant can be paid in instalments or in full on completion of the work. The council will normally pay the contractor/s directly and in arrears when the council is satisfied that the work (or phase of work) has been completed to their satisfaction and in accordance with the grant approval.

There is no means test if the adaptations are necessary to meet the needs of a child with disabilities or for a Landlord’s Application on behalf of a disabled tenant.
APPENDIX B: DEFINITION OF VULNERABLE HOUSEHOLDS

Vulnerable groups targeted for assistance are those who may be particularly at risk of suffering health and safety problems as a result of poor housing conditions in situations where they do not have the resources or support to undertake remedial action themselves.

Households in receipt of the following benefits are classed as vulnerable and will be eligible for grants or loans, so long as they meet any other eligibility criteria in place for any particular grant or loan:

Pension Credit
Households in receipt of working tax credit which includes a disability element, if they have relevant income of less than £15050
Households in receipt of child tax credit, if they have a relevant income of less than £15050
Income support
Housing Benefit
Council Tax Benefit (does not include single persons 25% discount)
Income-based Job Seekers Allowance
Attendance Allowance
Disability Living Allowance
Industrial Injuries
Disablement Benefit
War Disablement Pension
Universal Credit
Personal Independence Payment (PIP)
Employment and Support Allowance (ESA)
Executive Summary:

This report seeks agreement to invest monies from the Enabling Fund to support the continuation of the Elmbridge Homeownership Assistance Scheme (EHOAS). The report proposes that the Council allocates a further amount of £525,000 into EHOAS, on the understanding that Catalyst commits a further £500,000. The report also proposed that the Perfect Fit scheme be extended for two further years until March 2020, with the Council’s existing commitment carried forward. The report asks for authority to be delegated to Officers to enter into agreements with the respective housing associations in relation to the proposed amendments to the existing schemes.

Recommended: that

(a) Cabinet agrees a further allocation of £525,000 from the Enabling Fund to extend the Elmbridge Homeownership Assistance Scheme (EHOAS) on the understanding that Catalyst Housing commits a further £500,000;

(b) Cabinet agrees that the maximum annual gross household income to be eligible for EHOAS is increased from below £60,000 to below £80,000 to reflect changes in the relationship between local property prices and income since the scheme began in 2011;

(c) Cabinet delegates authority to the Heads of Housing, Finance and Legal Services to vary the existing legal agreement with Catalyst Housing to reflect the additional funding provided to the EHOAS and the changes in the maximum income threshold;

(d) Cabinet agrees to the continuation of the Perfect Fit scheme with PA Housing up to 31 March 2020; and

(e) the Interim Head of Housing Services be authorised to conclude a new funding agreement with PA Housing, to reflect the continuation of the scheme until 31 March 2020, with the moves delivered being met by the carry-forward of the underspend of the Council’s commitment for the years 2016/17-17/18.
1. **The Elmbridge Homeownership Assistance Scheme - background**

1.1 In April 2010, the Council agreed to set up the Elmbridge Homeownership Assistance Scheme (EHOAS) with Catalyst Housing Group and committed £530,000 from the Enabling Fund to launch the scheme. £500,000 of this was to be made available for equity loans, with £30,000 set aside to cover the administration fees payable to Catalyst for managing the scheme. Catalyst agreed to provide £500,000 match-funding into the loan scheme and a target of helping 14 households into home ownership was agreed. A legal agreement was established between the two parties that set out the scheme eligibility criteria and the financial arrangements to be followed. The Council also agreed that the capital receipts from loan repayments made to the Council be ringfenced for the Enabling Fund to support the delivery of affordable housing in the future.

1.2 The scheme commenced in April 2011 and further funding has been committed at two points since, resulting in a loan pot of £3m, capable of supporting around 42 purchases. The loan funding is provided on a 50/50 basis between the Council and Catalyst.

1.3 The scheme helps households who are living and / or working in Elmbridge and who aspire to become home-owners to achieve this, where otherwise they would not be able to afford to. Currently, applicants must have a gross household income of less than £60,000 per annum and priority is given to housing association tenants resident in the borough, who by buying a home on the open market, free up a home for re-letting. The primary target group comprises first-time buyers, although in certain circumstances existing or previous home-owners can be helped, where for example, they have undergone a significant change in their circumstances affecting their housing need.

1.4 The scheme offers a low-interest (2.5%) equity loan of up to £90,000 to bridge the gap between what a household can raise through a deposit and mortgage and the purchase price, with purchasers from April 2015 benefitting from not facing charges on the loan for the first two years. From year three, the amount charged will increase annually by an amount equivalent to the Retail Price Index (RPI) plus 1%. Catalyst is paid £1,800 per completed purchase in fees to cover the cost of delivering the service and is also permitted to keep the interest payments to cover its own borrowing costs.

1.5 The following summarises how the scheme is working (up to the end of 2017):
- 38 purchases completed and 2 more in pipeline
- Completions have consumed £2,648,150 of the loan pot, with the average loan being £67,901.
- Uncommitted loan pot stands at £191,255 (i.e. excluding the 2 in progress but not yet completed), which can support 2 loans
- Total EBC funds lent is £1,324,075 (i.e. 50% of total)
- 15 loans had been redeemed at a total value of £1,185,195.
- EBC have received half of this (£592,597.75) and this represents an uplift of £133,015 (29%) on our original contribution to the loans of £459,582.
Four of the completed purchases helped housing association tenants to move into home-ownership, making available all four properties for re-letting to households in need.

Average price of a property purchased through the scheme was £241,000, ranging from £162,000 to £385,000, with an average mortgage of £150,000 and average deposit of £19,000.

Most common previous tenure of purchasers was private tenant, followed by living with friends and family and then social housing tenant.

Average gross annual income of purchasers was £41,000.

34 of the 38 purchasers were resident in Elmbridge with the other four cases working here but living elsewhere.

The scheme was set in 2010/11 as a response to local housing market conditions, most specifically the difficulties that many aspiring home-owners faced in being able to afford to buy a home of their own locally and the potential knock-on effects in terms of difficulties in recruiting and retaining a workforce or seeing younger people who grew up here having to move away to afford somewhere to live. If anything, these affordability challenges have intensified since, with local property prices rising faster than incomes and Elmbridge having one of the largest gaps between prices and incomes in the South East, if not England as a whole. As such, with local market conditions much the same, the value of the scheme in assisting households is still evident.

An analysis of the affordability of homes for sale at the lower end of the market has indicated that, even with an equity loan of £90,000, households on lower incomes and modest deposits may struggle to afford to buy family-sized homes. As such, it is proposed to increase the maximum gross household income (per annum) allowable under the scheme from less than £60,000 to less than £80,000. This will make it consistent with the income ceilings used by housing associations for shared-ownership schemes, given that the Homes & Communities Agency raised the limit several years ago.

As an equity loan, rather than a grant, half of the value of redeemed loans will be returned to the Council, reflecting our original share of the investment. The scheme has now been running long enough where loans have been redeemed as people sell up or they stay put and pay off the loan. As shown above, by the end of December 2017, 15 loans had been redeemed, with the Council receiving an uplift based on its share of the rise in the value of the properties upon which the loans have been redeemed. These capital receipts have been earmarked for the Enabling Fund, but have not been specifically ring-fenced for use in this scheme.

Officers from the two organisations have been in discussion about replenishing the loan-pot so as to allow more households to be assisted. Catalyst staff have indicated that they would be prepared to invest further into the scheme, given its success to date and have indicated that it would be willing to invest a further £500,000 into the loan-pot, subject to the Council matching this commitment.

Whilst the remaining funds may help up to two more households to purchase a home, if early agreement for the additional funding can be secured then it can be simply added to the remaining balance so that the scheme can continue.
seamlessly. The alternative would entail having to advise applicants that the scheme has been suspended pending a decision on providing funds. Such uncertainty would be unhelpful to applicants and could lead them to incurring abortive costs, in terms of legal fees and the like.

1.11 It is proposed to allocate £525,000 from the Enabling Fund to support the extension of the scheme. The balance of the Enabling Fund stands at more than £7,362,000 (see Table 1 below) so there are sufficient resources available to cover this project. In effect, the proposal is seeking to recycle most of the loan repayments that have been already received through the scheme.

1.12 The commitment of both parties to provide additional funding and to raise the gross annual household maximum income threshold to less than £80,000 would be formalised through a Deed of Variation to the original legal agreement adopted in 2011.

2. **The Perfect Fit Scheme**

2.1 The security of tenure enjoyed by most housing association tenants within Elmbridge means that there is no legal right to seek repossession of a property on the basis that it is under-occupied. Whilst reforms in recent years have seen social housing providers grant “fixed-term” tenancies to new tenants, these changes were not applied retrospectively, meaning that existing social housing tenants with so-called “lifetime tenancies” did not see their security of tenure reduced.

2.2 Whilst security of tenure has advantages, for example in giving older “empty nesters” peace of mind that they will not be required to move, it does not facilitate the best use of the limited social housing stock. It restricts the ability of the council and housing associations to meet the needs of family-sized accommodation, for example those whom are over-crowded and can leave tenants in accommodation that is too large for them to manage.

2.3 The Perfect Fit scheme was launched as a year-long pilot in April 2012 to encourage what were then Elmbridge Housing Trust (EHT) tenants under-occupying their homes to downsize so as to free up the property for a family needing accommodation of that size. Following the success of the pilot, the scheme has become a useful mechanism in making best use of the stock and the current funding agreement runs from April 2016 to March 2018.

2.4 Under the partnership arrangements in place, PA Housing’s employ a Housing Moves Co-ordinator, whose role includes working with under-occupying tenants and providing one-to-one support to help with moving. PA Housing also bear the void costs (in terms of both the costs incurred in work undertaken to bring vacated properties back up to a lettable standard and the rent loss whilst the properties are vacant). The Council’s funding covers the provision of financial incentives to encourage under-occupiers to move. Under the current scheme, payments of up to £4000 are offered to tenants moving to PA Housing’s “Independent Living Accommodation” and up to £2500 if they downsize within the general-needs housing stock. The individual grants are paid by PA Housing and can be paid in full to the applicant or used flexibly to cover the costs of paying for removals and / or to
pay off outstanding debts to the landlord. At least three-quarters of resultant
vacancies are made available to applicants on the Council’s Housing Register, with
a local connection to Elmbridge. The scheme is intended to increase the availability
of family-sized affordable housing for rent in a locality where land values are high
and the opportunities to develop such accommodation is limited.

2.5 Between the scheme launching in April 2012 and the end of 2017, a total of 163
households have downsized, meaning that 336 households have benefitted as a
whole, once those moving into the vacated properties are counted. Figure 1 below
shows the annual trend in the number of tenants helped to downsize.

**Figure 1 Number of moves per year under Perfect Fit**

2.6 Although Figure 1 records a drop-off in the numbers moved, this is understandable
given that when the scheme was launched, there was a backlog of demand that
had built up over a number of years which was there to be met. The situation has
since changed and the level of demand has now dropped off, although at the end of
December 2017, there were 36 PA Housing tenants with a registered interest in the
scheme. As such, whilst it may be that the numbers moved going forward may be
less than achieved in the early years, there is still thought to be a clear case for
continuing with the scheme, given what it delivers for residents and the value for
money it delivers compared to the capital subsidy needed to support the delivery of
new-build affordable housing.

2.7 Council officers and their counterparts at PA Housing have considered the option of
increasing the size of the financial incentives available to encourage more under-
occupiers to move, but at this stage do not think this is necessary at the present
time. This is for two main reasons. Firstly, the size of the incentives available
under Perfect Fit are broadly comparable with those offered elsewhere (and bearing
in mind, that incentive schemes are discretionary and not available everywhere).
Secondly, research into under-occupation schemes has indicated that the financial
package is often a relatively minor factor in an under-occupying household deciding
to take the step to register and take part. Instead, the more important factors are the quality of the support and assistance to help the household through the whole process of move and the availability of suitably attractive accommodation for the household to move into.

