

Notice of Meeting



Scan here to access the public documents for this meeting

Overview and Scrutiny Management Commission

Tuesday, 29 November 2022 at 6.30pm
in Council Chamber Council Offices
Market Street Newbury

This meeting will be streamed live here: <https://www.westberks.gov.uk/osmclive>

You can view all streamed Council meetings here:
<https://www.westberks.gov.uk/councilmeetingslive>

Date of despatch of Agenda: Monday, 21 November 2022

For further information about this Agenda, or to inspect any background documents referred to in Part I reports, please contact Gordon Oliver / Vicky Phoenix on (01635) 519486
e-mail: gordon.oliver1@westberks.gov.uk

Further information and Minutes are also available on the Council's website at www.westberks.gov.uk



**Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 29
November 2022 (continued)**

- To:** Councillors Alan Law (Chairman), Adrian Abbs (Vice-Chairman), Jeff Brooks, James Cole, Tony Linden, Steve Masters, Biyi Oloko, Claire Rowles, Tony Vickers, Lynne Doherty, Ross Mackinnon, Alan Macro, Thomas Marino and Erik Pattenden
- Substitutes:** Councillors Dennis Benneyworth, Jeremy Cottam, Carlyne Culver, Lee Dillon, Gareth Hurley, Owen Jeffery, David Marsh and Andrew Williamson
- Other Officers & Members invited:** Councillors, Lynne Doherty, Ross Mackinnon, Alan Macro, Erik Pattenden, Tom Marino and Richard Somner
- Nigel Lynne, Joseph Homes, Eric Owens, Sarah Clarke , Jon Winstanley, Paula Goodwin and Richard Turner

Agenda

Part I	Page No.
1. Apologies for Absence To receive apologies for inability to attend the meeting (if any).	7 - 8
2. Minutes To approve as a correct record the Minutes of the meeting of the Commission held on 6 September 2022.	9 - 22
3. Actions from previous Minutes To receive an update on actions following the previous Commission meeting.	23 - 26
4. Declarations of Interest To remind Members of the need to record the existence and nature of any personal, disclosable pecuniary or other registrable interests in items on the agenda, in accordance with the Members' Code of Conduct .	27 - 28
5. Petitions Purpose: To consider any petitions requiring an Officer response.	29 - 30
6. Items Called-in following the Executive on 3 November 2022 To consider any items called-in by the requisite number of Members following the previous Executive meeting.	31 - 42

Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 29 November 2022 (continued)

- | | | |
|-----|--|-----------|
| 7. | Customer Journey Task Group - Interim Report
Purpose: To present the interim findings of the Task and Finish Group set up to review the customer journey for West Berkshire Council service users inside and outside of office hours. | 43 - 86 |
| 8. | Fees and Charges Task and Finish Group - Interim Report
Purpose: To present the interim findings of the Task and Finish Group set up to review the customer journey for West Berkshire Council service users inside and outside of office hours. | 87 - 146 |
| 9. | Appraisal Review
Purpose: To provide an update on the appraisal system for Council officers. | 147 - 180 |
| 10. | Revenue Financial Performance Report Quarter Two 2022/23
Purpose: To report on the in-year financial performance of the Council's revenue budgets. | To Follow |
| 11. | Capital Financial Performance Report Quarter Two 2022/23
Purpose: The financial performance report provided to Members on a quarterly basis reports on the under or over spends against the Council's approved capital budget. This report presents the Quarter Two financial position. | To Follow |
| 12. | West Berkshire Local Flood Risk Management Strategy (including North and East Thatcham Flood Alleviation Scheme)
Purpose: To provide an overview of the West Berkshire Local Flood Risk Management Strategy, outline the Council's duties and responsibilities under the Flood and Water Management Act, update OSMC on the flood alleviation and drainage works programme, and provide an overview of the North and east Thatcham Flood Alleviation Scheme. | 181 - 198 |
| 13. | Health Scrutiny Committee Update
Purpose: To receive an update from the Chairman of the Health Scrutiny Committee. | 199 - 200 |
| 14. | West Berkshire Council Forward Plan September to December 2022
Purpose: To advise the Commission of items to be considered by West Berkshire Council from 1 September to 31 December 2022 and decide whether to review any of the proposed items prior to the meeting indicated in the Plan. | 201 - 224 |
| 15. | Overview and Scrutiny Management Commission Work Programme
Purpose: To receive new items and agree and prioritise the work programme of the Commission. | 225 - 226 |

Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 29 November 2022 (continued)

16. Exclusion of Press and Public

RECOMMENDATION: That members of the press and public be excluded from the meeting during consideration of the following items as it is likely that there would be disclosure of exempt information of the description contained in the paragraphs of Schedule 12A of the Local Government Act 1972 specified in brackets in the heading of each item [Rule 8.10.4 of the Constitution](#) refers.

Part II

17. Items Called-in following the Executive on 3 November 2022

227 - 236

(Paragraph 3, information relating to financial/business affairs of a particular person)

Purpose: to discuss and make recommendation for the freehold disposal of York House.

Sarah Clarke
Service Director Strategy and Commissioning

If you require this information in a different format or translation, please contact Stephen Chard on telephone (01635) 519462.



Agenda Item 1.

OSMC – 29 November 2022

Item 1 – Apologies

Verbal Item

This page is intentionally left blank

DRAFT

Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION

MINUTES OF THE MEETING HELD ON TUESDAY, 6 SEPTEMBER 2022

Councillors Present: Alan Law (Chairman), Adrian Abbs (Vice-Chairman), James Cole, Tony Linden, Steve Masters, Biyi Oloko, Tony Vickers and Dennis Benneyworth (Substitute) (In place of Claire Rowles)

Also Present: Councillors Steve Ardagh-Walter, Jeff Beck, Dominic Boeck, Owen Jeffery, Ross Mackinnon and Geoff Mayes.

Members Present Remotely: Councillors Lynne Doherty, Alan Macro and Richard Somner

Officers Present: Nigel Lynn (Chief Executive), Susan Halliwell (Executive Director - Place), Joseph Holmes (Executive Director - Resources), Andy Sharp (Executive Director (People)), Eric Owens (Service Director - Development & Regulation), Jon Winstanley (Service Director (Environment)) and Pete Campbell (Head of Children and Family Services), Katharine Makant (Economy Manager), Tom Dunn (Principal Policy Officer) and Gordon Oliver (Principal Policy Officer)

Others Present: Richard Aylard (Thames Water) and Nikki Hines (Thames Water)

Apologies for inability to attend the meeting: Councillor Jeff Brooks and Councillor Claire Rowles

PART I

15. Minutes

The Minutes of the meeting held on 24 May 2022 were approved as a true and correct record and signed by the Chairman:

It was noted that Councillor Biyi Oloko had tried to give his apologies, but was out of the country and was unable to make contact.

16. Actions from previous Minutes

Members noted the updates on the actions from the previous Minutes. In addition, the following comments were made:

- Action 58 – Although West Berkshire Council had made initial approaches regarding recommencing the Kennet and Avon Canal Partnership and had allocated Members to it, so far there had been no interest from the other partners.
- Action 62 – It was noted that a report on appraisals would be brought to the November meeting.

17. Declarations of Interest

Councillors Tony Vickers and Biyi Oloko declared an interest in Agenda Item 6, but reported that, as their interest was a personal or an other registrable interest, but not a disclosable pecuniary interest, they determined to remain to take part in the debate and vote on the matter.

18. Petitions

There were no petitions to be received at the meeting.

19. Thames Water Activities

(Councillor Tony Vickers declared a personal interest in Agenda item 6 by virtue of the fact that he had been nominated as Chairman of Newbury Flood Action Group. As his interest was personal and not prejudicial he was permitted to take part in the debate).

(Councillor Biyi Oloko declared a personal interest in Agenda item 6 by virtue of the fact that he had previously worked for Thames Water. As his interest was personal and not prejudicial he was permitted to take part in the debate).

The Commission considered a presentation from Thames Water on their future investment plans for West Berkshire (Agenda Item 6). The presentation addressed issues raised by Members that had been sent to Thames Water in advance of the meeting. The presentation covered the following topics:

- Improving River Health
- Overflows
- Sewage treatment works
- Investment
- 'Go to Green'
- Groundwater Impacted System Management Plans (GISMP)
- Clean water
- Planning
- River Pang Chalk Stream Project
- Plan for Reducing Harm to Water Quality in the River Thames Catchment
- Leakage

Councillor Steve Ardagh-Walter was invited to address the meeting as Portfolio Holder for the Environment and Transformation. He highlighted that climate change resilience was a key plank of the Council's Environment Strategy. Concern was expressed that Thames Water lacked focus on sustained improvements for flood risk management. Thatcham had been badly affected by flooding in 2007, with other areas affected more recently. Thames Water had previously supported the Thatcham Flood Water Management Plan, but had not signed up to the most recent proposal. They were asked how they would help Thatcham and other local communities in future. Thames Water confirmed that known problem areas were being tackled. They offered to arrange a meeting to discuss the Thatcham scheme. It was stressed that investment had to be prioritised in terms of need and the ranking process was overseen by the Consumer Council for Water. Thames Water was also increasing spend on sustainable drainage which had a role in managing flood water, and they were keen to work with local authorities and others on such schemes. If the Council had specific issues then they would explain what they were doing to address these or explain why they could not help.

Action: Thames Water to contact Councillor Steve Ardagh-Walter to arrange a meeting regarding flood protection works in Thatcham.

Members asked why investment in capacity had lagged behind need and why things had come to a head now. It was noted that investment in the network took place to support

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

new development and to support predicted increases in population. Thames Water always sought to have spare capacity at sewage treatment works. Occasionally development came forward more quickly than expected, or calculations were proved wrong, but often the problem was with surface water, particularly where a development was poorly designed or constructed with cross-connections between surface and foul sewers. If surface water could be kept out of foul sewers, then Thames Water could cope.

Members asked if the oversight process was fit for purpose. It was explained that approvals were often contracted out to third parties who did not check whether schemes had been built in accordance with agreed plans.

Thames Water was asked if they were lobbying central government on this issue. They suggested that the secondary legislation required to remove the automatic right of developers to connect to the network had not been enacted due to lobbying from housebuilders. The water industry was working with local authorities and MPs to lobby Defra on this issue. Challenges were greatest in areas with high groundwater levels and work was ongoing to find where surface water was going to foul sewers, but this was particularly challenging.

Members highlighted an issue with the sewer to the west of Theale, which was being extended to Aldermaston, and the local pumping station had been severely overloaded on occasion. Outline planning permission had been granted for a major development of circa 430 homes and Thames Water was asked about their planned investment. Thames Water confirmed that their Modelling and Operations Teams were working together to investigate the network and understand what improvements were needed to ensure that the network would be able to cope with the additional flows. The Systems Modelling Group had also done a study to consider growth across the whole of Theale.

Other developments at North Newbury and Compton had also been highlighted as concerns by Members. It was confirmed that in North Newbury, work to accept the sites was ongoing, and Thames Water was working with both developers to understand build and occupation rates so they could complete their works in time. An earlier blockage was thought to be a one-off event. There were no concerns upstream of Dene Way pumping station and efforts were focused on the downstream network. The pumping station would be upgraded in the medium to long-term. In the short-term, the downstream network would be kept free of debris and silt. For Compton, Thames Water expressed concern that a family had been restricted in their toilet use for 120 hours, and asked for further details. Improvements had been carried out in the village including 380m of leak-tight lining, sealed manholes, and patch repairs to a sewer. Thames Water was also looking at plans for redevelopment of the former animal research centre and it was agreed that the homes should not be occupied until existing issues had been addressed.

Action: Thames Water to liaise with Councillor Carlyne Culver regarding the affected household in Compton.

A question was asked about independent verification of discharge monitoring. It was confirmed that monitored discharges were reported to the Environment Agency (EA) annually. The EA could check the records and equipment at any time. Where there were local concerns about monitors not reading correctly, webcams could be installed. This had been done at Mortimer and an offer was made to do the same at Kintbury if necessary.

Members expressed concerns about the time taken to repair some leaks and highlighted long-standing issues at Kintbury and Enborne. Thames Water indicated that repair times were decreasing and targets had been achieved for the last three years. However, it

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

could be challenging to find the source of leaks, particularly where they were not visible on the surface. In some cases, issues were found to relate to natural springs.