2.8 In January 2016, Cabinet approved a further commitment of £160,000 from the Enabling Fund to support an approximately 60 moves under the scheme and officers were given delegated to enter into a new funding agreement with Paragon Community Housing Group to continue the Perfect Fit Scheme to the end of March 2018, incorporating revisions to the operation of the Scheme to ensure its continued effectiveness.

2.9 A new funding agreement was put in place in July 2016 to cover the operation of the scheme from April 2016 and March 2018 and as well as the £160,000 additional funding, this also incorporated the carry-forward of an underspend of £118,500, resulting in a total of £278,500 in all.

2.10 Given the reduction in the number of moves occurring, the remaining balance as at the end of December 2017 stood at £171,000. As such, it is not thought necessary for further funds to be committed from the Enabling Fund, but rather that the scheme could and should be extended for a further two years with the current commitment carried forward. It is considered that this should be sufficient to support in the region of 45 moves.

2.11 Given the above, Cabinet is asked to endorse the continuation of the scheme until 31 March 2020 and to delegate authority to officers to conclude a revised funding agreement, carrying-over any underspend on the existing commitments.

2.12 PA Housing has confirmed its willingness to continue to run the scheme and to continue to commit staff resources to its administration and promotion and the provision of support to tenants to move. Officers from the two organisations will see what can be done to further promote the scheme, with a view to achieving a volume of moves of at least 20 per annum and part of that could well include PA Housing carrying out a marketing exercise targeted at under-occupiers aged 55 plus, who would be eligible to move to its “Independent Living Schemes”.

2.13 It is felt that a two-year agreement gives certainty to both parties and demonstrates a commitment to continuing with a scheme that has a proven track-record and where there remains a need.

3. **Funding the proposed extension of the Elmbridge Homeownership Assistance Scheme**

3.1 It is proposed to draw on the Council’s Affordable Housing Enabling Fund to support additional investment in the Elmbridge Homeownership Assistance Scheme. This is a fund set aside for delivering affordable housing in Elmbridge and meeting local housing need. The working balance in late 2017, net of existing commitments, stood at around £7,362,000 as demonstrated by Table 1 and is likely to have grown since with additional Section 106 monies being received. Given that the commitment sought for the proposal is £525,000, it is clear that there is sufficient monies available.
3.2 There is a twin-track process in place concerning the approval of payments from the Enabling Fund, depending on whether the sum sought is below £75,000 or not.

- For sums below £75,000, delegated authority has been given to the Portfolio Holder for Housing together with the Leader of the Council or Portfolio Holder for Resources, in consultation with the Chairman of the Overview and Scrutiny Committee and in conjunction with Officers, where the projects meet the priorities endorsed by the Affordable & Social Housing Working Group.

- For sums above £75,000, it is for Cabinet to determine recommendations for funding of affordable housing projects from the Housing Enabling Fund directly from the Portfolio Holder for Housing, in consultation with the Chairman of Overview and Scrutiny Committee and in conjunction with Officers where the project meets the priorities endorsed by the Affordable & Social Housing Working Group.

3.3 As it is now proposed to commit more than £75,000 from the Enabling Fund, Cabinet approval is now sought.

Table 1 Enabling Fund working balance (as at October 2017)

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Income</th>
<th>Committed spend</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>April 2011 – Opening balance £1,096,000 (A)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Additions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S106 contributions (various schemes)</td>
<td>10,411,737</td>
<td></td>
</tr>
<tr>
<td>Elmbridge Homeownersh权 Association Scheme loan redemptions – earmarked capital receipts (based on 15 redemptions)</td>
<td>592,596</td>
<td></td>
</tr>
<tr>
<td>British Legion disposal – earmarked capital receipts</td>
<td>311,662</td>
<td></td>
</tr>
<tr>
<td><strong>Total Additions (B)</strong></td>
<td>11,901,195</td>
<td></td>
</tr>
<tr>
<td><strong>Committed Spend</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Imber Cross</td>
<td>300,000</td>
<td></td>
</tr>
<tr>
<td>Empty Homes Purchase Programme</td>
<td>100,000</td>
<td></td>
</tr>
<tr>
<td>YP Housing scheme – grant to Transform</td>
<td>70,000</td>
<td></td>
</tr>
<tr>
<td>Acquisition of British Legion Site</td>
<td>839,485</td>
<td></td>
</tr>
<tr>
<td>THP House (Walton Charity)</td>
<td>70,000</td>
<td></td>
</tr>
<tr>
<td>Single Homeless Hostel</td>
<td>25,000</td>
<td></td>
</tr>
<tr>
<td>Elmbridge Homeownersh权 Assistance Scheme</td>
<td>1,590,000</td>
<td></td>
</tr>
<tr>
<td>Perfect Fit (years 1 to 6)</td>
<td>690,000</td>
<td></td>
</tr>
<tr>
<td>Crown Simmons Elmbridge Property Acquisition Scheme</td>
<td>850,000</td>
<td></td>
</tr>
<tr>
<td>St Johns Drive, Walton (PA Housing)</td>
<td>180,000</td>
<td></td>
</tr>
<tr>
<td>Weybridge Hall – contribution to residential element</td>
<td>420,000</td>
<td></td>
</tr>
<tr>
<td>Albenmarle House, Thames Ditton</td>
<td>500,000</td>
<td></td>
</tr>
<tr>
<td><strong>Total committed spend (C)</strong></td>
<td>5,634,485</td>
<td></td>
</tr>
<tr>
<td><strong>Enabling Fund Balance: (A) + (B) – (C)</strong></td>
<td>£7,362,710</td>
<td></td>
</tr>
</tbody>
</table>
**Financial implications:**
The proposal to commit a further £525,000 to the Elmbridge Homeownership Assistance Scheme will mean that a total of £2,115,000 has been committed to the Elmbridge Homeownership Assistance Scheme. Payments to Catalyst Housing will be made as required on a loan-by-loan basis. The loans will be secured as a second charge on the property, ranking after the mortgage. Therefore, there is the possibility that a default on the mortgage and the equity loan will result in a proportion of the loan or the entire loan not being recovered by the Council.

The equity loan will be expressed as a percentage of the property price and will be liable for repayment as a percentage of the property price at the time of sale. The amount returned to the Council after the sale of the property is therefore dependent on house prices at the time of the sale. If house prices have fallen between the date of the loan and the sale then the Council will receive less than the original loan. If the value of the property rises then the Council will receive a return on the loan.

The repayment of the loan is dependent on the person selling the property or staying there and paying the loan back in situ. In any event, the latest that the loan will be paid back will be 25 years after it was given. To date, 15 loans have been repaid, all yielding a return for the Council.

The Enabling Fund is funded in part by Section 106 contributions. It should be noted that some of these funds are time-limited and could be repayable to the developer if not expended within a specified time.

The balance of the Enabling Fund stands at over £7.3 million. If the proposal to commit a sum of £525,000 is agreed, then the remaining, uncommitted balance of the fund will stand at over £6.8 million.

**Environmental/Sustainability Implications:**
None for the purposes of this report.

**Legal implications:**
The proposals in this report would give effect to the Council’s power to assist in the provision of affordable housing. The Enabling Fund comprises money lawfully obtained for this purpose.

Both schemes are discretionary. The Council will not have a direct legal relationship with the households applying or taking up the schemes, with the respective housing associations taking on this role.

In respect of the Elmbridge Homeownership Assistance Scheme, the Council already has a legal agreement with Catalyst covering our respective roles and responsibilities and a Deed of Variation would need to be entered into to incorporate any uplift in the investment made.

**Equality Implications:**
Increasing the supply of affordable housing and making best use of it should help the Council contribute to its objectives around equality and diversity.
**Risk Implications:**
There are financial risks to the Council in relation to the Elmbridge Homeownership Assistance Scheme, in so much as the return on its investment will depend on the timing of the loan repayments and changes in property prices, but it should be noted that if the Council paid a grant to a housing association for an affordable housing scheme, then there would be no return on investment. The risk of loan defaults will be minimised by the Catalyst implementing robust assessments of applicant’s finance before agreeing to loans. The legal agreement between the Council and Catalyst and any operational protocols identify and minimise risks. There is a potential reputational risk for both the Council and Catalyst concerning any future suspension or winding down of the scheme, should funding run out whilst there are applicants still seeking properties, but this will be mitigated by Catalyst managing cases and expectations carefully.

**Community Safety Implications:**
None for the purposes of this report.

**Principal Consultees:**
Head of Legal Services; Head of Finance and Chairman of O&S and Council Management Board.

**Background papers:**
None.

**Enclosures/Appendices:**
None.

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Executive Summary:

With increasing evidence of the impact of arts activities on improved health and well-being, this strategic review of the Boroughs Arts Development Services seeks to fully integrate the arts into EBC’s priorities. The Strategic Review presents the background of the need for the arts in our community and distinguishes the separate roles of the main arts providers in Surrey.

Recommendation: that

(a) the Strategic Review of Arts Development and actions are noted.

REPORT:

1. Purpose

2. The Strategic Review of the Boroughs Arts Development has provided an opportunity to evaluate the current arts programme, not only for the residents of Elmbridge, but in terms of its perception, integration and promotion of it within the Council, its departments, staff, members and external partners.

3. Background

4. Evidence is quoted in Department for Digital, Culture, Media & Sport (DCMS) White Paper as to the beneficial effects of the arts on physical and mental health, the relationship between culture and educational attainment as well as the positive contribution to social relationships and community cohesion. Evidence suggests that participation in the arts improves social skills and can even play a role in tackling crime and make communities feel stronger and safer.

5. The DCMS further suggests that “communities to consider how culture could be central to their plans for wellbeing, for regeneration and for economic growth.”

6. The Cultural Commissioning Programme (CCP), funded by Arts Council England, helps commissioners of public services understand how they can improve social outcomes by integrating arts into a range of services, including
mental health and wellbeing, older people and place-based commissioning. This further supports the Councils priorities and wider services.

7. In the last Arts Development consultation, 23 November to 16 December 2016, of the 136 respondents to the Arts in the Community Survey, 53% indicated that they, or a member of their family, had participated in an arts activity within the past 12 months. 95% of those respondents indicated that their arts events took place locally, within venues in the Borough of Elmbridge. 20% of respondents said they would participate more in the arts if they were better advertised.

8. **Elmbridge Culture: Local View**

9. The Council is one of a number of Arts partners in the Borough, but there has until now been no single document clarifying the roles of each, and how they operate and interrelate with each other.

10. The R.C. Sherriff Trust is EBC Arts Development’s main partner for community projects, with a remit to support the amateur and professional arts in the Borough with approximately 60-70K distributed each year in grants. The Trust is run by a Director with an assistant and overseen by 11 Trustees, 8 of whom are EBC Councillors, a requirement of the Trust’s governance documents.

11. The Riverhouse Arts Centre is Elmbridge’s only true arts centre and one of the most important venues for the delivery of Arts Development services with the greatest outreach across demographics and genres. With a very tight budget, the Riverhouse Arts Centre receives £20,000 from EBC and £12,000 from RC Sherriff Trust annually. Both are vital, and in 2016, there was an operation-threatening shortfall. There are two full-time and two part-time employees, an active Friends group and approximately 50 volunteers.

12. There has been a lack of clarity previously to the link between the RC Sherriff Trust and the Councils role within the Arts. Whereas they form a natural partnership to maximise outcomes, the Trust works specifically to support the development of artists themselves in Elmbridge. As a distinction, EBC’s Arts Development Officer (ADO) uses arts as a vehicle to achieve EBC’s priorities including increasing health and well-being in the community, together with other internal Development Officers such as Sport, Play and Exercise Referral, other departments, and external partners.