Action: Thames Water to liaise with Councillor James Cole regarding installation of a webcam at Kintbury, as well as figures for repair times and long-standing leaks at Kintbury and Enborne.

Members indicated that effluent was held and treated at the sewage treatment works in Thatcham before being discharged as potable water to the River Kennet. However, there had been an incident where a poisonous chemical had been put into a drain and this had subsequently been discharged into the river. Thames Water stated that treated effluent was not potable. It was recognised that unscrupulous individuals sometimes discharged illegal substances into manholes, which could kill the bugs that carried out biological treatment.

A further question was asked about whether there was sufficient storage capacity at Thatcham to avoid discharge of untreated effluent into the river. It was confirmed that where contamination was detected, effluent could be diverted to storm tanks, which would give up to 12 hours of protection. However, sewage was not routinely sampled. Members encouraged Thames Water to consider additional storm water storage facilities at Thatcham.

A question was asked about the use of technology and how Thames Water would reduce its energy consumption and decarbonise their operations (e.g. through hydrothermal processes). Thames Water explained that they used natural processes to treat sewage. The carbon impacts were associated with processing the sludge, which was taken to a treatment centre where it was subjected to thermal hydrolysis followed by anaerobic digestion and dewatering. This produced a high quality 'cake' product for use in farming. Thermal destruction was being considered due to issues with micro-plastics, anti-microbial resistance and pesticide residues. However, the costs would be huge. Currently, floating and land-based solar power and wind turbines on Thames Water's estate were supplying 25% of their power needs. Some sites were self-sufficient or net exporters to the grid.

Concern was reiterated about the Thatcham Flood Alleviation Scheme, which had been dropped by Thames Water after 14 years of partnership working.

An issue was raised in relation to streetworks - the process seemed uncoordinated and prone to delays and performance concerns. Members asked that these concerns be recognised and given a high level of focus. Thames Water acknowledged that streetworks were problematic everywhere. An offer was made to broker discussions between the Council and Thames Water's Streetworks Team and to look at individual concerns. It was noted that they sought to minimise disruption and to comply with regulations. Reassurance was provided that poor performance was not related to profits or cost-cutting – shareholder dividends had not been paid for five years.

Action: Thames Water to arrange a meeting between Councillor Richard Somner and the Streetworks Team.

Members expressed concern about the proposed Sandleford development, which would have significant implications for the Newbury network. It was noted that incentives for water efficiency measures could be worth £3.6 million to the developer. Thames Water was asked how reduced water supply rates for new developments could be incorporated into Local Plan policies. Also, Members asked if additional land would be required within the London Road Industrial Estate and about upgrades through to Thatcham sewage works. Thames Water offered to provide details of the Local Plan expert within the organisation. Thames Water confirmed that they wanted to reduce consumption, since

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

that minimised the need for additional investment. It was noted that the revenue correction mechanism meant that Thames Water was penalised for additional water sold. It was suggested that major new developments could have dual potable and grey water systems, which would reduce demand for fresh water and reduce waste water. New developments should also have good surface water drainage / sustainable drainage. These issues needed to be resolved at the planning stage.

Action: Thames Water to provide contact details for their Local Plan expert.

Members noted that surface water was overloading the Mortimer Sewage Works and asked where this entered the system. Thames Water indicated that water was infiltrating sewers in wet weather when the ground was saturated, but they did not know where. There had been 34 discharges at Mortimer between January and March, but none since then. The monitor was being checked using a webcam. If the figures were confirmed, then it would go on the list of 'high spillers' and measures would be identified to address this.

An issue was highlighted with a development in Tilehurst South and Holybrook where residents were paying two fees because Thames Water had not adopted a pump. Thames Water requested further details.

Action: Councillor Biyi Oloko to provide details of the affected development.

A question was asked as to whether the £1.25 billion that Thames Water had committed to spend would be enough to prevent further discharges of sewage into watercourses. It was confirmed that the commitment was to achieve a 50% reduction in the duration of discharges by 2030, and an 80% reduction in sensitive catchments. However, the network had been designed to overflow to the environment when capacity was exceeded and it would take much more than £1.25 billion to address this.

Members asked for further information about sewage works that were operating close to capacity. Thames Water indicated that the issue was related to the quality of the effluent, which had to meet strict standards. Efforts were focused on improving the quality of the treatment in order to build more headroom. The more sewage put through the works, the less treatment it received.

Members queried a gap in the monitoring of discharges at Stratfield Mortimer. Also, a question was asked about a suspected pollution incident at Reading and the categorisation system. It was explained that a pollution incident was an acute problem when something went wrong – these were categorised from 1 (complete disaster) to 4 (no impact). All pollution incidents were investigated and categorised. These were different to discharges, which was how treatment works were designed to operate. Discharges would only be categorised as a pollution incident if fish were killed or if there was some other environmental impact. Thames Water offered to look into individual incidents if required.

Thames Water was asked about a recent incident affecting Northbrook Stream adjacent to the A4. This had been reported by local residents who had not received a satisfactory response. It was explained that pollution reports were fast-tracked through the customer centre and someone dispatched to investigate within two hours 24/7. Thames Water urged people to report pollution incidents immediately.

Action: Thames Water to liaise with Councillor Steve Masters regarding the Northbrook Stream pollution incident.

Members asked to see a copy of Thames Water's Carbon Net Zero Plan.

Action: Thames Water to send a copy of their Carbon Net Zero Plan to Councillor Adrian Abbs.

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

Thames Water was asked about how they supported a river to recover after a pollution incident. They confirmed that Thames Water was prosecuted after each major incident. This could take 5-6 years, and any fines would go to the Treasury. Now, Thames Water undertook voluntary reparation - they would meet affected parties to discuss their financial losses and what could be done to put things right (e.g. compensating for lost income, renting fishing rights on alternative waters, etc). Fish could be restocked once water quality recovered, but fresh water, sunshine and fresh air helped invertebrates to recover. It was noted that Thames Water had very few incidents that resulted in major fish kills.

Officer provided further detail regarding the outstanding element of the Thatcham Flood Alleviation Scheme. The scheme was cited as an exemplar of flood alleviation, which included sustainable drainage to hold water back and relieved pressure on the Thames Water sewer. The Council had worked closely with Thames Water to ensure that it met their criteria. Although the funds sought were relatively modest, when match-funding was considered, this resulted in a major shortfall. The Council was disappointed that Thames Water had withdrawn their support and asked if the scheme could be reviewed. Thames Water undertook to find out why it had been rejected and to reopen discussions.

Action: Thames Water to review the Thatcham Flood Alleviation Scheme in discussion with Jon Winstanley (Service Director – Environment).

The Chairman thanked Thames Water for their attendance, and noted that a number of actions had arisen from the discussion, and that there were also things that the Council could do to support Thames Water particularly in relation to the Local Plan and new development.

Action: West Berkshire Council to add its weight to lobby central Government to enact the relevant legislation to remove the automatic right of developers to connect to the sewerage network.

Action: West Berkshire Council to ensure that Thames Water's comments were fully considered in the new Local plan, particularly regarding the need for large new developments to have dual potable and grey water systems.

20. Corporate Parenting

The Commission considered a report (Agenda Item 7) concerning Corporate Parenting. It was noted that originally, OSMC had been asked to look at the Fostering and Adoption service, but that service was being reviewed by the Audit Team, so the decision had been taken to review the Corporate Parenting Panel and how Corporate Parenting could be made more effective instead.

Pete Campbell (Head of Children and Family Services) introduced the report. Key points from the presentation were as follows:

- Corporate Parenting covered all children who were not able to live with their immediate birth family and were in the Council's care up to 18 years old.
- There were about 175 children in the Council's care, with a similar number of 'care leavers'.
- A recent Ofsted inspection had included an assessment of Corporate Parenting – the Council had been praised for its ambition for children in its care.
- Given the recent Ofsted inspection, there was no point in OSMC checking to see if the Council's Corporate Parenting function had a 'clean bill of health'. Instead the report focused on the general Corporate Parenting duty on Members and Officers.

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

- Members had received Corporate Parenting training in 2019, with some refresher training since then, but Members did not receive regular updates on Corporate Parenting as a matter of course.
- Members of the Corporate Parenting Panel were well-informed, but there was an opportunity to communicate achievements of and ambitions for children in care more widely.
- A review had been undertaken of what other local authorities were doing. While some activities carried out by larger local authorities would not be practical in West Berkshire, some ideas could be implemented here.
- The Council was keen for children to provide feedback on services via social media or face-to-face.
- The report's recommendations took account of planned changes to Ofsted reviews, which would include care leavers in future, and also the findings of the MacAlister Review of Children's Social Care to which the Government was expected to respond before Christmas.
- It was noted that many Members already took an interest in Corporate Parenting, but the report's sought to improve communications and better celebrate achievements.

Councillor Dominic Boeck was invited to comment as Portfolio Holder for Children, Young People and Education. He articulated his ambition to do an even better job of Corporate Parenting and for Members to be more aware of their responsibilities and to be more involved outside of the Panel.

Members noted recommendations to produce an annual report on Corporate Parenting to Full Council, and to improve information on the Council's website, and asked what was stopping this from happening. It was explained that the Council had previously organised an annual celebration event. This had lapsed during Covid, but would be re-introduced for October 2022. It was then planned to have an annual report 6 months later. This would be made as accessible as possible to a wider audience.

It was noted that the Scottish Government had moved to a system of Community Parenting. Members supported the idea and asked how it could be implemented here. Officers felt that this could be encouraged and enabled locally, and partners such as the police, schools and Berkshire Youth were very supportive. Officers suggested that similar legislation may be introduced in England in due course.

Members commented on previous memorable experiences of talking to looked after children about their experiences of the Council and agreed that there was a need to engage Members more. It was noted that other Members did not get minutes of Corporate Parenting Panel and they felt excluded as a result.

It was noted that there would be a number of new Members at the next election due to existing Members retiring and they would require a good briefing. A comparison was made with the Chief Constable's annual report, which was provided before the annual meeting of Council and was considered to be useful.

Members praised the briefings that had been provided previously by Children's Services. Members also noted that Pete Campbell would be leaving the Council and took the opportunity to thank him for his efforts.

Members agreed with the report's assertion that Corporate Parenting had a low profile within the Council and stressed that this needed to change. Officers highlighted that the Panel had been focused on scrutiny, which had been appropriate when Ofsted had concerns about the Council's performance, but this had missed the opportunity for celebration and promotion.

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

It was noted that other local authorities had a Corporate Parenting Board that met in public and asked if there was any downside to doing this. Officers expressed concern that there was a risk of being able to identify individual children in a small local authority such as West Berkshire.

The report proposed a policy of having no housing evictions for care leavers. Members suggested that this may be a step too far. Officers explained that this had been introduced in Derby and the MacAlister review had picked it up as something for other councils to consider.

Members asked if there was care leaver representation on the Panel. Officers confirmed care leavers were represented and they became 'care champions'. The Government Advisor was expected to provide appropriate recommendations for engaging with care leavers.

Councillor Boeck concluded the item by stressing that Corporate Parenting should be about more than an annual report and made the appeal for Members to be involved all year round.

21. **2022/23 Revenue Financial Performance Report Quarter One**

The Commission considered a report (Agenda Item 10) concerning the Revenue Report for Quarter One 2022/23..

Joseph Holmes (Executive Director - Resources) introduced the report. Key points from the presentation were as follows:

- The Council was forecasting an overspend of £2.1 million after mitigations.
- There would be further impacts associated with inflation and the staff pay award.
- Within the People directorate, there was increased demand from both Adult and Children Social Care. Adult social care had gone up by 5-6%
- There were residual income pressures from Covid, particularly in relation to car parking and the leisure contract.
- The underlying position of savings was positive.
- Some mitigations were proposed, which would be reviewed at the end of Quarter 2.

Members asked about the likely future direction of the overspend and whether central government would provide additional support. Officers noted that in previous years, demand for adult social care places decreased in months five and six, but the last two years had been affected by Covid. There had been no announcement to date regarding additional central government funding. It was noted that other local authorities had similar overspends for Q1. Additional grants had been claimed for initiatives such as Homes for Ukraine, which would be recorded in the Q2 report.

Clarification was sought as to the meaning of the term "managing demand to the model". It was explained that this was about trying to keep clients out of care for as long as possible by offering advice and guidance or other support not delivered by the local authority. Clients were supported through lower level services for as long as possible, e.g. through reablement support.