13. In addition to those listed in the paragraphs above, there are a wide range of other Elmbridge Arts Organisations of different disciplines and models. The Elmbridge Arts Forum is a networking group of professional, voluntary, amateur and community artists, arts organisations and schools based in Elmbridge. The Forum currently is chaired by the Arts Development Officer and supported by local artists.

14. Surrey County Council, Surrey Arts (SA) remit is to increase people’s participation in the arts throughout Surrey. In partnership with others, SA
offers support, tuition, and advice to people of all ages and abilities in areas such as music, drama, dance and the visual arts. SA administers Surrey Music Hub and Open Studios as well as large one-off commemorative projects like Magna Carta and WWI.

15. **Review Methodology and Results**

16. The Arts Review has been prepared with extensive consultation with stakeholders, both internal and external, the Elmbridge Arts Forum and members of the Residents Panel and is attached at Appendix A.

17. All Internal Stakeholders agreed that the Arts Development service links well with EBC’s priorities and that, prior to now, it has not been fully integrated but has stood rather separate as a ‘Nice to Have’.

18. External Stakeholders agreed that with diminishing resources, partnerships maximise potential, with each stakeholder having a unique reach to different parts of the community.

19. 50% of Arts Forum responses indicated that EBC Arts Development service should share its function equally as that of a deliverer of arts opportunities and a facilitator; 100% of responses said that EBC should assist with providing wider advertising and promotional opportunities, and 60% of responses indicated that EBC should assist with venue support including securing affordable or free rehearsal space, storage and purpose-built venues for performing arts.

20. 53% of respondents from the Residents Panel indicated that they, or a member of their family, had participated in an arts activity within the past 12 months, with the highest rated activities being visual arts events, films, book clubs and literature events, attending lectures, drama and singing (in that order). 95% of those respondents indicated that their arts participation took place locally, within venues in the Borough of Elmbridge. 20% of respondents said they would participate more in the arts if they were better advertised.

21. The review attached at Appendix A, sets out clear purpose moving forward for the Arts Development service (see section 6) to support local arts organisations but also to benefit the local community.

22. **Action plan.**

23. The review has provided an excellent opportunity to strategically review the current arts service, linking to other providers. One of the key outcomes moving forward from the review will be to clearly communicate the aims of the Arts Development Service to internal and external stakeholders alike, and to encourage partners to work with us to achieve these objectives.

24. The following actions have arisen from the review, and will be progressed by the Arts Development Officer working with other partners to achieve:
• The Arts Development Service should encourage internal and external cultural partnerships that will improve mental and physical health outcomes while effectively delivering arts opportunities for all sections of the community.
• Form a part of the overall integrated and coherent leisure offer, linked with other Council departments, policies and priorities
• Advocate for, support and steer local arts organisations towards sustainability.
• Improve communications and promotion for arts within the Borough, investigating sustainable model for arts website and improved ‘What’s On in Elmbridge’ output.
• Increase internal partnerships with Sports, Health and Play Development Officers, Museum, and Green Spaces weaving in arts based activities that aim to improve physical and mental health of residents, bringing Arts Development in-line with other Leisure strategies.

25. The Arts Development Officer will continue to work closely with the Playhouse Users Committee supporting the performing arts. With the recently completed condition survey, it has been forecast that works will be required to electrical upgrades and replacement of boilers within the next 5 years. £50,000 has been provisionally allocated to these works.

26. In the light of a better than expected condition survey of the building, we are expecting to get between 5 and 10 years productive use from the facility. Officers will plan for the minor maintenance works to ensure that the building is in an acceptable condition and look forward to its continued use as an important performance arts venue for years to come.

27. At some point we will need to consider the future of the building again and/or a replacement facility but the administration’s short to medium term plans are as set out above.

Financial Implications:
None for the purpose of this report. Existing budgets are in place.

Environmental/Sustainability Implications:
None for the purpose of this report

Legal Implications:
None for the purpose of this report

Equality Implications:
None for the purpose of this report

Risk Implications:
None for the purpose of this report

Community Safety Implications:
None for the purpose of this report
**Principal Consultees:**
Council Management Board
Head of Asset Management and Property Services

**Background papers:**
None

**Enclosures/Appendices:**
Appendix A – Arts Development Review

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Elmbridge Borough Arts Provision
Review – 2017/18

1. Evidence of Need: National, Public Services Act, Local

1.1.1 National Need

On March 23rd, 2016, Department for Culture, Media & Sport (DCMS) published its first Culture White Paper since the first-ever Culture White Paper was released in 1965. It should be noted that the recent White Paper addresses support for all arts forms as well as museums, often listed as ‘culture or heritage’. For the purposes of this Review, the focus is on arts only.

With respect to the purpose of arts provision in the Borough of Elmbridge and its potential outcomes, the following extracts of the DCMS White Paper are notable:

“Evidence suggests that culture has an intrinsic value through the positive impact on personal wellbeing. Data shows that engaging with culture significantly increases overall life satisfaction.”

Considerable evidence is quoted as to the beneficial effects of the arts on physical and mental health. Also, there is a clear relationship with engagement with culture and educational attainment. Evidence showing that cultural participation can contribute positively to social relationships, community cohesion and makes communities feel stronger and safer. Lastly, evidence suggests that participation in the arts improves social skills and increases engagement with the wider community and can even play a role in tackling crime.

“The fact that the UK’s culture is seen so positively around the world increases its contribution to the economy beyond its direct impact.”

“Better collaboration between the cultural sectors, and between cultural organisations and their partners at a local, regional and national level will deliver the full benefits of culture for all our communities...The government wants to see similar strategies developed throughout the country and embedded in local authorities’ plans and policies. Cultural strategies should involve a wide range of stakeholders; they should be ambitious; they should be long-term; and they should be sustainable.”

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Embridge Borough Council
Arts Development Provision
Review

The DCMS wants “our national cultural institutions and funders to work together and back the vision of local leaders, local authorities, local businesses, local communities, cultural organisations and others.”

The DCMS wants “communities to consider how culture could be central to their plans for wellbeing, for regeneration and for economic growth.”

1.1.2 The Public Services (Social Value) Act

The PSA came into force on 31 January 2013. It requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before they start the procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.

The Act is a tool to help commissioners get more value for money out of procurement. It also encourages commissioners to talk to their local provider market or community to design better services, often finding new and innovative solutions to difficult problems.

The Cultural Commissioning Programme (CCP), funded by Arts Council England, seeks to help commissioners of public services understand how they can improve social outcomes by integrating arts and cultural activities into a range of services, including mental health and wellbeing, older people and place-based commissioning. It also works with the arts and cultural sector to support knowledge and skills, and to strengthen relationships with policymakers, public service leaders and commissioners. It is delivered by National Council for Voluntary Organisations (NCVO), in partnership with the New Economics Foundation (NEF) and New Philanthropy Capital (NPC).

1.1.3 Local Need

In the recent public consultation, which ran 23 November to 16 December 2016, of the 136 respondents to the Arts in the Community Survey, 53% indicated that they, or a member of their family, had participated in an arts activity within the past 12 months. 95% of those respondents indicated that their arts events took place locally, within venues in the Borough of Elmbridge. 20% of respondents said they would participate more in the arts if they were better advertised.

---

2. **Elmbridge Borough Council’s Priorities**

2.1 Priorities for 2017-18

A safe, caring and healthy Elmbridge;
A vibrant and thriving Elmbridge;
A unique, green and attractive Elmbridge.

2.2 Arts within the Leisure and Cultural Services 2017-18 Service Delivery Plan

LCS1 Increase opportunities for people to lead an active and healthy lifestyle

1.3 Use arts based disciplines to promote the benefits of leading an active and healthy lifestyle.

LCS2 Work with partners to provide services or facilities for children and young people

1.5 Seek to involve more young people in the services we provide.

LCS4 Encourage and support community involvement in the services we provide

4.1 Working with community groups to support the services we provide.

LCS5 Increase opportunities for people to engage in the arts, culture and heritage of the Borough

5.2 Work with partners to deliver a range of World War I commemorations.

5.3 Provide a range of leisure facilities that are fit for purpose and managed efficiently.

5.5 Working with other partners to deliver the arts.

3. **Purpose**

3.1 Purpose of Arts Development Review

To take the opportunity to evaluate the status of the arts programme, not only for the residents of Elmbridge, but in the perception, integration, and promotion of it within EBC itself, its departments, staff, members, and external partners.

4. **Elmbridge Culture: The Main Players**

4.1 R.C. Sherriff Trust

The Trust is a registered charity and is managed by a director who reports to a board consisting of several borough councillors and lay persons from the community with an interest in the arts. The Trust has an annual budget of approximately £160,000. As this is income from investments, the amount is never guaranteed. This money covers all costs including staff and overheads such as office rental. Approximately £60 - £70K is given each year in grants to registered charities, organisations, schools, and local artists. The Charities Commission ensures that the R.C. Sherriff Trust remains independent. As such,
Embridge Borough Council  
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Embridge Borough Council has no direct control over the work of the Trust. However, the Trust is EBC Arts Development’s main partner for community projects.

The Trust’s remit is to develop, promote and support the amateur and professional arts in the Borough of Elmbridge through:

- Awarding grant aid to local artists, arts organisations, venues, and projects;
- Organising and directly managing arts initiatives;
- Publishing and distributing the free listings ‘Arts Focus’;
- Offering advice and information to the arts community.

4.2 Riverhouse Arts Centre

The director is responsible for the overall governance of the Riverhouse Arts Centre as a high-quality arts centre servicing the community. This includes programming events for both the ‘Barn’ and the Robert Phillips Gallery representing all arts forms, and designing and implementing strategy for day-to-day operations. The director is also responsible for achieving the aims of the centre, which include:

- Promoting activities that engage and stimulate a wide cross section of the community;
- Offering and delivering a wide range of art, craft and performance classes to children and adults at an affordable rate at a high standard;
- Making all classes accessible and enjoyable;
- Supporting and nurturing local artists from all disciplines, encouraging collaborations, which benefit the Elmbridge community and stimulate innovative projects;
- Ensuring that Elmbridge Borough Council KPIs are met, as listed in the Service Level Agreement.

The Riverhouse Arts Centre is one of the principle arts venues for EBC, able to programme and deliver the greatest outreach across genres; second most used is the Cecil Hepworth Playhouse, although this venue is not self-programmed but rather survives as a ‘rental’ to arts organisations. With a very tight budget, the Riverhouse Arts Centre receives £20,000 from EBC, £12,000 from RC Sherriff Trust annually. Both are vital for its survival, and in 2016, there was a shortfall. There are two full-time and two part-time employees, an active Friends group and approximately 50 volunteers.

4.3 Elmbridge Borough Council (EBC)

Original objectives of the Arts Development Officer (ADO) job specification were listed as the following:

- Initiating and developing a wide range of opportunities for participating in the arts by local people;
- Working in partnership with other agencies to achieve the effective delivery of arts opportunities from participation through to performance, for all sectors of the community;
- Providing support, advice, and advocacy for the Borough’s arts organisations.
It has been a past query if the role of the R.C. Sherriff Trust and that of the EBC ADO are one in the same or, at the very least, overlapping or even doubling efforts. Whereas they form a natural partnership to maximise outcomes, the Trust works specifically to support the development of artists themselves in Elmbridge. As a distinction, EBC’s ADO should use arts as a vehicle to achieve EBC’s priorities including increasing health and well-being in the community, together with other internal Development Officers such as Sport, Play and Exercise Referral, other departments, and external partners.

4.4 Charity of Robert Phillips

The Charity allocates grants for

- the provision of land & buildings to be settled upon trust for use as a public library, public museum or similar charitable purpose, or the maintenance of any such institution;
- and/or the promotion of education in the form of music, drama & the fine arts.

The Scheme governing the administration of the Charity specifies that the Trust is for the benefit of the inhabitants of Walton on Thames (Walton, Hersham and part of Oatlands which was in existence during Robert Philips lifetime. The Charity is organised as a selection panel that consider grant application on a quarterly basis. Awards are made to individuals, organisations or for school music scholarships. Grants are allocated in accordance with various grants policies, including a school music scholarship music scholarship scheme, a musical instrument scheme and a training awards scheme.

Support is also given to other appropriate arts related organisations

The panel is made up of 3 Trustees from Elmbridge Borough Council and 3 from Surrey County Council.
4.5 Elmbridge Arts Organisations

The Elmbridge Arts Forum is a group of professional, voluntary, amateur and community artists, arts organisations and schools who are based in Elmbridge. The Forum currently is chaired by the Arts Development Officer and supported by local artists.

Aims:
Raise the profile of the arts in Elmbridge;
Offer a network of artists and arts companies;
Provide a collective voice for key issues and concerns;
Offer support sharing and networking;
Strengthen the infrastructure of professional, amateur, and not-for-profit arts organisations and individuals;
Explore ways in which the arts can develop projects that enhance communities.

Members meet approximately every six months to share information, discuss projects, network and pinpoint issues concerning the arts in Elmbridge. Together the members can act as a stakeholder in community decision making. Challenges exist with making the group cohesive and establishing a ‘buy-in’ for its effectiveness. Much of what is discussed in the current Playhouse Users Committee meetings could be worked through in Arts Forum meetings.

4.6 Surrey Arts (SA)

Surrey County Council’s Arts service, Surrey Arts, has the remit to increase people’s interest and participation in the arts throughout Surrey. In partnership with other organisations, SA offers support, tuition, and advice to people of all ages and abilities in areas such as music, drama, dance and the visual arts.

SA administers Surrey Music Hub. Music Education Hubs are groups of organisations – such as local authorities, schools, other hubs, art organisations, community or voluntary organisations – working together to create joined-up music education provision, respond to local need, and fulfil the objectives of the hub as set out in the national plan for Music Education. Hubs are coordinated by the hub lead organisation, which takes on responsibility for the funding and governance of the hub. The total amount of hub funding from the Department for Education in 2016/17 is £75 million.

In addition to other ad hoc arts projects, SA runs Surrey Arts Open Studios (SAOS), historically every June. SOAS is an opportunity for the public to visit artists’ studios in and around Surrey. For 2017, SOAS has 266 participating artists showing work in 147 studios across the county.

4.7 Arts Partnership

The Arts Partnership has its roots in Surrey Arts. EBC is no longer a fee contributing partner in the Arts Partnership as it was thought that the cost of the projects was too high for the very limited reach in our Borough. Even if not part of Arts Partnership, EBC Arts Development is
Embridge Borough Council  
Arts Development Provision  
Review  

working to continue to communicate and partner with Surrey Arts and the Arts Partnership for relevant projects. Arts Partnership priorities are listed as:

Health and wellbeing;  
WWI commemoration;  
Support development;  
Maximise resources and support cultural investment;  
Promote cultural activity in outdoor & unusual spaces.

4.8 Elmbridge Arts Venues  

Riverhouse Arts Centre;  
Barn Theatre Club;  
EBC Public Halls (operated by PFP): Cecil Hepworth Playhouse, King George's Hall, Hersham Village Hall, Vine Hall.  
Other Halls: Vera Fletcher Hall, Oatlands Village Hall, Cobham Village Hall, Mole Hall, Claygate Village Hall, Oxshott Village Centre, Long Ditton Village Hall, Esher West End Village Hall.

Support for suitable venues available for arts events remains the most contentious issue surrounding the arts programme for Elmbridge. Issues regularly arise concerning lack of rehearsal or storage space, rising rental costs of public venues for rehearsals and performances as well as unsuitable and aging buildings for either.

5. Methodology: Stakeholder Interviews and Public Consultation  


Five of the six selected Internal Stakeholders were interviewed in October 2016 through January 2017, using the same questionnaire. Kate Wilson’s role as Internal Stakeholder was to provide regular feedback throughout the review process.

5.2 External Stakeholders: Director, R.C. Sherriff Trust; Director, Riverhouse Arts Centre, Director; Surrey Arts; Elmbridge Arts Forum, members; Residents’ Panel  

External Stakeholders supplied feedback on EBC’s Arts Development via a combination of interviews, similar to that of the Internal Stakeholders, and consultation surveys.

5.3 Data  

5.3.1 Internal Stakeholders interviews and SWOT analysis summary  

A successful arts programme for Elmbridge means “a physically and mentally healthy and vibrant society; “one that fosters vibrancy and creates innovation, yields community engagement””, “a vibrant programme across all of the borough provided by
different sustainable stakeholders”; “It should have a clear vision, objectives and measurable outcomes. It should use local talent and reflect the unique character of each of the towns within Elmbridge; “one that engages the community where residents choose to attend locally rather than other areas.”

All Internal Stakeholders agreed that Arts Development links well with EBC’s priorities and that, prior to now, it has not been fully integrated but has stood rather separate as a ‘Nice to Have’.

Internal Stakeholders were divided evenly as to the function of Arts Development being that of a facilitator or a presenter, or both.

In terms of measuring success, all Internal Stakeholders agreed that participation was the most basic but necessary measure. It was mentioned that when we move to our online booking system, it will help us capture more data about our participants, their enjoyment level of our services and their needs. Sustainability of the organisations should also be a measure and measuring for enjoyment as well as participation is important.

In terms of awareness of arts venues within Elmbridge, Internal Stakeholders said, “We do not have a purpose-built theatre in Elmbridge but we do have fabulous church halls which are under-utilised; “There is awareness for Riverhouse and the Playhouse but not for other halls presenting arts”; “…some awareness of Riverhouse and Playhouse but marketing could always be better. Probably not awareness for arts in multi-functional halls unless you are a participant”; ‘Probably not awareness of venues used for arts in Elmbridge. They should use more social media!”.

When asked if Arts Development fulfil its purpose, the response was divided with some saying yes it does, but always room for improvement and no, it doesn’t as the purpose has not been made properly clear.

SWOT Analysis Summary:

Strengths: Staff, partnerships, participation; The Arts Development post still exists, increased cross department interaction, the Trust and Riverhouse; Variety of provision, Elmbridge demographic, geographical layout; Talent in the Borough; Engagement that reaches a wide section of community.

Weaknesses: financial constraints, school participation; No policy; Promotion, lack of volunteers, lack of active town centres, aging venues used for arts; Effective reach in communication of What’s On for the Arts, the ADO post is part-time with a limited budget, the Borough geographical make-up is sprawling; Maybe same audience at every event.

Opportunities: Partnerships, funding, development of awareness across EBC; policy creation, expansion of partnership with Trust and Riverhouse, balancing of interest groups; Partnerships, potential audiences, potential volunteer recruitment, promotion of benefits of arts to senior staff; Consolidated What’s On website to improve reach,
Riverhouse and Playhouse coordination; Increased social media promotion, linking across departments to promote health and well-being aspects of arts participation.

Threats: Finance, lack of awareness of the effectiveness of arts by EBC; Money; Funding, future of Playhouse and aging assets; Budget cuts; Funding.

5.3.2 External stakeholders interviews summary

Interviews with Surrey Arts, Riverhouse Arts Centre and R.C. Sherriff Trust yielded similar results. All three stakeholders agreed that with diminishing resources, partnerships maximise potential, with each stakeholder having an unique reach to different parts of the community. All stakeholders thought the function of EBC’s Arts Development should be as both a facilitator and deliverer, with an emphasis on facilitation perhaps at a 60/40 split. Surrey Arts and the Trust agreed that there is a problem with appropriate venues across the borough. All three stakeholders felt that Arts Development is fulfilling its purpose but more can be done to aim for a greater participation across residents of all ages.

5.3.3 Arts Forum Survey summary

Of the 83 registered members of Arts Forum, 20 responded to the survey.

- 50% of responses indicated that EBC Arts Development should share its function equally as that of a deliverer of arts opportunities and a facilitator;
- 100% of responses indicated that EBC’s AD support for the arts should be universal, and not target specific audiences;
- 100% of responses said that EBC should assist with providing wider advertising and promotional opportunities, and improve size, number of and care for community boards;
- 60% of responses indicated that EBC should assist with venue support including securing affordable or free rehearsal space, storage and purpose built venue for performing arts.

5.3.4 Residents Panel survey summary

As per 1.3, 53% of respondents indicated that they, or a member of their family, had participated in an arts activity within the past 12 months, with the highest rated activities being visual arts events, films, book clubs and literature events, attending lectures, drama and singing (in that order).

95% of those respondents indicated that their arts participation took place locally, within venues in the Borough of Elmbridge.

20% of respondents said they would participate more in the arts if they were better advertised, with most their searches listed as via local free magazines and internet searches.
63% of respondents said that they had engaged in a cultural activity in the past 12 months as a spectator with the highest rated activities being arts exhibits, theatre, and concerts (in that order). 28% of those arts events took place within Elmbridge and the remaining in London. For full survey results, see Appendix 1.

6. Recommendations

6.1 Current purpose of Elmbridge Borough Council's arts development service

To deliver and facilitate an appropriate range of local opportunities accessible to all people of Elmbridge to take part in the arts;

To aid community cohesion and reduce isolation by providing a stimulus for people to connect and interact;

To provide opportunities for individual learning, creativity, and improved mental and physical health;

To advocate for, support and steer local arts organisations towards sustainability;

To form a part of the overall integrated and coherent leisure policy, linked with other Council departments, policies, and priorities;

To assist EBC in achieving compliance with the Public Services Act by providing suggestions for Cultural Commissioning; to increase promotion of the arts as a vehicle for improving health and wellbeing;

To encourage internal and external cultural partnerships that will improve mental and physical health outcomes while effectively delivering arts opportunities for all sections of the community.

6.2 Elmbridge Borough Council's arts development service actions

Effectively deliver community performing arts showcase open to the public, that offers a target for community groups, a potential new audience and recruitment opportunities, assisting with sustainability;

Increase reach for EBC programming that embraces wide demographics and artistic genres including varied Royston Pike Lecture Series, youth dance project, visual arts exhibits, literary competition, singing and theatrical projects;

Improve communications and promotion for arts within the borough, investigating sustainable model for arts website and improved ‘What’s On in Embridge’ output;

Regularly survey attendance at EBC Arts Development delivered events in terms of attendance, levels of enjoyment and future need;
Create clear criteria, linked to EBC Priorities and Arts Development Purposes, as a guide for local arts organisations seeking funding;

Improve communication with Arts Forum to aid in 'buy-in' for the group to act as a constructive stakeholder as well as aid in recruitment;

Maintain healthy and regular collaboration with Riverhouse Arts Centre, Vera Fletcher Hall and PFP for other EBC venues used for the arts, by borough arts organisations and delivering partners;

Specific to Riverhouse Arts Centre, regularly monitor the following Key Performance Indicators (KPIs):
- Monitor and report numbers attending events, exhibits, performances and workshops annually, provided with attendees post codes to indicate reach;
- Review box office and genre financial figures for each event to monitor sustainability;
- Provide evidence of trying to reach new audience throughout year, be it particular age group or demographic;
- Offer of a number of free or assisted places on educational courses for people who could not afford to join otherwise;
- Coordination of joint art projects with two local schools annually.