Members queried why despite lower occupancy in our own care homes, clients were being placed in externally commissioned beds, which cost more. It was confirmed that some homes were unable to cope with the complexity of the individual's care needs, or there could be issues that meant it was not suitable for an individual to go to a particular care home (e.g. placement restrictions for certain types of care).

Members asked why the forecast increase was 20 clients in 2022, but the model only showed 10 in 2023. It was explained that this was down to the way in which the model

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

was calculated, which was based on trend analysis in previous years as well as local intelligence about clients. In previous periods, there had been government support for hospital discharge and these clients would subsequently be picked up by the Council.

Members noted that there were limited reserves and asked about the impacts of inflation, rising energy costs, rising interest rates and the pay award. Officers stated that the minimum levels of reserves was £7 million and the current level was £8.9 million. If the predicted outturn was achieved, then it would push the reserves below its minimum level. In relation to bank rates, it was noted that there would be an underspend due the Council not borrowing for the current year's capital programme. With respect to energy inflation, spend was forecast to increase from £0.75 million to £1.7 million. Some funding had been set aside for this, but energy prices had continued to rise. Similarly some funding had been set aside for adult social care inflation. Another area of inflation was around the waste contract, which had been provided for in the budget. Inflation would have a much larger impact in 2023/24.

Members asked about the underlying assumptions used to calculate the revised forecast. It was explained that some inflation would not be present in the Q1 report because inflation was not so high at that time, so there would be additional inflationary pressure in Q2. The current forecast included the best guess as to any additional inflationary impacts.

Members suggested that inflation could rise as high as 18-20% and asked if forecasts could be changed to reflect these rates. It was confirmed that more of this would be included in the Q2 report. Officers indicated that more paragraphs could be added on inflation. It was noted that Timelord 2 had reduced the Council's office needs and would help to offset some energy inflation impacts. However, Members pointed out that staff may want to return to the office rather than pay to heat their homes.

Members asked how figures on pages 7-9 related to each other and indicated that the report was not user-friendly. Specific queries were made in relation to the Planning Service, where a saving of £100,000 was forecast despite the service struggling to recruit staff and being reliant upon agency support. It was explained that the plan was not to make savings but to reduce agency costs in line with the budget. Members expressed concern that workload would increase and applications would be processed more slowly, which would have wider implications for the economy. Officers confirmed that there the efficiency of the Planning Service would be improved and processes would be sped up to support economic growth. Also, greater levels of income would be generated from Planning services.

Members asked for more quantifiable details of agency spend across departments with comparison against budget to be included in future finance reports.

Action: Future finance reports to include details of agency spend across departments with comparisons against budgets.

Members highlighted a reference to overspend in Adult Social Care due to agency cover in the report, and asked how much this was. Officers noted that there was further information in the table below. It was confirmed that agency costs had increased and this was being considered by Personnel Committee. Also, a Recruitment and Agency Panel had been set up, which would consider all new recruitment and agency staff requests. Members noted that increased costs were incurred by asking agencies to recruit staff rather than doing it in-house – this had been raised at Personnel Committee.

In relation to annualised client number for long-term Adult Social Care services, it was noted that the number had increased by 70 between 2020/21 and 2021/22, with a further increase of 113 into 2022/23. Clarification was sought as to the reason for the increases.

It was explained that there was a gap around close-down when figures weren't monitored and reported. However, they were profiled into the base budget. Also, during Covid, a number of clients had been funded through different funding streams, who then became clients of the Council when funding structures had changed.

Councillor Ross Mackinnon was invited to comment as Portfolio Holder for Finance and Economic Development. He reiterated the point that the pressures were not as a result of failure to achieve savings, or poor forecasting, but they were due to factors outwith the Council's control. He noted that the Adult Social Care model had been reviewed by an expert from the Local Government Association who had provided positive feedback.

22. Capital Financial Performance Report Quarter One 2022/23

The Commission considered a report (Agenda Item 11) concerning the Capital Report for Quarter One 2022/23..

Joseph Holmes (Executive Director – Resources) introduced the report. Key points from the presentation were as follows:

- The forecast was for a small capital underspend.
- There would be some reprofiling of spend in future financial years.
- Officers expected to deliver most of the capital programme, but there were some issues with rising costs – and there would be long-term cost pressures due to significant inflationary rises across a range of construction materials.
- It was expected that there would be increased volatility in the capital programme showing by Q3 and Q4.
- Cost increases were expected to show up more in the long-term programme for the next 5 to 10 years, which was due to go to Full Council in March 2023.

Members asked if capital projects would be delayed as a result of inflation and increased borrowing costs. Officers indicated that the Capital Strategy was continually reviewed to see how best to balance out the costs of capital financing and inflation. It was considered likely that there would be reprofiling shown in the report to Full Council in March 2023, which would take account of the Council's supply chain and inflationary pressures. While the previous strategy had been to borrow over the longer term, it was expected that the Council may undertake shorter-term borrowing as it started to pay off greater levels of debt over the next 5-10 years. This created opportunities to make savings on the revenue budgets, since shorter-term borrowing was a bit cheaper. It was noted that much depended on macro-economic factors, including borrowing rates and other investors, such as the UK Infrastructure Bank.

Members expressed concern that current contracts may be reduced in scope due to the impacts of construction inflation. While it was accepted that this would deliver capital savings, it would have implications for future revenue budgets. For example, reduced specification on road surfacing would mean that the repairs would not last so long. Members asked about the scope for moving revenue savings from future years into renegotiating capital costs for the current year. Officers confirmed that they were always looking for opportunities to generate revenue savings through the capital programme. There were examples of such schemes in the report related to Adult Social Care and care homes. It was explained that many of the schemes in the current capital programme had already been procured, which was why there was not an immediate inflationary pressure in many cases. However, there would be greater impacts on future schemes, which would either require additional borrowing, grant funding or changes to project scopes.

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

Members noted that around £3 million was due to be spent on renewable energy provision. However, the Revenue Report had indicated that income from solar had been disappointing. It was confirmed that over the shorter-term there had been less income from solar projects, since fewer projects had been delivered than expected. A budget adjustment would be made for 20223/24 to allow the Council to catch up and deliver more schemes, which would generate more income.

Councillor Ross Mackinnon was invited to comment as Portfolio Holder for Finance and Economic Development. He confirmed that 'invest to save' schemes and schemes that generated income would not be priorities for reprofiling.

23. Economic Development Strategy - Operational Review

The Commission considered a report (Agenda Item 8) concerning the Operational Review of the Economic Development Strategy .

Katharine Makant (Economy Manager) introduced the report. Key points from the presentation were as follows:

- The review was based on the refreshed version of the Strategy, which was approved in June 2021, in response to Covid related challenges.
- The Economic Development Team had administered significant amounts of grant funding.
- The team had set up the Business West Berkshire website, which was the first of a number of initiatives designed to encourage business investment in West Berkshire as part of an Investment Strategy.
- The Newbury Town Centre Vision and Master Plan had been progressed and a scheme was being developed for Newbury Wharf.
- A lot of work had been done to support employment, working in partnership with the Department for Work and Pensions through Kickstart, and with the Skills and Enterprise Partnership to sponsor a STEM Zone in their careers fair.
- The team was looking to work more closely with rural businesses and was planning a conference in November.
- Relationships had been built both within the Council and with external partners such as the Chambers of Commerce to engage with local businesses.

Members noted that the Business West Berkshire website did not include links with LinkedIn or the main West Berkshire Council website. Officers undertook to review this.

Action: Katharine Makant to look at how the website could be better linked to LinkedIn and the Council's website.

It was noted that footfall in Hungerford had remained fairly static, but had fallen significantly in Newbury and Thatcham. Members questioned whether expenditure had been effective in supporting the High Streets. It was noted that a new provider of footfall information had been commissioned, which utilised mobile phone signal data. Discussions were being held with the provider, since officers were surprised by the data and the figures did not match those from the Newbury BID. Also, Newbury Town Centre had been highlighted as one of the top performing town centres towards the end of last year. Members felt that figures should not be published until they could be confirmed, since they appeared to show that revenue spend had been ineffective. Officers explained that funding had come from the Welcome Back Fund from Central Government and schemes had been put forward by Newbury Bid and Thatcham Town Council. Also, projects were directly funded that had been put forward by Hungerford Town Council. Members pointed out that this was still taxpayers money. Members also noted that car

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

park revenues were still down, which suggested that there were fewer visitors to the town centres.

Members asked if they could attend the Rural Business Forum. It was confirmed that Members would be invited once the date had been agreed.

Members queried how the affordable housing completion figure could be negative. It was suggested that this may be as a result of the Council getting rid of some of its own rented accommodation.

Action: Katharine Makant to query the affordable housing completions figure with Planning.

It was highlighted that OSMC had previously requested a key performance indicator for the Council to visit the senior management of the top-10 employers at least once a year, but this did not appear in the report. Members stressed the importance of retaining existing businesses as well as attracting new ones. Officers provided reassurance that they were engaging with these businesses on a number of levels from chief executive downwards. These included AWE and Vodafone, and a number of supermarkets.

Action: Katharine Makant to investigate the KPI for engagement with the top 10 employers in the district.

Councillor Ross Mackinnon was invited to comment as Portfolio Holder for Finance and Economic Development. He reiterated that Members would be welcome at the Rural Business Conference.

24. Task and Finish Group Updates

The Commission received updates from the Chairmen of the Task and finish Groups (Agenda Item 12).

Councillor James Cole presented an update on the work of the Customer Journey Task and Finish Group. He confirmed that the Task Group had gone a long way into what was a very wide subject. He noted that the Task Group's report was due to be presented to the November meeting of OSMC, but he sought a further extension to defer the report to the meeting on 7 March 2023.

It was suggested that the Task Group may be able to present some preliminary findings to the next meeting.

Action: Gordon Oliver to arrange a meeting with Councillor Cole and the OSMC Chairman and Vice Chairman to discuss the reasons for the proposed extension.

Councillor Tony Linden presented an update on the work of the Fees and Charges Task and Finish Group. A pre-meeting had been held with officers where it had been suggested that it would be very challenging to complete the review in time for the November OSMC meeting given that the Task Group had started later than planned. The first meeting of the Task and Finish Group had been arranged for 15 September. Staff resources were identified as a potential concern going forward.

25. Health Scrutiny Committee Update

The Commission received update on the work of the Health Scrutiny Committee (Agenda Item 13) from Councillor Dennis Benneyworth on behalf of Councillor Claire Rowles.

The last meeting of the Health Scrutiny Committee took place on 14 June 2022. Representatives from Elysium Healthcare provided an update regarding Thornford Park Hospital and their plans for future investment in response to the Care Quality Commission report. Representatives from Royal Berkshire Foundation Trust also

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

provided an update on current performance regarding waiting times and referrals for cancer treatment and the mitigating measures introduced.

The next meeting was planned for 20 September, with South Central Ambulance Service and WestCall out of hours services on the agenda. Standing agenda items included updates from the Integrated Care Board and Healthwatch.

The Committee was also in the process of setting up a Task and Finish Group to look at provision of healthcare serving new development in the district.

Councillors Claire Rowles and Tony Linden had attended an informal meeting of the Joint Health Overview and Scrutiny Committee (JHOSC) for Buckinghamshire, Oxfordshire and Berkshire West. The meeting had been very helpful as an opportunity to share forthcoming health scrutiny items and to learn how other councils approached committee meetings and best practice. A discussion had taken place about the experiences of working with Integrated Care System colleagues and shared information about the creation of the Integrated Care Board, Integrated Care Partnership and Place Based Partnerships. There was also a discussion about potential areas of work for the JHOSC. A further meeting was planned for the autumn.

It was also noted that a site visit was planned to the Royal Berkshire Hospital in response to the planned redevelopment proposal.

26. **West Berkshire Council Forward Plan**

The Commission considered the West Berkshire Forward Plan (Agenda Item 14) for the period covering the period to March 2023.

Members noted that there were limited opportunities for scrutiny ahead of items going to Executive. The Chairman had met with the Chief Executive and Leader of the Council to highlight the need to the Forward Plan to have a longer timeline. This had been agreed in principle, but it would probably not be implemented until the next fiscal year.

The Chairman suggested that OSMC should consider the North and East Thatcham Flood Alleviation Scheme, which was due to go to Executive in February. He proposed to defer the Flood Risk Management Strategy Item to be considered alongside the Flood Alleviation Scheme report. This was agreed.