Increase internal partnerships with Sports, Health and Play Development Officers, Museum, and Green Spaces weaving in arts based activities that aim to improve physical and mental health of residents, bringing Arts Development in-line with other Leisure strategies;

Report regularly on the progress of Arts Development’s promotion of health, wellbeing, and engagement with communities. This leads to Arts Development forming part of the overall integrated and coherent leisure policy, linked with other Council departments, policies, and priorities;
Maintain regular work with Community Services department to suggest or assess appropriate arts programmes for Centres;

Assist EBC in achieving compliance with the Public Services Act by providing suggestions for Cultural Commissioning;

Increase collaboration with other main arts providers (R.C. Sherriff Trust and Riverhouse) as well as Surrey Arts and other local government arts organisations; evidence impact of the arts on health and wellbeing and promote findings internally and externally.

7. Further Recommendations

7.1 Arts development job description

Together with the previous responsibilities listed for the Arts Development Officer [see Appendix 2], the following will be included for Arts Development moving forward:

Raise the profile of the role of arts in health and well-being;
Influence policy role within EBC to include arts in strategic planning;
Ensure that cultural policy is integrated into other areas of EBC’s responsibilities;
Keeping the Council priorities as the foundation for arts programming and funding;
Initiate cultural procurement via the Council’s procurement process;
Increase access to the arts for people of all ages who live and work in Elmbridge.

7.2 Playhouse and alternative venues for similar use

In supporting sustainable local arts organisations within the Borough of Elmbridge, EBC actively commits to its three priorities. Shortage of suitable venues for arts activities is often seen by groups as evidence for EBC’s lack of commitment to the arts. It is recommended to communicate plans for the Cecil Hepworth Playhouse in a transparent manner, re-establishing trust with community users. It is also recommended that plans for alternative arts venues are communicated in a timely manner to arts groups.

7.3 Arts development review actions

Follow up with stakeholders in 6 months to investigate response to review and outcomes.

References

1. Arts Council England Strategy 2012-20
2. London Borough of Richmond upon Thames Cultural Partnership Strategy, 2015-2019
4. Elmbridge Borough Council’s Active Elmbridge, 2015-2020
Embridge has a dynamic arts scene sustained by local arts organisations including drama, dance, music, galleries and much more. Elmbridge Borough Council is keen to get residents involved in the many arts forms available in the Borough for them to their full benefits. A public consultation ran from 23 November to 16 December 2016 to seek residents’ views on possible improvements to give them better access to local arts. Overall 136 respondents completed this questionnaire.

66% of respondents were female and 34% male. The age groups were as follows:

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>65-74</td>
<td>36%</td>
</tr>
<tr>
<td>55-64</td>
<td>23%</td>
</tr>
<tr>
<td>75+</td>
<td>14%</td>
</tr>
<tr>
<td>45-54</td>
<td>13%</td>
</tr>
<tr>
<td>35-44</td>
<td>11%</td>
</tr>
<tr>
<td>26-34</td>
<td>4%</td>
</tr>
<tr>
<td>Under 25</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Responses were as follows:**

**In which arts and cultural activities have you or any members of your household participated in Elmbridge in the past 12 months?**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visiting galleries or exhibitions</td>
<td>53%</td>
</tr>
<tr>
<td>Film</td>
<td>50%</td>
</tr>
<tr>
<td>Reading/book clubs</td>
<td>44%</td>
</tr>
<tr>
<td>Attending talks and lectures</td>
<td>40%</td>
</tr>
<tr>
<td>Drama</td>
<td>22%</td>
</tr>
<tr>
<td>Singing</td>
<td>19%</td>
</tr>
<tr>
<td>Painting or drawing</td>
<td>16%</td>
</tr>
<tr>
<td>Other art or craft activities</td>
<td>16%</td>
</tr>
<tr>
<td>Dancing</td>
<td>14%</td>
</tr>
<tr>
<td>Playing a musical instrument</td>
<td>13%</td>
</tr>
<tr>
<td>Creative writing</td>
<td>11%</td>
</tr>
<tr>
<td>Photography</td>
<td>11%</td>
</tr>
</tbody>
</table>
Specify where you take part in those activities:

- Riverhouse Barn – 22 mentions
- Everyman Cinema in Walton-on-Thames or Esher – 20 mentions
- Libraries – 9
- Other local cinemas (Epsom, Kingston) – 8 mentions
- Adult education – 8
- Walton Playhouse - 6
- Royston Pike Lecture Series – 5 mentions
- Various halls for talks – 4
- Book Clubs – 4
- Central London theatre ballet and exhibitions 4
- U3A Elmbridge – 3
- Reading at home – 3
- Hersham Village Hall 2
- Choir – 2
- Weybridge Firm Society – 2
- Elmbridge Ladies Probus Club at the British Legion in Molesey – 2
- Local health clubs 2
- Schools, after school clubs – 2
- Pavilion Club dance – 2
- WIDFAS talks – 2
- Cercle Francais – 2
- Reading groups in Surrey - 1
- King George’s Hall for dancing - 1
- Esher Gallery – 1
- Molesey District Antiques Society 1
- Imber Court – 1
- Ember players - 1
- Walton on Thames area galleries 1
- Play an instrument at home – 1
- Shout! Arts and Crafts – 1
- Molesey Boat club – 1
- Elmbridge Museum – 1
- Stagecoach – 1
- Tap dancing – 1
- Wood carving at Princess Alice Hospice – 1
- Creative writing in Esher - 1
- Photography and walking – 1
- Local church – 1
- Riverside parks – 1
- Surbiton High School – 1
- Leatherhead Leisure Centre – 1
- St Nicholas Church, Thames Ditton for ballet – 1
- Spelthorne galleries – 1
- St Andrews Church Scottish dancing – 1
- St Mary’s Church, Walton – 1
- St Mary’s Oatlands – concerts – 1
- Rocksteady and street dance at school – 1
- The Rose theatre in Kingston – 1
- Singing in Walton – 1
- Visiting country houses - 1

Have you engaged in any of the following cultural activities as a spectator in the past months?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts exhibitions including painting, sculpture and other media</td>
<td>63%</td>
</tr>
<tr>
<td>Theatre plays, musicals or comedy</td>
<td>57%</td>
</tr>
<tr>
<td>Musical – classical, jazz, rock, pop or choral</td>
<td>57%</td>
</tr>
<tr>
<td>Film</td>
<td>57%</td>
</tr>
<tr>
<td>Museum Visits</td>
<td>50%</td>
</tr>
<tr>
<td>Talks or lectures</td>
<td>37%</td>
</tr>
<tr>
<td>Dance, contemporary, jazz or ballet</td>
<td>27%</td>
</tr>
</tbody>
</table>

What venues have you visited as a spectator?

- Art galleries, theatres and ballet in London
- Banqueting Hall
- Barbican
- Buscot Park
- Brooklands Museum
- Walton Artists
- Chichester Theatre
- Courtauld Institute
- ENO London
- Everyman cinema, Esher
- Exhibitions - St Albans School, King Georges Hall
- G Live Guildford
- Hampton Court
- Molesey art group, 39 steps (amateur production)
- Molesey Art Society
- Music in Esher church, and dancing on the TV
- National Gallery and National Portrait Gallery
- National Theatre
- Orange Tree Theatre Richmond
- Playhouse Walton
- RHS Wisley
- Riverhouse Barn, Walton
- Rose Theatre Kingston
- Royal Academy of Arts
- Royal Albert Hall
- Royal Festival Hall
- Royal Opera House
- RSC Stratford
- Sadlers Wells
- Tate Gallery
- Tate Modern
- The Lightbox -Woking
- The Rose Theatre, Kingston-upon-Thames
Are there any other arts and cultural activities you would like to be involved in, either as a participant or as a spectator?

- No interest – 34 mentions – Don’t know – 4 mentions
- Visual Arts / Art exhibitions – 6 mentions
- Theatre – 6 mentions
- Talks and lectures – 5 mentions (of which - history & heritage talks – 2 mentions)
- Dancing – 4 mentions (1 Morris – 1 country – 1 community – 1 salsa)
- Concerts (incl jazz and classical) – 4 mentions
- Classical music – 4 mentions
- Free concerts in the parks – 3 mentions
- Ballet – 3 mentions
- Photography - guided walks – 3 mentions.
- Opera – 3 mentions
- Drama groups – 3 mentions
- Singing – 3 mentions (1 community – 2 choir)
- Film screening – 3 mentions (i.e, Film showings of London plays and ballet – good quality - not blockbusters)
- Literary events – 2 mentions
- Theatre groups – 2 mentions
- Adult education
  - Fine art courses Print making studios Pottery
  - Beginners drawing, painting, upholstery, adult ballet, art history & art appreciation Would like adult learning courses to be based in Weybridge or Walton - especially around literature or writing
  - Would like to see existing venues in Walton and Weybridge used for more arts activities - plays, comedy, exhibitions - there seems to be lots going on in Richmond, lots going on in Guildford, very little going on in Elmbridge!!!

Other comments:
- Library events
- Small pub theatre type
- Comedy/cabaret.
- I would prefer the council spent the rate payers money on improving essential services and allow the cultural activities to be self-funding and provided by the clubs, groups and commercial businesses.
- if there were other activities such as Jazz or historical or cultural
- Local art groups or painting clubs
- More drama and sport and music for children, and adults but at affordable prices
• skittles
• The Shakespeare productions in Guildford are wonderful
• Think there are quite a number of local activities available it is just a matter of researching what is on and when.
• Used to be involved with amateur dramatics but little time available nowadays
• Visibility of events needs to be enhanced.
• Whimsical Dance Flummery (both long and short) Clapping
• More films, theatre, music, exhibitions ... child friendly
• Metal sculpture
• Definitely. During the Summer it would be great to have more live music/concerts in the area (we used to have the Claremont Festival). Also, what about a full Elmbridge Book Festival (much as they have in Guildford) with guest speakers. Most of us work Mon to Fri so weekend/evening events hugely appreciated. Sunday is best day. More outdoor cinema using the facilities @ Sandown Park. Concerts that are priced/timed to be accessible to families would be fabulous. We have great restaurants-bars - more live music please. More lectures (books/cinema/art/jewellery/local history to name but a few themes) in our beautiful buildings. We have fab local houses - like Wayneflete Tower and the RC Sheriff Trust to bring our locality to life. Plus the great outdoors and that wonderful house The Homewood. We are spoilt for choice!
• Always delighted to see literary or arts festivals and good performances of dance

What would make you participate more in the arts in Elmbridge?

• Greater awareness of what is available / advertising – 28 (including suggestions for online website/newsletter/programme – 6)
• More time – 13
• Availability at location – 9
• Better transport – 4
• Better range of facilities/more comfortable facilities – 5
• Better access including parking – 3
• More provision of public events – 4
• Live theatre – 2
• Better quality - 2
• Child friendly events – 1
• Nothing 11 – don’t know 6

If you wanted to find information about what’s on in your local Arts Community, where would you look?

| Local free magazines and publications | 59% |
| Internet search | 54% |
| Libraries | 42% |
| Elmbridge Borough Council website | 35% |
### Other sources:

- Local newspapers – 3 mentions
- Streetlife community web page – 3 mentions
- Church information – 2 mentions
- Centres for the arts, such as Riverhouse Barn and the Sunbury Millenium Gallery Space
- Day centres
- I'm on the mailing list for Riverhouse
- Notices outside venues
- Diary of events sent to households would be great. Waste / recycling do it as does the shout activity clubs why not the 'Arts' too?
- Find the Noticeboard too staid and formulaic. Find the website unfriendly (this is where I pay my Council Tax/look for opening hours of the recycling centre and complain about the street lights being switched off!). I don't consider the EBC website as a 'fun' website. Word of mouth / Social Media (Facebook not Twitter!)
- I just keep my eyes & ears open & read anything that comes my way!
- I'd like to get a regular, free magazine/newsletter for Elmbridge including info on Arts & Culture, but don't get anything these days. We don't all want to have to go online to get info!
- Prefer to sign up to e-mailing

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask friends for recommendations</td>
<td>32%</td>
</tr>
<tr>
<td>Elmbridge noticeboards</td>
<td>29%</td>
</tr>
<tr>
<td>Social media</td>
<td>23%</td>
</tr>
<tr>
<td>Local community facebook pages</td>
<td>14%</td>
</tr>
<tr>
<td>Arts focus</td>
<td>12%</td>
</tr>
<tr>
<td>Other</td>
<td>15%</td>
</tr>
</tbody>
</table>
Job Description

Title: Arts Development Officer (Part time)

Post Number: CS225

Directorate: Services Directorate

Team: Leisure and Cultural Services

Location: Civic Centre, High Street, Esher

To whom the Postholder is responsible: Leisure Development Manager

Budgetary Responsibilities (if applicable):

To prepare draft estimates, take responsibility and be accountable for LB100, the Arts Development Budget and other areas as delegated to the postholder by the Leisure Development Manager.

The main purpose of the Job

1. To initiate and develop a wide range of opportunities for participation in the arts by local people.

2. Work in partnership with other agencies to achieve the effective delivery of arts opportunities from participation through to performance, for all sections of the community.

3. To provide support, advice and advocacy for the Borough’s arts organisations

Specific Duties and Responsibilities

1. Attract more resources to the Elmbridge area by strengthening links and/or increasing partnership working with other local or regional stakeholders. To facilitate and develop the Elmbridge Arts Forum in order to strengthen partnerships and develop multi-arts initiatives.
2. To plan and develop a varied programme of arts opportunities and projects that meet the needs of the community including organising and delivering the annual Royston Pike Lecture Series, Music in the Park, Leisure Live and Proms in the Park. To develop partnership projects and initiatives with The R C Sherriff Trust and Riverhouse Arts Centre. And to support the Shout! Holiday Activities with arts based activities.

3. Raise awareness amongst the local community as to the sources of external funding provided by The R C Sherriff Trust, Arts Council South East, Surrey Arts and other organisations, to advise on and encourage applications for lottery grants.

4. Capitalise on partnership funding from the private sector.

5. To actively explore partnership opportunities with other local authorities

6. In conjunction with other arts organisations develop effective methods of user and non-user research about arts services in Elmbridge.

7. Develop with other partners, promote and maintain a centralised database of arts organisations to raise awareness of cultural activities in Elmbridge.

8. To liaise with local arts groups, Primary and Secondary Schools to ensure the smooth delivery of the arts development programme.

9. To monitor the Service Level Agreement with Riverhouse Barn

10. To assist at events and activities organised by or involving the Leisure Development Team.

11. To research, prepare reports, programmes and budgets as required.

12. To attend meetings of the Council, its Committees and Sub-Committees, working and or consultative groups and meetings with other organisations/agencies representing the Division as required.

13. Develop and maintain full and effective liaison with other Sections within Leisure and Cultural Services, other Divisions of the Directorate and where appropriate other Council Directorates.

14. To comply with the Council’s Standing Orders, Financial Regulations and its various policies relating to the Directorate’s activities.

15. To fully meet the requirements of the Health and Safety regulations whilst supporting and maintaining the Council’s Health and Safety Policy Statement both in terms of personal responsibility and in the management of staff, services and the general public.

16. Undertake such other duties as may be required from time to time that are broadly consistent with those in this document.

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time that are broadly consistent with those in this job description.

Standards of Conduct

The Council expects the highest standards of conduct from its employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.
Equal Opportunities
The Council has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote its policy in their own work.

Health and Safety
The Council is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

Personal and Sensitive Data
To have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council’s Information Security Policy and related guidance.

Performance Review and Staff Development
The Council expects all staff to participate in its processes for performance review and staff development. Those with a managerial responsibility must ensure that all staff within the section have a Performance Review at least once a year, with a six monthly review.

Confidentiality
The Council is committed to maintaining privacy of all its staff and customers. It expects all staff to handle all individuals’ personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Signatures – line manager and job holder

Signed……………………………………………………………………

Dated:…………………………………………
line manager

Signed……………………………………………………………………

Dated:…………………………………………
postholder

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Person Specification

Please read the details on this form carefully before you complete your Application Form.

This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.

For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post. These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken. You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

<table>
<thead>
<tr>
<th>Job Title: Arts Development Officer</th>
<th>Post No: CS225</th>
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<tbody>
<tr>
<td>Team: Leisure and Cultural</td>
<td>Grade: Scale S6\S01</td>
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<tr>
<td>Directorate: Services</td>
<td>Hours: 18</td>
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<tr>
<td>Salary: £25,340- £29,730 pro rata</td>
<td>Car Allowance: C3 – Frequent Car User</td>
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The salary review date is 1st April each year.
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<tr>
<th>Key job requirements based on the Job Description</th>
<th>Desirable / Essential</th>
<th>To be tested by: (✓) as appropriate</th>
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<tr>
<td><strong>Qualifications and Education</strong></td>
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<tr>
<td>1. Relevant Degree and or\ professional qualification in arts development or a related subject</td>
<td>D</td>
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<tr>
<td>2. Experience of art development work within the public or private sector.</td>
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<td>3. Experience of working in partnership with a wide range of organisations in the public, private and\ or voluntary sector.</td>
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<td>4. Experience of project management</td>
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<td>5. Experience of successfully applying for grants and sponsorship</td>
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<tr>
<td>6. Experience of working in a multi-disciplinary environment</td>
<td>D</td>
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<td>7. Experience of financial management</td>
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<tr>
<td>8. Experience of working in a local government environment.</td>
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<td><strong>Knowledge/Skills/Abilities</strong></td>
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<td>9. Knowledge of relevant legislation, initiatives, and government strategies relating to the arts.</td>
<td>E</td>
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<tr>
<td>10. Excellent written, interpersonal and communication skills</td>
<td>E</td>
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<tr>
<td>11. Have excellent presentation skills, in particular the ability to organise, prepare and present items to external organisations, the general public and Members and Officers of the Council.</td>
<td>E</td>
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<td>12. Knowledge and understanding of budgets</td>
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<td></td>
<td>The ability to be innovative and creative in the delivery of services.</td>
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<td>14.</td>
<td>The ability to work on your own initiative and as a part of a team.</td>
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<tr>
<td>15.</td>
<td>Good IT skills in Microsoft Word, Excel, Powerpoint and Access.</td>
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**Special Requirements**

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<th>Highly motivated self-starter.</th>
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<td>17.</td>
<td>Able to attend meetings and activities/courses outside normal office hours.</td>
<td>E</td>
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<td>18.</td>
<td>Access to a vehicle for visits throughout the borough</td>
<td>E</td>
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<td>19.</td>
<td>An Enhanced DBS Disclosure is required for this position*.</td>
<td>E</td>
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* This can be obtained after you have been offered the post.
SUITABILITY OF ELMBRIDGE VENUES FOR ALL ART FORMS

Further to 4.8 within the EBC Arts Review, it is important to note that, with regards to the suitability of Elmbridge venues used for the presentation of performing and visual arts, some artforms/venues are more adaptable than others.

Film societies are thriving in the Borough of Elmbridge. Using the Riverhouse Arts Centre as well as a variety of local halls, below is a list of film clubs in the Borough:

- Thames Radical Cinema, Riverhouse (evenings)
- Silver Screen Film Club, Riverhouse (daytimes)
- Walton & Weybridge Film Society, Cecil Hepworth Playhouse
- Hersham Cinema Club, Hersham Community Centre
- West End Film Club, West End Village Hall
- The Barn Theatre Club Films, The Barn Theatre Club Molesey
- Elmbridge U3A Film Club, Claygate Village Hall

Live music can struggle to be presented in Elmbridge due to suitability of venues. The Riverhouse Arts Centre presents a variety of classical music in a recital format as the stage is not suitable for numerous players. They successfully present small folk, jazz and rock ensembles and in May 2018 they will present the first ever Walton Folk Festival.

Beyond the Riverhouse Arts Centre, Elmbridge has two sports & leisure venues that present both folk and jazz live music. The Ram Folk Club in Thames Ditton, presenting weekly folk music, has been based in the Old Cranleighan Club since 1983. Jazz at Imber Court is presented monthly at Imber Court Sports & Leisure in East Molesey.

There are no suitable outdoor bandstands in Elmbridge to present choirs, brass bands or the like.

Elmbridge boasts over 25 adult amateur choirs and choral societies. Some groups have regular ‘homes’ for rehearsals and concerts, whereas many do not. Due to space restrictions, several choirs leave the Borough to perform in halls that can accommodate them.

Fine art exhibits can be presented at the Robert Phillips Gallery at the Riverhouse Arts Centre, the Fountain Gallery (if the artist is a member) and the Medicine Garden in Cobham (if the artist is a member). The following art societies thrive within the Borough, using schools and the Riverhouse for their annual ‘shows’:

- Walton Art Club
- Weybridge Art Society
- Molesey Art Society

There are no ideal public venues in Elmbridge to present dance as there are none with enough depth in the wings.
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Executive Summary:

On 22 February 2018 the Strategic Spending Board considered the bids for strategic funding from the Community Infrastructure Levy (CIL) received in 2018. Thirteen separate applications for a total of £3,092,828 CIL funding were received. The bids comprised:

- 6 Highways application from Surrey County Council for highway schemes. These include 4 safety and sustainability improvement projects and 2 resurfacing schemes
- 1 application from Surrey County Council for library facilities
- 1 joint application from the Education and Skills Funding Agency/ Cobham Free School and Cobham Rugby and Sports Association for playing pitch provision for a new secondary school
- 3 applications from Surrey and Sussex Police for capital projects
- 2 applications from Elmbridge Borough Council seeking funding to improve sporting and leisure facilities

The Board made the recommendation to Cabinet that five of the applications be fully or partially funded to the total value of £835,144. Four applications were deferred for consideration in the coming months. This paper sets out the background to those decisions and the recommendations of the Board.

Recommendation: that

(a) Cabinet agree the recommendations made by the Strategic Spending Board as set out in Appendix A.

Report:

1. Background

1.1 The Council adopted the Community Infrastructure Levy (CIL) in April 2013. CIL allows the Council to raise funds from some forms of new development to pay for infrastructure that is, or will be needed, as a result of new development. As set out in the CIL Regulations an initial 5% is retained by the Borough Council for administration costs. The Council has adopted a process whereby strategic funding is allocated to specific projects with a clear delivery plan proposed by
infrastructure providers. The Strategic Spending Board comprises the Leader, Portfolio Holder and Chairs of the Planning Committees. The Board has been established to act as an advisory body and to make CIL spending recommendation to the Elmbridge Cabinet.

1.2 As part of the development of the Core Strategy infrastructure need was assessed against the level of house building proposed. Four key areas were identified where there would be a significant impact on provision:

- Schools. To support the increase in school age population as a result of new development.
- Transport. New development will add to existing pressures on the Borough’s road network. This will primarily be on the local road network with increasing pressure at local congestion hotspots and a need to ensure continued safety on our road network. Information on transport pressures is set out in the Transport Strategy and Implementation Programme for Elmbridge BC that was published by Surrey CC in 2014.
- Leisure and recreation. Identified need for playing pitches
- Mitigation of development on the Thames Basin Heaths Special Protection Area

1.3 Regulations require that the Council allocates a ‘meaningful proportion’ of CIL collected within communities where development comes forward. This is to be spent on local infrastructure improvements needed to mitigate the impacts of development in that specific area. Elmbridge Borough Council has formed Local Infrastructure Spending Boards in order to allocate money to local infrastructure priorities. These Boards comprise the ward Councillors for the relevant settlement area. In areas that have a Parish Council legislation requires that these funds are passed directly to Parish Councils. In July 2017 the Cabinet agreed that the proportion to be allocated locally should be reduced from 25% to 15% in line with the minimum amount required in the regulations. This was implemented with effect from August 2017.