27. **West Berkshire Local Flood Risk Management Strategy**

It was agreed that the item on the West Berkshire Local Flood Risk Management Strategy (Agenda Item 9) be deferred to the next meeting and be considered alongside a report on the North and East Thatcham Flood Alleviation Scheme.

28. **Overview and Scrutiny Management Commission Work Programme**

The Commission considered its work programme for the remainder of the 2022/23 municipal year. The following amendments were agreed for the meeting on 29 November 2022

- An additional report on North and East Thatcham Flood Alleviation Scheme
- A possible Interim Report on the Customer Journey Task Group
- The Appraisal System Review report to be brought forward from 2023/24.

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 6 SEPTEMBER 2022 - MINUTES

(The meeting commenced at 6.31 pm and closed at 9.25 pm)

CHAIRMAN

Date of Signature

Actions arising from previous OSMC Meetings

OSMC is requested to consider the following list of actions and note the updates provided.

Ref No:	Date	Item/Action	Member/Officer	Comments/Update
55	25/01/2022	<p align="center">Operational Review of the Communications and Engagement Strategy</p> <p>Discuss the possibility of British Sign Language interpretation for public meetings with the Executive Portfolio Holder</p>	Stephen Chard / Gordon Oliver	<p>Complete - An officer working group was set up to look at this issue in more detail. The Association of Sign Language Interpreters has provided advice on what would be required to provide real-time interpretation. Inquiries have been made as to what other local authorities are doing, and investigations undertaken as to likely costs. Local advocacy groups will be consulted to better understand user needs.</p> <p>While the BSL Act 2022 recognises BSL as an official language, it does not impose additional obligations to provide BSL interpretation above that required by existing legislation, e.g. the Equalities Act 2010. However, it does require Central Government to produce 'guidance' on the promotion and facilitation of BSL and for Government departments to report back on their use of BSL by 30 April 2023. The matter will be reviewed again once this guidance has been published.</p>
67	06/09/2022	<p align="center">Thames Water Activities:</p> <p>Contact Councillor Steve Ardagh-Walter and Jon Winstanley to arrange a meeting regarding the Thatcham Flood Alleviation Scheme</p>	Richard Aylard / Nikki Hines	In Progress - Thames Water has re-affirmed that they will not be contributing to the Thatcham Memorial Fields Flood Alleviation Scheme. A meeting will be arranged to discuss other ongoing projects.
68	06/09/2022	<p align="center">Thames Water Activities:</p> <p>Contact Councillor Carolyn Culver regarding the affected household in Compton</p>	Richard Aylard / Nikki Hines	Completed (31/10/2022) - Thames Water have been in contact with Cllr Culver and are investigating the issue.
69	06/09/2022	<p align="center">Thames Water Activities:</p> <p>Contact Councillor James Cole regarding installation of a webcam at Kintbury, as well as figures for repair times and long-standing leaks at Kintbury and Enbourne</p>	Richard Aylard / Nikki Hines	Complete (30/09/2022) - Thames Water contacted Cllr James Cole and confirmed that there were no known issues at Kintbury STW from their viewpoint. Cllr Cole confirmed, residents' concerns were of a general nature and not specific. Leaks have been fixed – feedback regarding traffic management (general note) has been fed back to relevant department within Thames Water.
70	06/09/2022	<p align="center">Thames Water Activities:</p> <p>Arrange a meeting between Councillor Richard Somner and the Streetworks Team</p>	Richard Aylard / Nikki Hines	In progress - A meeting has been offered, involving Cllr Somner and Thames Water's Streetworks Manager and Head of Regional Networks.
71	06/09/2022	<p align="center">Thames Water Activities:</p> <p>Provide Councillor Tony Vickers with contact details for Thames Water's Local Plan expert</p>	Richard Aylard / Nikki Hines	Complete (2022-11-17) - Details provided
72	06/09/2022	<p align="center">Thames Water Activities:</p> <p>Contact Councillor Biyi Oloko regarding the development where Thames Water has not adopted the pump</p>	Richard Aylard / Nikki Hines	Completed (26/09/2022) - Written response provided by Thames Water.

Actions arising from previous OSMC Meetings

OSMC is requested to consider the following list of actions and note the updates provided.

Ref No:	Date	Item/Action	Member/Officer	Comments/Update
73	06/09/2022	Thames Water Activities: Contact Councillor Steve Masters regarding the Northbrook Stream pollution incident.	Richard Aylard / Nikki Hines	Completed (16/11/2022) - Thames Water contacted Cllr Masters asking for details of the pollution incident in Northbrook stream and when it was reported. Details were sought from residents who had highlighted the issue, but no additional information was provided.
74	06/09/2022	Thames Water Activities: Send a copy of Thames Water's Carbon Net Zero Plan to Councillor Adrian Abbs.	Richard Aylard / Nikki Hines	Completed (30/09/2022) - Relevant documents have been sent to Cllr Abbs.
75	06/09/2022	Thames Water Activities: West Berkshire Council to add its weight to lobby central government to enact the relevant legislation to remove the automatic right of developers to connect to the sewerage network.	Councillor Richard Somner / Eric Owens	
76	06/09/2022	Thames Water Activities: West Berkshire Council to ensure that Thames Water's comments were fully consider in the new Local plan, particularly regarding the need for large new developments to have dual potable and grey water systems.	Councillor Richard Somner / Eric Owens	Completed (28/09/2022) - Thames Water are a statutory consultee to the local plan review and the council has to demonstrate how there comments to the Regulation 18 consultation have been reviewed. Subsequently, the draft LPR contains policies for Climate Change (SP5) and Building Sustainable Homes (DM3) which would be applicable with regards the issue of potable/ greywater. However, these policies have to go through an independent examination and while the amount of water used in new build can be limited (120 ltrs per person per day) the authority cannot be as prescriptive as to insist on potable and grey water systems that would be up to the developer and or building regulations
77	06/09/2022	Economic Development Strategy - Operational Review Look at how the website could be better linked to LinkedIn and the Council's website.	Katharine Makant	Completed (21/11/2022) - The Business West Berkshire website now has links to WBC social media at the top of the homepage and links back to the Council website throughout – where further information is available there.
78	06/09/2022	Economic Development Strategy - Operational Review Check the affordable housing completions figure with officers in Planning.	Katharine Makant	Completed (21/11/2022) - The NET affordable housing completions figure was drawn directly from the Annual Monitoring Review (2022) page 29, produced by Planning. The reason for the 3 years which saw a drop in the net completions of affordable housing is because demolitions had to take place prior to development. NET completions is the most accurate way to present the affordable housing availability in the district.

Actions arising from previous OSMC Meetings

OSMC is requested to consider the following list of actions and note the updates provided.

Ref No:	Date	Item/Action	Member/Officer	Comments/Update
79	06/09/2022	<p align="center">Economic Development Strategy - Operational Review</p> <p align="center">Investigate the KPI for engagement with the top 10 employers in the district.</p>	Katharine Makant	<p>In Progress - We have engaged with large companies in the areas including AWE, Englefield Estate and Newbury Racecourse to discuss topics around employment and development to see if there are projects that we could align on and better ways of working. Simultaneously, we have engaged with large employment parks including Greenham Business Park and Arlington Business Park. Work is underway to develop a business database to guide and assist our engagement, which may inform a KPI for 2023/24. We can identify certain employers which will be in the 'top 10' – but to create an accurate list we would need to know their total numbers of employees at the local level, which businesses do not publish – so we are considering other ways of approaching it. This includes working closer with our business rates and planning teams to engage on some current issues with our top employers in the next year.</p>
80	06/09/2022	<p align="center">Task and Finish Group Updates</p> <p align="center">Arrange a meeting with Councillor Cole and the OSMC Chairman to discuss the reasons for the proposed extension to the Customer Journey Task Group report.</p>	Gordon Oliver	<p>Complete (07/09/2022)</p>

Last updated: 21 November 2022

This page is intentionally left blank

OSMC – 29 November 2022

Item 4 – Declarations of interest

Verbal Item

This page is intentionally left blank

OSMC – 29 November 2022

Item 5 – Petitions

Verbal Item

This page is intentionally left blank

Item Called-in following an Executive Decision: York House – Freehold Disposal

Committee considering report:	Overview and Scrutiny Management Commission
Date of Committee:	29 November 2022
Portfolio Member:	Councillor Ross Mackinnon
Report Author:	Gordon Oliver
Forward Plan Ref:	EX4279

1 Purpose of the Report

- 1.1 This report presents the call-in request submitted on 10 November 2022 for the Overview and Scrutiny Management Commission to review the Executive’s decision (EX4279) of 3 November 2022 concerning the freehold disposal of York House.
- 1.2 The call-in has been submitted in accordance with Sections 5.3 and 6.4 of the Council’s Constitution.

2 Recommendation

- 2.1 In accordance with the call-in request dated 10 November 2022, it is recommended that Members of the Overview and Scrutiny Management Commission review the Executive’s decision (EX4279) of 3 November 2022 concerning the freehold disposal of York House.
- 2.2 Having reviewed the Executive decision, the Overview and Scrutiny Management Commission should either:
 - (a) Confirm the Executive decision; or
 - (b) Propose amendments and refer the matter back to Executive for further consideration

3 Supporting Information

Executive Decision

- 3.1 The York House report was presented for consideration by the Executive on 3 November 2022. The report recommended that the Executive resolve to delegate to the Executive Director Resources and the Executive Portfolio Holder for Finance and Economic Development, the disposal of the freehold of York House on the open market (either through a marketing agent or auction).

3.2 Executive resolved to approve the above recommendations.

Call-in of the Decision

3.3 In accordance with the Council's Constitution six Elected Members (Councillors Lee Dillon, Alan Macro, Jeff Brooks, Tony Vickers, Erik Pattendon and Adrian Abbs) called in the Executive Decision (EX4279) on the basis that Members wished to be sure:

- (1) They are properly informed of the business cases put forward for the re-purposing of the property and the reasons they failed suitable testing - this information is missing from the report;
- (2) Re-purposing the building has been fully explored and that the course of action decided upon provides the best value for money to the Council;
- (3) This is the optimum time to achieve the maximum capital receipt for the property, considering the property market has fallen back in recent months and is forecast to dip further in the months ahead;
- (4) Marketing undertaken was robust and extensive and any reasons why some interest in the property was not progressed;
- (5) The capital receipt would be suitably enhanced if there were investment in the property ahead of marketing it;
- (6) All ideas for the use of the property put forward by Council departments, including the Education Department, have been properly considered before the decision was made;
- (7) All other possible uses have been fully considered and, if they have, the report should show that.
- (8) An investigation has taken place as to why the property was allowed to deteriorate to such an extent and so that members understand why this happened and whether its upkeep has now become too expensive because of neglect.

3.4 The Members of the Council who submitted the call-in request proposed that the following alternative course of action should be considered:

- (1) Fully considering alternative uses for the property, including retaining and repurposing the property - for example, short-term housing or as a HMO;
- (2) Improving the property ahead of marketing it;
- (3) Maintaining it and marketing it later in the expectation of the market returning to growth.

3.5 The call-in request confirmed that the decision is not considered to be contrary to the policy framework, neither is it considered to be contrary to or not wholly in accordance with the budget.