2 Applications received for Strategic CIL funding and recommendations

2.1 On 22 February 2018 the Strategic Spending Board considered the applications for strategic funding from CIL received within the application period of November 2017 – January 19th 2018. Thirteen separate applications for a total of £3,092,828 CIL funding were received. A list of those projects is set out below.

- Ashley Road/New Zealand Avenue improvements for pedestrians
- Claygate Lane, Thames Ditton Cycle facility
- Terrace Road, Walton on Thames cycle facility
- Package of pedestrian improvement schemes
- Seven Hills Road resurfacing
- St Georges Avenue resurfacing
- Weybridge library refurbishment
- Artificial playing pitch at Cobham Rugby and Sports Association to provide sports provision for new Free School at Munro House, Cobham
- Second discus cage and circle, Waterside Drive Sports hub
2.2 An authority must apply strategic CIL to fund the provision, improvement, replacement, operation or maintenance of infrastructure to support the development of its area. The infrastructure that is funded through CIL should assist in addressing the infrastructure impacts created by new development. The Strategic Spending Board considered the projects submitted in relation to the CIL guidance and assessed the impact of the project. Officers also provided a scoring assessment to indicate the suitability and value in considering for CIL funding.

2.3 Five of the applications were recommended for full or partial funding to a total value of £835,144 as set out in appendix A. Recommendations were based on a number of considerations:

2.4 Elmbridge Borough Council and Surrey County Council have committed to joint working to use CIL funding effectively through a joint Memorandum of Understanding signed in 2014. The highway safety and sustainability schemes awarded funding bring forward works to support safety on the road network and also assist in addressing congestion by improving sustainable travel options. The borough’s 2012 Infrastructure Delivery Plan identified a funding gap of almost £20million to address congestion and safety hotspots. Schemes funded have been prioritised through discussions at the Elmbridge Local Committee and correspond with areas of concern raised by residents during the 2017 Local Plan consultation.

2.5 The purchase of Munro House by the Education and Skills Funding Agency in order to house the Cobham Free School, will provide essential additional secondary places required in the borough and is in an area currently lacking secondary provision. The project was recommended partial funding to guarantee sports provision adjacent to the school, thereby also minimising traffic impact within the borough. Partial funding was awarded as it was felt that additional third party funding should be sought.

2.6 Capital expenditure for emergency services is also included on the Regulation 123 List and Councillors felt that the case presented for the ANPR cameras demonstrated the link between additional development and the need for further capital expenditure to enable effective policing.

2.7 A number of items were deferred for future consideration. The bid for highway maintenance funding raised the issue of whether it is an appropriate use of CIL funding and if it is, how schemes are then prioritised. Members asked that further meetings are held with Surrey County Council to discuss these issues.
**Financial implications:**
The funding proposals above would come solely from funds raised through the Community Infrastructure Levy. There are no implications for other budget in relation to this report.

**Environmental/Sustainability Implications:**
A number of schemes are intended to address congestion by reducing journeys or improving sustainable travel options.

**Legal implications:**
The decision made by the Council as to the allocation of CIL must be in conformity with the relevant legislation governing CIL (the Planning Act 2008 and the CIL Regulations 2010 (as amended 2011 and 2012)).

**Equality Implications:**
There are no direct equality implications arising from this report.

**Risk Implications:**
The key risks for the Council associated with this funding are the reputational risks to the Council of not supporting the required infrastructure and financial risk of non-delivery of projects. In order to manage financial and legal risks, funding agreements will be put in place with infrastructure providers to ensure that CIL funding is spent in line with Council expectations. All spending and delivery will be monitored through the Annual Monitoring Report and annual CIL report.

**Community Safety Implications:**
There are no community safety implications arising from this report.

**Principal Consultees:**
CMB, Legal, Finance

**Background papers:**
None

**Enclosures/Appendices:**
Appendix A: Minutes of the Strategic Spending Board meeting
Elmbridge Borough Council

Strategic Spending Board

Report of a meeting held on Thursday, 22 February 2018

Members of the Committee:

* Mrs. S.R. Kapadia (Chairman)
* B.J.F. Cheyne
* P.M. Harman
* Mrs. K. Randolph
* S.J. Selleck
* Mrs. M.C. Sheldon

* Denotes attendance

Also present:

A. Davis, Mrs. C. Elmer, M.F. Howard and T.G. Oliver

County Councillors present:

J. O'Reilly

16/17 To Appoint a Chairman for the 2017/18 Municipal Year

The Strategic Spending Board appointed Mrs. S.R. Kapadia as Chairman for the Municipal Year 2017/18.

17/17 Declarations of Interest

All Members of the Strategic Spending Board wished that it be noted that the applicant for the additional facilities at Waterside Drive Sports Hub and the replacement of retractable seating at Walton Playhouse was Elmbridge Borough Council.

18/17 Minutes of the Strategic Spending Board Meeting held on 4 April 2017

The Minutes of the meeting of the Strategic Spending Board held on 4 April 2017 were agreed as a correct record and signed by the Chairman.

Recommendations to Cabinet – 14 March 2018

19/17 Strategic Spending Board Report

The Strategic Spending Board considered a report that summarised the thirteen applications received by the Council which sought Community Infrastructure Levy (CIL) funds; as follows:
• Surrey County Council, which was seeking £130,000. The application was in respect of funding to improve the pedestrian facilities in the vicinity of Ashley Church of England Primary School.

• Surrey County Council, which was seeking £25,000. The application was in respect of funding towards a designated cycle route on Claygate Lane between Manor Road North and A07 Portsmouth Road.

• Surrey County Council, which was seeking £50,000. The application was in respect of funding to improve the cycle facility in Terrace Road, Walton-On-Thames.

• Surrey County Council, which was seeking £160,000. The application was in respect of funding towards pedestrian improvement schemes in Cobham, Esher and Long Ditton.

• Surrey County Council, which was seeking £455,000. The application was in respect of funding towards the resurfacing of sections of Seven Hills Road between its junctions with A245 Byfleet Road to the south and C152 Burwood Road to the north.

• Surrey County Council, which was seeking £163,000. The application was in respect of funding towards the resurfacing of St George’s Avenue between its junctions with B374 Brooklands Road to the southwest and Egerton Road.

• Surrey County Council, which was seeking £1,135,000. The application was in respect of funding towards the refurbishment of Weybridge library.

• Cobham Rugby and Sports Association, which was seeking £795,338. The application was in respect of funding towards an artificial playing pitch at Cobham Rugby and Sports Association.

• Elmbridge Borough Council, which was seeking £16,169. The application was in respect of additional facilities at Waterside Drive Sports Hub.

• Elmbridge Borough Council, which was seeking £24,000. The application was in respect of the replacement of retractable seating at Walton Playhouse.

• Surrey Police, which was seeking £49,000. The application was in respect of funding towards additional number plate recognition camera provision.

• Surrey Police, which was seeking £30,322. The application was in respect of funding towards an additional fleet vehicle.

• Surrey Police, which was seeking £60,000. The application was in respect of funding towards building conversion costs to accommodate increased
numbers of police officers within the Elmbridge Safer Neighbourhood Team office.

Applicants had been invited to the meeting to present their respective application.

The Strategic Spending Board deliberated the applications in private session.

20/17 SCC - Ashley Road / New Zealand Avenue Improvements for Pedestrians

The Strategic Spending Board welcomed Mr. N. Healey and Mr. P. Shimadry, representatives from Surrey County Council who provided details of this funding bid along with several others also to be considered.

Mr. Healey presented the application and provided Members with background information in respect of improvements for pedestrians in the vicinity of Ashley Church of England Primary School. The three separate locations of the project included New Zealand Avenue; Ashley Road and Hersham Road. The project aimed to provide safer and better facilities for the increasing number of pedestrians expected as a result of increased development in the area and the school expansion.

Mr. Healey informed Members that there were concerns with regard to the very narrow pavement at the entrance and exit points of the school and the uncontrolled crossing points in the area. A feasibility study had been undertaken in consultation with the school and a public consultation would take place prior to the commencement of the project.

One Member asked for clarity with regard to the Ashley Road location of the scheme. Mr. Healey explained that the feasibility study had identified that adjustments were required to the existing traffic island to address the uncontrolled crossing point.

One Member queried whether the design and consultation timescales were realistic. Mr. Healey explained that the timescales were achievable and deliverable.

On consideration of the application, the Strategic Spending Board

**Recommended**: that

£130,000 be allocated to Surrey County Council to improve the pedestrian facilities in the vicinity of Ashley Church of England Primary School. Allocation of this funding to be subject to the strict adherence to the following delivery timescales as set out below:

April 2018 – commencement of design
December 2018 – completion of design
31 December 2019 – total completion of construction of scheme at all three locations of the project
21/17 SCC - Claygate Lane, Thames Ditton Cycle Facility

Mr. Healey presented the application and provided Members with background information in respect of a designated cycle route on Claygate Lane between Manor Road North and A307 Portsmouth Road. Mr. Healey explained that the project would contribute towards the provision of a continuous facility for cyclists between A309 Kingston By-pass and A307 Portsmouth Road.

The Chairman commented that a previous project to provide a footway / cycle facility along Claygate Lane was yet to be completed and queried whether the timetable to deliver this project would be strictly adhered to. Mr. Healey explained that once the outcome of the consultation was known and any minor risks had been addressed, then he considered that the timescale of the project would be achievable and deliverable. In respect of the previous project in respect of a footway / cycle facility, he confirmed that the projects would indeed run concurrently.

On consideration of the application, the Strategic Spending Board Recommended: that

£25,000 be allocated to Surrey County Council for the provision of a designated cycle route on Claygate Lane between Manor Road North and A07 Portsmouth Road. Allocation of this funding to be subject to the strict adherence to the following delivery timescales as set out below:

Summer 2018 – commencement of design
Winter 2018/19 – completion of design
31 December 2019 – total completion of construction of scheme

22/17 SCC - Terrace Road, Walton-On-Thames Cycle Facility

Mr. Healey presented the application and provided Members with background information in respect of improving the cycle facility in Terrace Road, Walton-On-Thames. Mr. Healey explained that a cycle facility had been installed along both sides of the length of Terrace Road between Walton-On-Thames town centre and Waterside Drive, however a small section had been omitted. The project would remove the break in the cycle facility and provide users with a safer, continuous and convenient route.

Members expressed some concerns from residents that the cycle facility was not necessary. Mr. Healey explained to Members that the initial consultation in respect of the original cycle facility had received a mixed response from user groups within the vicinity of Terrace Road, nevertheless the 130 metres omitted from the original cycle path would complete the project.

On consideration of the application, the Strategic Spending Board
23/17 SCC - Pedestrian Improvement Schemes

Mr. Healey presented the application and provided Members with background information in respect of three pedestrian improvement schemes. Mr. Healey explained that the improvement of the pedestrian facilities would take place in three separate priority locations across the Borough and it was expected that the project would provide safer and better-quality facilities for pedestrians.

Mr. Healey informed Members that the A245 Between Streets and the A307 Portsmouth Road carried a high volume of traffic, including a significant proportion of commercial vehicles. This made it potentially difficult for pedestrians, especially the elderly, those with disabilities, or children, to find suitable gaps in the traffic to cross the road safely without some form of assistance. In peak hours, traffic regularly queued back along the A307 Portsmouth Road from the Scilly Isles roundabout, which increased the difficulty for pedestrians, especially in the dark.