Role of the Overview and Scrutiny Management Commission

- 3.6 The role of the Overview and Scrutiny and Management Commission is to review the Executive’s decision.
- 3.7 The Commission will produce a report with its findings to the next meeting of the Executive (i.e. the meeting following the call-in request) unless there are exceptional circumstances why this cannot be achieved. In these circumstances the Chairman of the Commission and the Leader of the Council will agree a revised timetable.
- 3.8 The report will either confirm the original decision or propose amendments to it in any way it thinks fit and shall give reasons for its final decision. If the Commission upholds the Executive decision, that decision shall take immediate effect.
- 3.9 It should be noted that any matter which has been the subject of a call-in request may not be the subject of a further call-in request

4 Appendices

Appendix A: York House – Freehold Disposal Report (Executive, 3 November 2022)

Background Papers:

None

Subject to Call-In:

Yes: No:

- | | |
|--|-------------------------------------|
| The item is due to be referred to Council for final approval | <input type="checkbox"/> |
| Delays in implementation could have serious financial implications for the Council | <input type="checkbox"/> |
| Delays in implementation could compromise the Council's position | <input type="checkbox"/> |
| Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months | <input checked="" type="checkbox"/> |
| Item is Urgent Key Decision | <input type="checkbox"/> |
| Report is to note only | <input type="checkbox"/> |

Wards affected: Newbury Wash Common

Officer details:

Name: Gordon Oliver
Job Title: Principal Policy Officer
Tel No: 01635 519486
E-mail: gordon.oliver1@wetberks.gov.uk

Document Control

Document Ref:	Call-in: York House	Date Created:	11 November 2022
Version:	1.0	Date Modified:	
Author:	Gordon Oliver		
Owning Service	Strategy and Governance		

Change History

Version	Date	Description	Change ID
1			
2			

York House – Freehold disposal

Committee considering report:	Executive
Date of Committee:	3 November 2022
Portfolio Member:	Councillor Ross Mackinnon
Date Portfolio Member agreed report:	16 September 2022
Report Author:	Richard Turner
Forward Plan Ref:	EX4279

1 Purpose of the Report

1.1 To discuss and make recommendation for the freehold disposal of York House.

2 Recommendation

2.1 That the Executive resolves to delegate to the Executive Director Resources and the Executive Portfolio Holder for Finance and Economic Development, the disposal of the freehold of York House on the open market (either through a marketing agent or auction)

3 Implications and Impact Assessment

Implication	Commentary
Financial:	Disposal of the freehold will realise a capital receipt for WBC.
Human Resource:	There are no anticipated Human Resources implications.
Legal:	WBC Legal Services Team will require to be instructed to act for WBC in the legal sale and transfer of the site.
Risk Management:	There is opportunity to both remove the revenue costs and the risks associated with the ownership of the asset, particularly in its current vacant condition.
Property:	Property Services will lead on the disposal and make appointments necessary to conclude the sale.

Policy:	<p>Over an extended period of time the Asset Management Group has offered opportunity to the operational services to present a viable operational purpose for York House to support those services and the policies they support. A number of options have been explored but none has been successful.</p> <p>There is now opportunity to realise a capital receipt which can benefit the council’s capital programme and its funding.</p>			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?	N	Y	N	
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?	N	Y	N	
Environmental Impact:	N	Y	N	
Health Impact:	N	Y	N	
ICT Impact:	N	Y	N	
Digital Services Impact:				
Council Strategy Priorities:	N	Y	N	

Core Business:	N	Y	N	
Data Impact:	N	Y	N	
Consultation and Engagement:	Through engaging with WBC operational services to seek expressions of interest in pursuing an operational use of York House.			

4 Executive Summary

4.1 York House, located at 50 Andover Road, Newbury RG14 6JW is on a site of approximately 0.33 acres, constructed in the 1920’s as a residential property and offers circa 3,300 sq. ft. of accommodation.

During its history as well as use as a private home the property has also been used as residential care home and more recently a community based clinic for Children’s Services and supporting staff.

4.2 Following transfer of West Berkshire Council, Children & Family Services staff from York House to West Point House in May 2018, there have been a number of different expressions of interest in the building for operational purposes, none of which has proved viable.

4.3 Most recent interest has been explored by the WBC Housing Team for the purposes of the development for affordable housing, which resulted in no interest being expressed through local Registered Providers.

4.4 On an interim basis the Housing Team has been using the building for operational purposes as a ‘touchpoint’ for the Rough Sleeping Team. This has operated between January of 2020 and September 2022, with the building now returning to being managed as a vacant asset.

4.5 At its meeting of 18th August 2022, Asset Management Group (AMG) agreed that all avenues for an alternative use had been exhausted and recommendation be progressed for the disposal of the freehold of York House.

4.6 With the approval to progress with a disposal, the asset will be placed on the open market through a property agent or through auction

The council has had some recent success in disposal at auction with 1A Bath Road being sold well above anticipated value. Auction may be a good method for York House.

5 Supporting Information

Introduction

5.1 York House has been largely vacant since May 2018, although having temporary operational use between January 2020 and September 2022. All potential operational options have been explored and none has come forward as viable. It is now proposed to progress to a disposal of the asset.

Background

5.2 At its meeting of 12 December 2017 the Asset Management Group (AMG) received a report proposing the transfer of West Berkshire Council (WBC) Children & Family Services staff from York House to West Point House. This was agreed with the transfer of staff was made in May 2018 with York House becoming vacant.

5.3 At its meeting of 10th April 2018 AMG agreed to retain York House and pursue expressions of interest from WBC operational services and that of external interested parties. The following options were explored, none of which has proven viable to progress:

- (a) Adult Social Care Respite Care accommodation;
- (b) Approach made to the WBC and SHA (Sovereign Housing Association) Joint venture. No interest expressed owing to the small nature of the site;
- (c) Interest received in leasing the property by a local GP practice;
- (d) Interest from St Barts school;
- (e) Interest from WBC Housing team to pursue possible emergency accommodation and house in multiple occupation;
- (f) Interest from WBC Housing Team to pursue disposal to a Registered Provider for the purposes of developing for affordable housing;

5.4 In addition to the above, interest has been received from WBC Education Service for the purposes of education for young people with SEN & SEND, specifically young people of secondary age who are emotionally based school avoiders (EBSA) (received at AMG 22 May 2022). This remains a potential option but a Business case and Brief is yet to be drafted.

5.5 In the interim it was agreed the Housing Team use the site operationally as a 'touchpoint' for their services. This has operated since January 2020 and the site is currently being returned to WBC Property Services and managed as a vacant asset.

5.6 At its meeting of 18th August 2022, Asset Management Group (AMG) agreed that all avenues for an alternative use had been exhausted and recommendation be progressed for the disposal of the freehold of York House.

Proposals

- 5.7 The disposal of the freehold of York House on the open market (either through a marketing agent or auction) with an estimated sale value of £700,000.
- 5.8 Disposal through an auction is an attractive option with the sale being almost instant and transfer of funds quick. If disposing by way of auction a suitable reserve price will be applied to the sale on the recommendation of the auctioneer or WBC appointed valuer.

6 Other options considered

- 6.1 Do nothing. The property is currently vacant, has no current operational need and costing WBC revenue funding to maintain the vacant property. Not recommended.
- 6.2 There remains the opportunity to progress the proposal from the WBC Education Service for the purposes of education for young people with SEN & SEND, specifically young people of secondary age who are emotionally based school avoiders (EBSA).

This option is not yet certain and more detailed feasibility work is required to offer certainty to progress. This will prolong the period of vacancy for the site.

- 6.3 Option has already been pursued in 2018 for the purposes of the redevelopment for ASC respite care. This was withdrawn by the service.
- 6.4 Option has already been pursued in 2018 for the potential disposal of the site to the West Berkshire Council and Sovereign Housing Association, Joint venture. Feedback was that the site was too small for viable redevelopment.
- 6.5 Option has already been pursued in 2020/21 for the leasing out of the site to a local GP Practice which has expressed an interest. The GP practice withdrew following a site visit.
- 6.6 Option has already been pursued in 2021/22 following expression of interest from St. Barts School. Following numerous communications St. Barts has not progressed this any further.
- 6.7 During 2018, the WBC Housing Team expressed an interest in development of the site for emergency accommodation for the homeless. This proposal was withdrawn by the service.
- 6.8 Further interest was expressed in 2020 by the WBC Housing Team for the development of the site for affordable housing through a procurement process with local Registered Providers. Following a procurement process there was insufficient interest to progress.
- 6.9 To retain the vacant property pending yet to be identified service need to come forward.

7 Conclusion

- 7.1 Given the exhaustive search for both internal operational, and external potential uses for the site it is felt WBC has now reached a point where the best approach is to proceed with the disposal of the asset.

8 Appendices

8.1 Appendix A – Photographs, location plan and floor plans

Subject to Call-In:

Yes: No:

The item is due to be referred to Council for final approval

Delays in implementation could have serious financial implications for the Council

Delays in implementation could compromise the Council's position

Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months

Item is Urgent Key Decision

Report is to note only

Wards affected: Newbury Wash Common

Officer details:

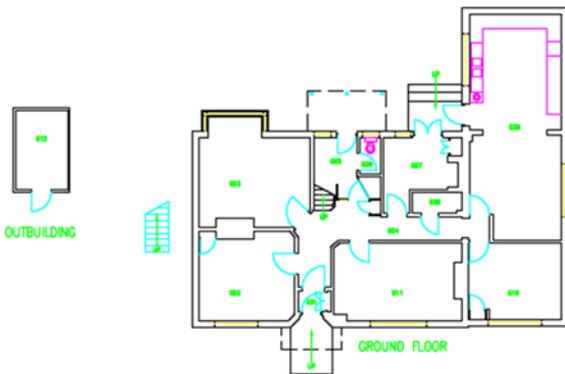
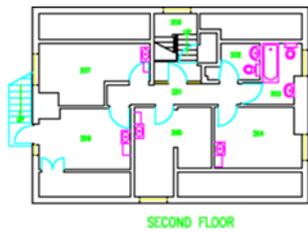
Name: Richard Turner
Job Title: Property Services Manager
Tel No: 01635 503653
E-mail: Richard.Turner@westberks.gov.uk

Appendix A

Site location, plans and photographs



York House – Freehold disposal



Customer Journey Task & Finish Group - Interim Report

Committee considering report:	Overview and Scrutiny Management Commission
Date of Committee:	29 November 2022
Task Group Chairman	Councillor James Cole
Date Task Group Chairman agreed report:	8 November 2022
Report Author:	Gordon Oliver

1 Purpose of the Report

To present to the Overview and Scrutiny Management Commission (OSMC) the work undertaken by the Task and Finish Group set up to review the customer journey for West Berkshire Council service users inside and outside of office hours.

2 Recommendation

To note the Task and Finish Group's preliminary findings as outlined in Section 6 of this report.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	Given that this report is merely presenting the Task and Finish Group's preliminary findings to OSMC, there are no financial implications at this stage. A full assessment will be included in the final report to OSMC and any subsequent OSMC report to the Executive.
Human Resource:	Given that this report is merely presenting the Task and Finish Group's preliminary findings to OSMC, there are no HR implications at this stage. A full assessment will be included in the final report to OSMC and any subsequent OSMC report to the Executive.
Legal:	None

Risk Management:	None			
Property:	None			
Policy:	The Task Group's indicative findings would help to deliver aspects of the Council Strategy related to the priority 'Ensure Sustainable Services through Innovation and Partnerships'.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		X		
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		X		
Environmental Impact:		X		
Health Impact:		X		
ICT Impact:	X			Improvements in ICT provision would deliver benefits in terms of the customer experience and also in terms of more efficient working practices. However, the indicative findings would also have implications for ICT, the Contact Centre and the Out of Hours Service.

Digital Services Impact:	X			There are proposals for improvements in digital services that would deliver benefits in terms of the customer experience and also in terms of more efficient working practices.
Council Strategy Priorities:	X			Adoption of the report's recommendations would help to deliver aspects of the Council Strategy related to the priority 'Ensure Sustainable Services through Innovation and Partnerships'.
Core Business:	X			The report's recommendations support core business activities across the Council.
Data Impact:		X		
Consultation and Engagement:	See full details within the report.			

4 Executive Summary

- 4.1 The Overview and Scrutiny Management Commission (OSMC) established a Task and Finish Group to look at the customer journey across in- and out-of-hours services.
- 4.2 The scope of the review was broken down into four main parts:
- Part 1: Out of Hours Emergency Contact Centre and Response
 - Part 2: Office hours customer contacts
 - Part 3: Office hours customer contacts (other local authorities)
 - Part 4: Good practice and recommendations
- 4.3 The Group has met 10 times between April and the October 2022.
- 4.4 This interim report sets out some initial findings in relation to:
- The Out of Hours Emergency Contact Centre
 - The Council's own Contact Centre
 - The Council's website

- Provision for disabled customers
- Customer service standards and training

4.5 Further work is required to look at the customer journey within services that have high numbers of customer contacts and / or complaints, as well as examples of best practice in other local authorities. A final report will be presented to OSMC in March 2023.

5 Supporting Information

Introduction

5.1 The Overview and Scrutiny Management Commission (OSMC) established a Task and Finish Group to look at the customer journey across office hours services and out-of-hours services. Terms of reference were drafted with the help of senior officers, and the scope was broken down into four main parts as follows:

- Part 1: Out of Hours Emergency Contact Centre and Response
- Part 2: Office hours customer contacts
- Part 3: Office hours customer contacts (other local authorities)
- Part 4: Good practice and recommendations

5.2 The full Terms of Reference are provided in Appendix A.

Background

5.3 The Task and Finish Group met 10 times between April and October 2022. Members considered a wide range of evidence and interviewed key witnesses as shown below.