Members noted that the improvement schemes consisted of:

- a new pedestrian crossing point on A245 Between Streets, Cobham, near the entrance to Painshill Park together with safety improvements to assist pedestrian movement towards the High Street;
- a new pedestrian crossing point on the A307 Portsmouth Road in Esher, to improve accessibility for onward journeys and access to the bus stops near the Scilly Isles roundabout; and
- a new pedestrian crossing point on the A307 Portsmouth Road in Long Ditton, to improve access to the bus stop, together with safety improvements to assist pedestrian movement.

The Chairman expressed her concern with Surrey County Council’s capacity to deliver the schemes. Mr. Healey explained that there was sufficient resource to deliver the schemes on time and confirmed that he was confident that all three pedestrian improvement schemes would be delivered once funding had been approved.

On consideration of the application, the Strategic Spending Board

**Recommended**: that

£160,000 be allocated to Surrey County Council to improve the pedestrian facilities in three separate priority locations across the Borough. Allocation of this funding be subject to: 1) confirmation that a pedestrian refuge island would be installed at the crossing points in both the Cobham and Long Ditton pedestrian schemes be installed; 2) a quarterly progress report being
submitted to Elmbridge Borough Council; and 3) the strict adherence to the stringent timescales detailed below:

- **April 2018** – commencement of design
- **December 2018** – completion of design
- **31 December 2019** – total completion of construction of scheme at all three locations

**24/17 SCC - Seven Hills Road, Weybridge/Hersham Resurfacing and St. George’s Avenue, Weybridge Resurfacing**

Mr. Healey presented both applications and provided Members with background information in respect of resurfacing sections of the Seven Hills Road between its junctions with the A245 Byfleet Road to the south and C152 Burwood Road to the north, and resurfacing St. George’s Avenue, Weybridge between junctions with B374 Brooklands Road to the southwest and Egerton Road.

Mr. Healey explained that development in the area of Seven Hills had contributed towards greater pressure on the local road network and traffic volumes had contributed to the deterioration of the road surface. Mr. Healey took the opportunity to inform Members that Seven Hills Road was a significant strategic route that was regularly used by residents of the Borough.

One Member commented that the applications did not provide any other options (for example filling potholes) other than re-surfacing the whole road. In this regard, Mr. Healey explained that filling in the potholes was a revenue activity whilst re-surfacing the whole road was a capital expense, hence the reason for requesting CIL funding. He further explained that Surrey County Council would continue to discharge their legal duty by repairing safety defects on the roads.

Members commented that whilst reviewing the applications, they felt that more information would need to be provided to assist them in their decision-making capacity.

One Member questioned whether a consultation had taken place with Highways England to extend their project to include these roads as part of their M25 Junction 10 to A3 Wisley Interchange. Mr. Healey had engaged with Highways England and explained that they were quite strict on where the junction ended, and that these roads were not included.

One Member commented that whilst the Council had monies from CIL, it unfortunately did not have responsibility for the upkeep of roads in Surrey. He commented that SCC had a prioritisation list with regard to the roads in Surrey and the Seven Hills Road and St. George’s Avenue were not on the list. He further reiterated that a robust mechanism be established in respect of the criteria on what CIL funds should be used on.

On consideration of the application, the Strategic Spending Board
Recommended: that

Both the applications be deferred, to enable officers to seek further information on the justification and mechanism for funding highway repairs as well as to seek information from Surrey County Council on the reasons for the selection of these two roads and answers to other queries sent by email to Surrey County Council for repairs.

25/17 SCC - Weybridge Library

The Strategic Spending Board welcomed Mr. C. Carey, Mr. S. Harding and Ms. R. Wilson, representatives from Surrey County Council Libraries to the meeting. Mr. Carey presented the application and provided Members with background information in respect of the redesign and refurbishment of Weybridge library.

Mr. Carey explained that Surrey County Council were proposing to undertake a complete and comprehensive refurbishment of the current library building which was constructed 50 years ago. The aim of the project was to provide a modern and flexible space for Weybridge Library, delivering a range of benefits to the residents of the Borough. Members noted that a modern library for Weybridge would improve the quality of life for Elmbridge residents, through enhanced access to information and expanded learning and cultural experiences.

Members were informed that the redesign and refurbishment of the library space was part of a wider project whereby Surrey County Council were looking to undertake a comprehensive refurbishment of the whole building and utilise other parts of the building for public services and community uses. Members noted that the redevelopment of the remainder of the building would be funded by Surrey County Council, subject to their Cabinet approval. The CIL bid was part of a complete redevelopment of the whole site whereby Surrey County Council were looking at bringing in additional services, such as the potential for the registrars’ service to create a community ‘hub’, delivering multiple services from one single location.

Members noted that the ongoing pressure on Capital budgets at Surrey County Council required that officers consider and develop innovative and alternative approaches to funding major property projects. Many sources of funding were considered, and one approach was to review the corporate asset base to determine whether properties could be better utilised or funds generated from potential disposals should a property be surplus to requirements. In the case of the Weybridge Library building, it was proposed to improve utilisation by relocating other Surrey County Council services to the building. This would potentially release property elsewhere which could be used to generate an income or a Capital receipt.

A number of reservations about this scheme were raised, for example, reliance around the sale of the property that housed the Registrar; the apportionment of costs between the library and the remainder of the building; and funding for the rest
These Minutes should be referred to in conjunction with the Minutes of the subsequent meeting of the Council, where they are presented; and for completeness to the next relevant meeting when the Minutes are adopted.

of the scheme which was subject to Cabinet approval and could not therefore be guaranteed.

On consideration of the application, the Strategic Spending Board

**Recommended**: that

**No funding be awarded to Surrey County Council in respect of the refurbishment of Weybridge library on this occasion.**

26/17 Artificial Playing Pitch at Cobham Rugby and Sports Association

The Strategic Spending Board welcomed Mr. H. Morris, Chair of Governors from Cobham Free School and Mr. D. Williams from Cobham Rugby Sports Association, to the meeting. Mr. Morris presented the application and provided Members with background information in respect of the development of a new Artificial Grass Pitch (AGP) on the site of an existing floodlit grass pitch at the Memorial Ground, Fairmile Lane, Cobham in order to provide sports facilities for the Cobham Free School to be located at Munro House.

Mr. Morris informed Members that the specifications for the AGP were the most up to date and had been approved for use by both the Rugby Football Union (RFU) and the Football Association (FA) and would offer 50 to 60 hours per week of use. Members noted that the application was seeking CIL funding solely for the construction of the AGP and associated works.

Mr. Morris informed Members that the specifications for the AGP were the most up to date and had been approved for use by both the Rugby Football Union (RFU) and the Football Association (FA) and would offer 50 to 60 hours per week of use. Members noted that the application was seeking CIL funding solely for the construction of the AGP and associated works.

The Chairman requested clarity on the project costs under the heading - additional items, and in particular the spectator viewing area. Mr. Morris explained that the specification of the AGP required a barrier to be established between the pitch and the spectators. Mr. Morris continued by explaining that the spectator viewing area would omit mud being transferred onto the pitch.

In respect of the installation costs of new access gates, the Chairman queried the necessity of replacing the existing gates. Mr. Morris explained that new access gates would provide a safe and secure environment for the facility.

Furthermore, the Chairman queried the planning costs. Mr. Morris replied that an amount was included in the project cost plan to budget for seeking planning consent.

The Chairman noted that some of the paragraphs in the supporting letters were identical. Mr. Morris explained that a standard letter had been drafted at the request of the supporters of the project in order to assist them on what to say.

The Chairman queried whether the pitch was a 3g or 4g pitch. Mr. Morris explained that the size of the pitch was no longer referred to as 3g or 4g, but was built to a standard specification according to Regulation 22, the standard relating to the use of artificial rugby turf.
A Member queried whether match funding or part funding had been sought from other sources. Mr. Morris replied that over £2 million had been invested in the club over the past decade and they had tried to seek third-party funding, however this had not been achievable.

On consideration of the application, the Strategic Spending Board

**Recommended:** that

£471,144.87 be awarded to Cobham Rugby and Sports Association in respect of the provision of an artificial grass pitch. Allocation of this funding be subject to a signed Community Use Agreement with Elmbridge Borough Council being in place and the balance of the project cost being obtained from third parties.

27/17 EBC - Additional Facilities at Waterside Drive Sports Hub

This application was not considered or determined by the Strategic Spending Board, however a further meeting of the Board would be arranged to consider this application in due course.

28/17 EBC - Replacement of Retractable Seating at Walton Playhouse

This application was not considered or determined by the Strategic Spending Board, however a further meeting of the Board would be arranged to consider this application in due course.

29/17 Additional Number Plate Recognition Camera Provision for Surrey Police

The Strategic Spending Board welcomed Sergeant G. Turner and Mr. A. Taylor, representatives from Surrey Police to the meeting. Mr. Taylor presented the application and provided Members with background information in respect of the provision of 6 additional cameras at key locations within the Borough.

Mr. Taylor informed Members that the Automatic Number Plate Recognition (ANPR) cameras increased the information and intelligence available to identify criminals; enabled the police to deploy resources to respond to criminals of interest in real time; and improved investigations after crimes had been committed.

Sergeant Turner explained that the additional cameras would provide a safe environment for residents and the cameras acted as an effective deterrent to organised crime as criminals avoided areas where these cameras were in place.

Members sought clarity on the amount of CIL funding that had been requested. Mr. Taylor explained that the total amount requested was £49,000 for the provision of 6 additional cameras.

On consideration of the application, the Strategic Spending Board
**Recommended:** that

£49,000 be allocated to Surrey Police in the 2018 financial year for the additional number plate recognition camera provision within the Borough.

### 30/17 Additional Fleet Vehicle for Surrey Police

Mr. A. Taylor presented the application and provided Members with background information in respect of a new Ford Transit Custom 340 L2 van which would be based at the Elmbridge neighbourhood policing station and would assist with the transportation of arrested persons in custody in Staines.

Members noted that the vehicle would be used by the Area Policing Teams; Safer Neighbourhood Teams; and other departments such as the Crime Investigation Departments. Sergeant Turner explained that the existing large fleet vehicles within the division were based at Staines Police Station and were currently shared with other divisions including Spelthorne and Runnymede. Members were informed that larger vehicles and custody transportation were increasingly being used within the borough of Elmbridge.

A Member queried the current transportation strategy. Sergeant Turner explained that currently the Area Policing Teams were required to drive from Staines to Elmbridge and back to Staines and therefore to increase efficiency and resilience, the transportation of arrested persons would be better placed if a van was locally available.

On consideration of the application, the Strategic Spending Board

**Recommended:** that

No funding be awarded to Surrey Police in respect of an additional fleet vehicle on this occasion.

### 31/17 Building Conversion Costs for Surrey Police

Mr. A. Taylor presented the application and provided Members with background information in respect of the proposed project towards the accommodation of the enlarged Elmbridge Area Policing Team (APT). Mr. Taylor informed Members that the Elmbridge APT had grown in size over the last year from 72 officers to 83 officers.

Members noted that Surrey Police were seeking to re-locate a section of the Elmbridge APT from Staines Police Station to Elmbridge to work alongside the Elmbridge Safer Neighbourhood Team.

On consideration of the application, the Strategic Spending Board
These Minutes should be referred to in conjunction with the Minutes of the subsequent meeting of the Council, where they are presented; and for completeness to the next relevant meeting when the Minutes are adopted.

**Recommended: that**

No funding be awarded to Surrey Police in respect of building conversion costs on this occasion.

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The meeting commenced at 10.00 am, adjourned at 1.00 pm reconvened at 1.10 pm and concluded at 2.18 pm

Mrs. S.R. Kapadia
Chairman

Democratic Services Officer
Mrs. P. Phillips
Committee and Member Services Officer

Other Officers in attendance
R. Lee
Mrs. K. Tagliarini
Ms. S. Parkes
Ms. J. Jenkins

Strategic Director
Head of Planning Services
Planning Policy and Strategy Manager
Infrastructure Delivery Coordinator

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