Table 5.1: Details of Task Group Meetings

Meeting Date	Focus of Meeting	Witnesses
14 April 2022	<ul style="list-style-type: none"> • Review of the terms of reference • Work planning 	N/A
25 April 2022	<ul style="list-style-type: none"> • Out of Hours Service 	Carolyn Richardson
17 May 2022	<ul style="list-style-type: none"> • Contact Centre • Digital Services 	Sarah Clarke Sharon Ogden Phil Rumens
7 June 2022	<ul style="list-style-type: none"> • Interview with Chief Executive • Residents' survey • Engagement with town/parish councils • Draft member survey 	Nigel Lynn Joseph Holmes Sarah Clarke Catalin Bogos
6 July 2022	<ul style="list-style-type: none"> • Member interview planning • Disabled customers/Adult Social Care data • Additional Out of Hours Service data 	N/A

Customer Journey Task & Finish Group - Interim Report

25 July 2022	<ul style="list-style-type: none"> Member interviews 	Cllr Alan Law Cllr Adrian Abbs Cllr Claire Rowles
9 August 2022	<ul style="list-style-type: none"> Place Review – initial findings and next steps Mystery shopping – scoping 	Eric Owens Sean Murphy Anne Ewins
23 August 2022	<ul style="list-style-type: none"> Adult Social Care presentation Complaints data 	Paul Coe
28 September 2022	<ul style="list-style-type: none"> Review and work planning session 	N/A
31 October 2022	<ul style="list-style-type: none"> Member Interview Environment presentation 	Cllr Hilary Cole Jon Winstanley

5.4 An early focus of the review was the Out of Hours Emergency Service, and a preliminary report was brought to [OSMC on 22 May 2022](#).

5.5 The Task and Finish Group was originally due to present its final report to the OSMC meeting on 6 September 2022. This was initially deferred to the 29 November meeting, but a further delay was subsequently requested. Reasons for the extended timescales included:

- **Scope of the review** – the wide-ranging nature of the review meant that it was impossible to complete it within the timescales originally set;
- **Member availability** – there was a need to change membership part-way through the review - Cllr Adrian Abbs replaced Cllr Lee Dillon on the Task Group from August 2022;
- **Death of Her Majesty the Queen** – officers involved in supporting the task group and providing evidence were involved in organising local events;
- **Place Review** – the timescale for completion of the Place Review had to be extended by several weeks to allow for additional consultation;
- **Leave** – Members and officers had consecutive periods of leave during September and October, during which time meetings could not take place.

5.6 In light of the resultant delays, it was agreed that the Task Group should provide an interim report to the meeting on 29 November 2022. This is intended to build on the previous report on the Emergency Out of Hours service and set out the Task Group's indicative findings to date. A further report will be presented to the OSMC meeting in March 2023.

Findings

5.7 The initial findings of the Task and Finish Group are summarised below with reference to the questions contained in the Terms of Reference.

Part 1: Out of Hours Emergency Centre and Response

5.8 Currently, an Emergency Out of Hours response is provided to respond to a wide range of situations, including the following:

- Major incidents
- Social care emergencies, safeguarding concerns or homelessness
- Highways issues (e.g. fallen trees or traffic light failure)
- Flooding of properties and roads
- Emergency repairs to Council-owned temporary accommodation
- Lost and found dogs
- Car park issues

5.9 The Emergency Out of Hours Contact Centre is provided by an external contractor. The current provider is not local to West Berkshire, which means that staff may not be familiar with the area and may struggle to identify the location of issues being reported, or any knock-on implications of these issues. However, it is acknowledged that this can be an issue even for West Berkshire Council staff.

5.10 Bracknell Forest Council provides the Emergency Out of Hours service for social care emergencies, safeguarding concerns and homelessness on behalf of all of the Berkshire unitary authorities. This is a highly specialist service provided by senior social workers.

5.11 The Public Protection Partnership has a dedicated Animal Warden Team, which deals with lost and found dogs on behalf of West Berkshire Council and Bracknell Forest Council.

5.12 The Parking Team has an emergency duty officer on call to deal with emergencies such as customers being unable to get out of the Kennet Centre Car Park after the car park has closed.

5.13 The Out of Hours service is not intended to replicate the full range of Council services, or even the services provided by the Council's own Contact Centre, since the cost of this would be prohibitive. The out of hours services are mostly either statutory requirements or are provided to mitigate the risk of serious harm to individuals or property. The Task and Finish Group considered that this was an appropriate and proportionate approach.

5.14 Incidents can only be reported to the Emergency Out of Hours service over the phone – there is no option to do this via digital channels. This reflects the fact that they are emergencies and ensures that Contact Centre staff can ask questions of clarification about the incident and its location.

5.15 The telephone number for the Out of Hours Emergency Contact Centre is different to the Council's main number. Consequently, customers may not know the correct number. The number is given in the pre-recorded message played when customers call the Council outside of normal office hours. However, it may be difficult for customers to make a note of this if they have no means of writing it down. Alternatively, customers

could look up the number on the Council's website, but this may not be possible if calling from an area with a weak mobile phone signal.

- 5.16 Although, the telephone number for the Out of Hours Emergency Contact Centre is provided on the website, it requires customers to click on the 'Report a Problem' page or scroll to the bottom of the homepage and click on the 'Out of Hours Emergencies' link.
- 5.17 Previously, the message about reporting specific emergencies outside of normal office hours was not prominently displayed on the 'Report a Problem' page of the Council's website. As a result, customers sometimes missed it and tried to report urgent matters via the website rather than to the Emergency Out of Hours service by telephone. Reports submitted in this way are not picked up until the next working day, which could be too late for critical events. This issue has already been addressed, with a more prominent message displayed in a contrasting colour at the top of the page.
- 5.18 Customers calling the Emergency Out of Hours service have to select one of four options:
- Option 1 - to be redirected for concerns relating to social care for adults and children or homelessness
 - Option 2 - to be redirected for lost or found dogs
 - Option 3 - to be redirected to car park issues
 - Option 4 - to be passed to a call handler for emergencies only
- 5.19 Statistics for the Out of Hours Service are provided in Appendix B. The initial pre-recorded message is quite long and takes just over a minute to complete. Statistics for the two year period 1 April 2020 to 31 March 2022 showed that over 3% of calls were abandoned during the first 60 seconds. It would be logical to assume that in most of these cases, the caller had decided that the issue they were reporting was not an emergency.
- 5.20 Just over 1 in 10 calls were abandoned without the customer speaking to an operator. Nearly 70% of these were abandoned beyond the first 60 seconds after the pre-recorded message had finished, with around 40% abandoned after 3 minutes. This suggests that there may have been some genuine emergencies that went unreported, or the caller had simply delayed reporting the issue.
- 5.21 Call statistics for the Emergency Out of Hours Contact Centre showed that 68% of calls were answered within 30 seconds, with 81% answered within 90 seconds. This is broadly similar to those for the Council's own contact centre (see below). However, it would be reasonable to expect a quicker response for customers reporting an emergency, since the consequences of a delay may be serious. Inevitably there is a trade-off between performance and cost.
- 5.22 Some day-to-day variation in performance is to be expected. For example, call numbers increase following major incidents that affect large numbers of people. However,

resources are usually increased in anticipation of additional calls arising from known events such as storms.

5.23 Currently, residents have no way of knowing if an incident has been reported to the Emergency Out of Hours Contact Centre and is already being dealt with, since there is no way for the Out of Hours service to post to the Council's social media account or the website. This means that the service may receive multiple reports for the same incident, which could add unnecessarily to call wait times for those who are reporting other incidents.

5.24 Members of the Task Group highlighted recent incidents, where weaknesses had been exposed in the Out of Hours response, including:

- A persistent alarm at York House (a Council owned building) over a weekend. The Out of Hours Contact Centre was unable to contact the key holder due to a contact list being out of date, and as a result, the alarm was ringing for over 60 hours. This highlighted the need to ensure that the OOH Contact Centre was given up-to-date information.
- Incidents related to planning enforcement, where there had been delays in obtaining and serving the appropriate enforcement notices. However, it was acknowledged that this was in part due to courts not being open at weekends.

5.25 Copies of incident reports for these events were requested so Members could be assured that lessons were being learned and changes implemented. The Task Group had concerns about key holder contact lists not being updated and the lack of a duty Planning Enforcement Officer.

5.26 A further concern was in relation to the number of Emergency Duty Officers across the Council. Numbers had reduced over time as officers have left or have indicated that they no longer want to perform the role. This needs to be addressed in order to ensure ongoing resilience and to reduce the burden on those that remain.

5.27 It is understood that mystery shopping is not currently undertaken to test the Emergency Out of Hours Contact Centre. This was done previously but lapsed during Covid due to a lack of resource. The Task Group was keen to do this in order to test the processes for both of the above scenario types. However, this requires careful planning to avoid mobilising services and incurring costs. A proposal is being developed for this in conjunction with the Service Manager.

5.28 Consideration was given as to where the contract for the Out of Hours Contact Centre should sit and whether this should be managed by the Council's Contact Centre Manager, since she would have relevant expertise. However, it was recognised that the Joint Emergency Planning Unit Manager would still need to be closely involved to ensure that processes were kept up to date and reviews carried out following major incidents.

Part 2: Office Hours Customer Contacts

5.29 Customers can currently contact the Council in a number of ways, including:

- In person
- By phone
- By email
- Using an online form
- Using the chatbot.

Contact Centre

5.30 Despite a shift towards use of digital communications channels in recent years, the Contact Centre is still the main point of contact for many customers. Advisors operate the Council's switchboard and the Contact Centre also offers in person, telephone and email customer service on behalf of a range of Council services under a service level agreement, including:

- Revenues
- Benefits
- Planning
- Streetcare
- Waste
- Children's Services
- Concessionary Fares
- Environmental Health
- Libraries
- Parking

5.31 Many of the above services have their own contact numbers, and residents are encouraged to use these to avoid double handling by the switchboard. However, this can be confusing for the customer, particularly where they have a need to deal with multiple services.

5.32 Contact centre advisors may be trained to answer queries for one or more of the above services. However, they generally deal with simpler, information-only queries. Calls that require technical advice are usually referred to professionals within the service.

5.33 Call volumes for the last two financial years are shown in Appendix C. This shows that the majority of calls were to the switchboard, Streetcare (including Waste), and Council Tax.

5.34 The table below shows how the Contact Centre’s performance compares with some industry standard metrics¹.

Table 5.1: WBC Contact Centre Performance vs Industry Standards

	WBC Contact Centre	Industry Standard
First contact resolution	85-90%	70-75%
Call answering	75-83% of calls answered within 90 seconds	80% of calls answered within 20 seconds
Call abandon rate	5-9%	2-5%

5.35 Although these industry standards for key metrics include call centres of commercial organisations and relate to 2018, they still provide useful context. The figures show that the Council’s Contact Centre performs well on first contact resolution, but less so on call answering and the call abandon rate.

5.36 As would be expected, there may be significant variations within these statistics, subject to: call volumes, the complexity of the queries received, and advisor availability. Metrics for Q4 2021/22 showed that nearly all calls to the switchboard were answered within 90 seconds, but for some services, such as Council Tax, this figure dropped to around 50-60%. Also, first contact resolution statistics varied significantly between services. Queries about Benefits and Council Tax were most likely to be resolved first time (typically 95% or more), but figures were much lower for queries to Children’s Services and Planning (between 29 and 56%).

5.37 The Contact Centre’s target for call answering had been relaxed from 80% of calls being answered within 30 seconds to 80% being answered within 90 seconds following the loss of two FTE staff in order to deliver savings. (The Task Group discovered a previous set of contact standards from 2015 that set an aim of calls to the switchboard being answered within 15 seconds.) This change had also affected the average wait time for customers arriving at reception, which had increased from 8 to 10 minutes.

5.38 The Contact Centre does not currently tell waiting customers what position they are in the queue, or how long it is likely to take to answer their call. This may be a source of frustration for customers and may lead to increased levels of calls being abandoned. If a caller knows that they are likely to have a long wait, then they can make an informed decision as to whether they should remain on the call or try again at a different time when there may be less of a queue.

5.39 The Contact Centre generally attracts a low level of complaints and staff regularly receive compliments from customers. However, the service does not routinely undertake mystery shopper or customer satisfaction surveys. A paid-for system was used previously, but the results were difficult to extract and analyse, so this system was not maintained. A consultant has been commissioned to look at customer experience

¹ Standards provided by callcentrehelper.com (2018 data)

for services with the highest numbers of transactions and the results will be considered as part of the Task Group's final report.

5.40 Members reported that when they had rung the contact centre, the advisors had not always included 'West Berkshire Council' in their greeting. This was considered important to reassure customers that they had dialled the correct number.

5.41 The Council currently has an outdated phone system with a manual switchboard. Customers who ask to be put through to an individual officer are frustrated when the officer cannot take the call. Key issues include:

- The switchboard operator is unable to see in advance if the officer is available to take the call.
- There is no option for the caller to return to the switchboard if the officer is unavailable. This is a particular source of irritation for some Members.
- There are no 'hunting groups' set up to divert the call to other team members if the first officer is unable to take the call.

5.42 The Council currently uses Openscape for voice calls. Most officers use this to divert their work number to their work mobiles and also to make calls through their work mobiles, even when in the office. However, some officers do not have work mobiles, which means that some calls end up leaving the Council's network entirely.

5.43 The Task Group noted that the Council was looking to implement a new phone system with an automated switchboard and an interactive voice response (IVR) system that would seek to address some of the issues identified above.

Website

5.44 Use of the Council's website has increased significantly in recent years, which has helped to relieve demand on other channels. Website traffic is around 2.5 times higher now than in 2015, while the number of calls to the Contact Centre has remained broadly unchanged. Online interactions are undoubtedly more efficient and therefore cheaper than other forms of customer contact. However, they are not appropriate for all forms of contact and not all customers are comfortable in engaging in this way or have the skills or technology to be able to do so. Therefore, a multi-channel approach is still needed.

5.45 Key functions of the website include:

- Finding information
- Reporting problems
- Booking systems for events and recycling centre visits
- Application forms and other online forms
- Taking payments
- Logins for different customer accounts

5.46 The Task Group highlighted perceived weaknesses with the website's search functionality (as confirmed by the Member survey and interviews – see below). Currently, only around 4% of visits to the website involve use of the search facility. Feedback on the search facility is actively sought, but in Q4 of 2021/22, just 56 people provided feedback to say that they could not find what they were looking for (0.13% of searches). Where feedback was provided, search functionality was improved. However, it is recognised that the search function will never be as comprehensive as that offered by proprietary search engines such as Google and Bing. These currently generate around half of all visits to the website.

5.47 The website has been the subject of a recent review. As a result, it has a completely new look and the structure was the subject of a public consultation exercise. This has been designed to help users to navigate the site and find information more easily.

5.48 Customers use a variety of different devices to access the Council's website, which presents its own challenges in terms of ensuring that information displays correctly and functionality is maintained. Currently, 51% of visits to the website are by mobile phone, 43% by desktop PCs and just 6% via tablets.

5.49 The Task Group highlighted some issues with the new-look website, particularly in relation to accessibility tools and the navigation menu not being visible at all times. Also, it was felt that navigation was not as good as it could be for mobile phone users. Councillor Adrian Abbs is an expert on website and user interface design and provided the Task Group with a detailed set of observations which are being reviewed by the Digital Team.

5.50 Member interviews highlighted a number of issues with the 'report a problem' page. These included:

- It can be difficult to determine the correct option for reporting particular problems (e.g. flooding), and there is no information to guide the user. This can make it more difficult to submit the report and for the user to provide subsequent updates.
- Existing reports not being shown on the map, which could result in duplicate reports being submitted.
- A limited number of address points being returned for postcode searches.
- Clicking on the map can sometimes result in a message incorrectly being displayed to say that the location is not within West Berkshire.
- There is no option to attach photos of the problem.
- Customers do not always receive updates when the reported issue has been resolved.

5.51 Also, anecdotal evidence suggests that while members of the public find the 'report a problem' page easy to find, the form is difficult to use. However, it is understood that the 'report a problem' page is being replaced with a new proprietary system.

5.52 Recent website successes included the move to digital permits for the recycling centres, as well as delivery of several major projects to support the response to the Covid pandemic, such as the Test and Trace Fund applications and Covid Winter Grant applications. Also, a chatbot has been introduced, which can be used to answer frequently asked questions. However, this currently has very limited functionality.

5.53 A key focus for the Digital Team is improving the integration of the website with numerous third-party applications and websites to create a seamless experience for the customer. Also, the Task Group welcomes the move to provide customers with a single login for different services, although it is noted that there is still some way to go with this, with multiple logins still required for various third party systems that are currently accessed via the Council's website.

Provision for Disabled Customers

5.54 The Equality Act 2010 requires organisations to make reasonable adjustments to ensure as far as possible that people with disabilities can access the same services and facilities as someone who is not disabled. A person is considered to be disabled if they have a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. These adjustments could be made by:

- Changing the way things are done
- Changing physical features
- Providing extra aids or services

5.55 Facilities and services that the Council currently provides for disabled customers, include:

- Accessible offices
- Accessible public toilets and changing facilities
- Assisted bin collections
- Blue badge parking
- British Sign Language (BSL) interpretation via video relay for deaf customers visiting the contact centre
- Easy read versions of some documents
- Hearing loop in the Council Chamber
- Captioning for live-streamed public meetings
- Social care and respite care for disabled adults, young people and children
- Transport assistance, including concessionary fares for public transport, and provision of accessible taxis

- Provision of the West Berkshire Directory, which contains information for disabled adults and their carers, and for young people, families and professionals supporting families with Special Educational Needs and/or Disabilities (SEND)

5.56 OSMC has previously considered the potential for live BSL interpretation of public meetings. However, this would be very labour intensive and costly to implement for all meetings as a matter of course. There is currently no requirement on local authorities to offer this service and no requests for such a service have been received. As an alternative, it may be that BSL interpretations of public meetings could be provided upon request. Further guidance is expected from Central Government next year on the back of the BSL Act 2022.

5.57 Irrespective of any future guidance, it would be appropriate for the Council to consider producing BSL videos about its services. Hertfordshire County Council was identified as an example of where this had been done².

5.58 Similarly, considerations should be given to producing more 'easy read' versions of key documents and communications. The Council has various forums for engaging with disabled customers, including the Learning Disability Partnership Board and Carers Support Group. However, the Task Group noted that the Disability External Scrutiny Board had lapsed following transfer of responsibility from the Council to Citizens Advice.

5.59 The Council also has contracts with Citizens Advice, Educafe, Eight Bells and Dementia Friendly West Berkshire which provide services, support and advocacy for disabled residents and service users.

5.60 The Council is currently doing a lot of work to inform its approach to equality, diversity and inclusion and a consultant has been appointed to progress this. A needs assessment has been completed and a public engagement exercise is currently underway. The findings of this work will help to inform priorities for further work, including improvements to provision for disabled residents and service users. Given that this work is progressing, there would be little benefit in the Task Group undertaking parallel engagement with disabled groups at this stage.

5.61 Further recommendations on how the Council can improve facilities for disabled customers will be made in relation to individual service areas as part of the final report.

Residents' Survey

5.62 West Berkshire Council commissions an annual Residents Survey. The survey methodology follows the LGA's 'Are You Being Served' guidance, aiming to ensure consistency and comparability of similar surveys conducted by other local authorities. In addition, the LGA conducts a telephone survey nationally covering the same questions.

5.63 The results of the 2021 survey are summarised below and are grouped on the key themes of the questionnaire:

² <https://www.hertfordshire.gov.uk/accessibility/british-sign-language-bsl-videos.aspx>

- a) **Attitudes towards the local area** – overall a high proportion of residents are satisfied with the local area (89%) and with the way the Council runs things (64%). For context, the results from the LGA national telephone survey are 78% and 56% respectively.

37% of residents agree that the Council provides value for money, whilst 25% would disagree. For context, it seems that nationally a lower percentage of residents are undecided. In addition, 33% of residents would speak positively about the Council compared to 16% that would speak negatively, and of the residents that contacted the Council in the previous six months, 56% reported a positive experience, compared to 15% that reported a negative one. Work is underway to better inform our residents about the services we deliver, our lower costs compared to similar councils and to adopt a customer charter developed with our residents. The Task Group also felt that this would be an opportunity to ‘shout’ about what the Council does well.

- b) **Service improvement and prioritisation** – services with the highest proportion of residents considering that improvement are required are: *Environment* (in particular, recycling/ waste management/ more materials collected and improved facilities/ services), *Development and Planning* (concerns about the quality of the planning process and effects of overdevelopment), *Communities and Wellbeing* (desire for more/ improved services, and concerns about insufficient support), *Education* (need for additional funding, improved choice and SEN support) and *Adult Social Care* (need for better services, support, facilities and funding).

The Council has made good progress to extend the advice, support and tools made available to residents to support more recycling, composting and reusing. A separate food waste service has just been introduced. A new Local Plan is being prepared and a review of the Planning Service has been completed (through a Place Review) to better respond to residents’ needs. The needs for Health and Wellbeing, Education, Social care and other services are being re-assessed so the Council can prioritise the services that West Berkshire residents need over the next four years.

- c) **Sense of belonging, safety and community** – more than three quarters of residents reported that people get on well together and that friendships and associations in the neighbourhood meant a lot to them. More than half of respondents agree that local people pull together to improve the local area. Under a third responded that they have volunteered in the previous 12 months and they intend to do so in the future. Residents without a long-term health problem or disability (57%) were more likely to agree that people in their local area pulled together, compared to (44%) with a long-term health problem or disability

Problems identified with local areas are *rubbish or litter laying around* (44%) and *people using or dealing drugs* (32%). The street cleaning contractor has been asked to progressively re-focus on this activity after they had to divert staff to bins collection due to Covid sickness levels. The Council’s waste officers have increased the monitoring across the district. Residents are encouraged to report any concerns or provide any intelligence to Thames Valley Police via 101 telephone number or the website, so that the Police can use that information adapt

their patrol plans. The Council works closely with Thames Valley Police through the Building Communities Together partnership and the Building Communities Together team works very closely with the Neighbourhood Police Teams within the District.

- d) Communication and Engagement** – Almost 60% of residents agreed that the Council acts on their concerns and that they felt well informed about services and benefits provided by the Council. However, 45% responded that they were not aware of the e-bulletins from the Council.

48% of the residents have contacted the Council in the previous six months to request services, report a problem or request information. 20% agree that they can influence decisions that affect their local area, whilst 47% disagreed.

A high proportion of residents (75%) prefer to receive information about the Council by e-mail. Subgroups of population (older residents, diverse ethnic groups) prefer other methods (phone, face to face) of communication. A number of activities are planned (including the Residents' Survey), as part of our Communications and Engagement Strategy, focusing on improving the ways in which the Council communicates with residents and how it can reach out to ensure that people and businesses that usually do not or cannot take the opportunities to express their views, are proactively invited to inform the Council's decisions and to shape the ways in which services are delivered.

- e) Personal wellbeing** – The overall results show that West Berkshire residents reported a high level of life satisfaction, feeling worthwhile and happy. The anxiety score is within the low thresholds. However, approximately a quarter of the residents reported low and medium well-being score. These results are within the same thresholds as the national results reported for the period just before the start of the pandemic. The wellbeing of all our residents is being improved through a number of plans such as the Council's Recovery Strategy or the Health and Wellbeing Strategy.

5.64 The results of the Residents' Survey have been used by the Task and Finish Group to identify service areas where more detailed reviews would be required to better understand particular issues with customer satisfaction and the measures that were being introduced to address these.

Complaints

5.65 The Task Group also looked at complaints data provided by the Complaints Officer and by individual services. Services with the highest numbers of complaints included:

- Adult Social Care
- Children and Family Services
- Development and Regulation
- Environment

- Finance and Property

5.66 Most of the above service areas were also flagged in the Residents Survey as being priorities for improvement. Work has been undertaken by the Task and Finish Group to look at the customer journey within some of these services and further work is planned in the coming months.

Members' Survey and Interviews

5.67 In addition to the external customers and service users, elected councillors were identified as a priority to consult as part of the review. As well as being a unique category of customers in their own right, they also had key insights about other customer journeys gained from correspondence with local residents and businesses.

5.68 A survey was sent to all West Berkshire Council Members and nine responses were received. In addition, four Members indicated that they wished to raise particular issues related to the customer journey with the Task and Finish Group directly, so a series of interviews were arranged.

5.69 The results of the Member Survey are shown in Appendix D. A summary of the findings is provided below:

- Members use a variety of different channels when engaging with the Council, but only a minority use the 'report a problem page'.
- There are no significant concerns about the Council's Contact Centre, but there was a suggestion that there should be more cross-training of advisors. Also, switchboard operators did not always know who would be best placed to answer a query.
- Members contact officers across a wide range of service areas, with queries about planning and roads being the most common.
- Members generally found it easy to contact officers – Leisure, Street Lighting and Libraries received the highest ratings, while Planning, Licensing and Trading Standards received the lowest ratings.
- Members were critical of the speed of response from Planning. The Service has been undergoing a fundamental review, and the Task Group has had one presentation on the interim findings, with a second presentation planned to consider the final outcomes of the review and the proposed measures to address any shortcomings.
- Overall, Members were satisfied with how their queries were resolved, although Trading Standards scored lower than other service areas.
- In terms of features for a replacement phone system, the highest priority was given to hunt groups and voicemail. Some concern was expressed that any automated interactive voice system should be easy to use and not make it too difficult to speak to an officer.

- Only one of the Members who responded to the survey had used the Emergency Out of Hours service – they expressed dissatisfaction with the IVR system and the time taken to answer the call.
- In relation to the Council's website, Members indicated that they often found it difficult to find what they were looking for, and the majority of Members who answered the question rated the search facility on the Council's website as 'poor'.
- Only a minority of Members who responded indicated that they had used the 'report a problem' page on the website, but most of these considered it to be 'good' or 'very good'.
- Suggestions for how the 'report a problem' function could be improved were:
 - Not all problems that users want to report are currently covered by the options.
 - The problem categories should be reviewed.
 - It could sometimes be difficult to pinpoint locations on the map.
 - Customers needed to be informed when the reported problem had been resolved.

(It should be noted that the Environment Department are undertaking an upgrade to the problem reporting system that will address the above issues. The upgrade will be complete by the end of the financial year.)

- None of the Members who responded had used the chatbot
- Most of the Members who responded said that they engaged with the Council's social media channels to some degree, with Facebook being the most popular channel and TikTok the least popular, and most shared content from these channels
- Other suggestions for how the customer journey could be improved were:
 - Ensuring Members were kept informed of things happening in their ward.
 - Having more officers available in the office.
 - Making the website less clunky and more user friendly.
 - Providing a list of Members in alphabetic order as well as by ward.
 - Improving engagement with parish councils, including training on planning, flooding and emergency situations.
 - Customer service is patchy across the Council – services should learn from each other, there had to be buy-in from the top level, a Council-wide customer service training programme was needed, the officer who takes a call should own the problem, and managers should answer their own phones.

5.70 Additional points raised in the Members interviews related to:

- Issues with the phone system
- Issues with the 'report a problem' function on the website
- Issues with a lack of consistency on web pages across different services
- The experience of disabled customers
- The Community Infrastructure Levy process and related guidance
- The Council's overall approach and attitude towards customer service
- The work of the Customer First Programme Board

5.71 Although it was recognised that customer service had improved over time, Members still felt that there were pockets where this was less than ideal, and there were some examples where officers were not 'owning' problems reported to them. It was suggested that customer service should be driven by senior officers through the Customer First Programme Board. The Board was considered to have lost strategic focus and be too inward focused, with weak reporting lines and a lack of visibility within the Council.

5.72 Concern was expressed that the Task Group had not been made aware of the existence of the Customer First Programme Board until many months into the review. This meant that there was a risk of the Task Group trying to 'reinvent the wheel' and undertaking abortive work.

6 Proposals

6.1 This section sets out the Task Group's initial findings. Further evidence will be collected in the coming weeks, which will help to further refine these.

Part 1: Out of Hours Emergency Centre and Response

6.2 When a customer calls the Council out of hours, having options that the customer can select so the call is transferred to the relevant Emergency Out of Hours service would mean that customers would not have to note / look up the number.

6.3 A pop-up banner automatically generated by a timed script when the offices are closed would help to provide information about the Out of Hours Contact Centre.

6.4 It would be helpful if information about how to report emergency incidents out of hours could be disseminated via town / parish council websites, newsletters and noticeboards.

6.5 The Task Group suggested that search engine optimisation should be improved to ensure that the emergency out-of-hours number is automatically highlighted by a Bing / Google search. This has already been done by the Digital Team.

6.6 In order to help the Emergency Out of Hours Contact Centre to locate incidents reported by customers, they could consider using the 'What 3 Words' app to allow locations to be pin-pointed to a 3m x 3m square. This is already used by Royal Berkshire Fire and

Rescue Service and is particularly useful where a problem is not at a particular address point.

- 6.7 Consideration could be given as to how social media could be used to disseminate emergency service information to the public, e.g. with a feed to the Council's home page. This could help to inform residents that the service is aware of an incident, and to communicate any related messages about diversion routes and when the incident has been resolved. However, it is recognised that there would be an additional cost for this service.
- 6.8 Provision for customer satisfaction surveys and mystery shopping could be built into the contract for the Emergency Out of Hours Contact Centre. This would help ensure that quality standards are maintained and the service meets customer expectations.
- 6.9 The Task Group felt that it would be helpful for Members to be able to get hold of the Emergency Duty Officer in the event of an emergency.
- 6.10 The Task Group suggested that processes be reviewed for the Out of Hours response to alarms going off in Council buildings, with the key holder database regularly checked and updated and backup contacts nominated, with clear escalation processes put in place. This has been done.
- 6.11 It is suggested that consideration be given to having a duty Planning Enforcement Officer on call to be able to respond swiftly to incidents.
- 6.12 It is considered that changes could be made to the Out of Hours escalation process to ensure that customers receive a call-back from a senior officer in response to ongoing issues after a defined period of time.
- 6.13 The option of having the Council's Contact Centre Manager managing the Emergency Out of Hours contract could be explored, since there are strong synergies between the two operations, and the Contact Centre Manager has experience in running this type of service.

Part 2: Office Hours Customer Contacts

Contact Centre and Phone System

- 6.14 The Task Group supported the proposed replacement of the Council's telephone system. If the replacement system included an automatic switchboard with IVR, this would allow people to self-serve in terms of identifying officers or services that they want to speak to.
- 6.15 The Task Group felt that the new phone system should also ensure that callers can be alerted if an officer is not available to take the call and be given the option to leave a message or speak to another officer, with appropriate 'hunt groups' set up.
- 6.16 It is understood that the new system will include a soft-client installed on all staff and Member laptops to allow calls to be made and received without the need for a mobile phone. This would remove the need for officers to use their own mobile phones when working from home and would greatly reduce the need for the Council to provide staff with mobile phones.

6.17 The Task Group considered that callers to the Contact Centre who are placed on hold should be provided with information about their place in the queue, or anticipated wait time until their call is answered.

6.18 It is suggested that consideration should be given to cross-training more contact centre advisors so they are able to deal with a wider range of customer queries.

6.19 The Task Group advocated for routine mystery and customer satisfaction surveys to better understand how staff are performing, if scripts are being followed, and if the service is meeting customer expectations.

Website

6.20 The Task Group also felt that consideration should be given to improving the layout of the website, so that navigation menus are available at all times (i.e. through use of a mega-menu), and also to improving navigation via mobile phone. Also, it is considered that customer journeys via the Council's website could be optimised to shorten the number of interactions.

6.21 A number of potential improvements were identified in relation to the 'report a problem' function to:

- show issues that have already been reported;
- make it more intuitive for customers to select the correct option;
- provide help buttons that customers can click on to access additional information;
- improve postcode searches so they return all related address points;
- address mapping glitches with locations being erroneously shown as out of district;
- allow photos to be attached to reports,
- allow customers to provide updates to existing reports;
- provide status updates for reported issues.

6.22 It is noted that many of these improvements are in the process of being made, which is welcomed.

6.23 It may also be helpful to undertake some customer workshops to see if the page can be made easier for customers to use.

6.24 The Task Group suggested that all elected Members should be encouraged to regularly promote the 'report a problem' tool through local newsletters and magazines.

6.25 Further integration of third-party applications within the 'My Account' system would help to eliminate the need for multiple logins. Ideally, all existing logins should be identified and programmed for inclusion where OpenID login functionality is supported.

- 6.26 The functionality of the Chatbot could be expanded, so it can deal more effectively with a wider range of standard queries. The Contact Centre should be consulted to identify the most common queries.
- 6.27 All new IT systems should be rigorously tested to ensure they are not released with bugs, with sign-off required by service leads.

Provision for Disabled Customers

- 6.28 The need for BSL interpretation of Council meetings should be reviewed once further guidance has been issued in 2023.
- 6.29 Consideration should be given to producing BSL videos about Council services and easy read versions of key documents to make them accessible to as wide a range of customers as possible.
- 6.30 Consideration should be given to what further changes need to be made for engaging and supporting disabled customers once the current Equality Diversion and Inclusion work stream has been completed.

Customer Service Standards and Training

- 6.31 Consideration should be given to reviewing the remit of the Customer First Programme Board. Members felt that this should be more strategic and high profile, and should be driving customer service improvements across the Council.
- 6.32 Members also supported development of a Customer Service Charter that clearly sets out the standards that the Council will deliver. This should be clearly displayed on the website and in Council offices so that customers know the standards that they can expect to receive. Training should be provided to ensure that all staff are aware of the Charter and how to best meet the needs of the customer.

7 Other options considered

None at this stage – the report sets out the Task Group’s initial findings, which will be refined and worked up in more detail for the final report in March 2023.

8 Conclusion

- 8.1 The initial findings outlined above have been agreed by the Task Group and relate to the aspects of the review completed to date, based on evidence presented. It is considered that these would help to improve various aspects of the customer journey, but it is recognised that there would be financial and resource implications.

Further Work

- 8.2 Further recommendations will be made as part of the Task Group’s final report, which will be presented to OSMC in March 2023. Over the intervening period, the Task Group will be undertaking further interviews with those individual services that have high numbers of customer contacts and / or complaints and / or low levels of customer satisfaction. The Task Group will also be looking at best practice case studies.

Lessons Learned

- 8.3 The Task Group has also taken this opportunity to reflect on the experience of conducting the review and to identify lessons learned that could be applied to future reviews.
- 8.4 The key lesson is that the scope of the review was too ambitious and wide-ranging. As a result, the timescale for the review had to be extended twice, which had implications for the delivery of other Task and Finish Group reviews that OSMC had programmed for the remainder of 2022/23.
- 8.5 It would have been helpful at the outset for the Task and Finish Group to have been made aware of existing parallel groups, such as the Customer First Programme Board, and relevant pieces of work such as the Place Review, since that may have helped to avoid duplication of effort and improve work programming. Knowledge of the work of the Customer First Programme Board would have helped the Task Group to have more tightly defined its focus and directed its attention.
- 8.6 Best practice suggests that reviews by Task and Finish Groups should be completed within six meetings or less. However, where a review is found to be taking much longer than expected, it would be reasonable to have a break point (e.g. after 6 months) and report on the elements of the review undertaken to that point. This would provide an opportunity for the Task Group to take direction from OSMC.

9 Appendices

Appendix A – Customer Journey Task and Finish Group Terms of Reference

Appendix B – Emergency Out of Hours Contact Centre Call Handling Statistics

Appendix C – Contact Centre Statistics

Appendix D – Member Survey Results

Background Papers:

['Customer Journey – Out of Hours', Overview and Scrutiny Management Commission, 24 May 2022.](#)

Subject to Call-In:

Yes: No:

The item is due to be referred to Council for final approval

Delays in implementation could have serious financial implications for the Council

- Delays in implementation could compromise the Council’s position
- Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months
- Item is Urgent Key Decision
- Report is to note only

Wards affected: All wards

Officer details:

Name: Gordon Oliver
 Job Title: Principal Policy Officer
 Tel No: 01635 519486
 E-mail: gordon.oliver1@westberks.gov.uk

Document Control

Document Ref:	-	Date Created:	26 October 2022
Version:	3.0	Date Modified:	18 November 2022
Author:	Gordon Oliver		
Owning Service	Legal and Democratic Services		

Change History

Version	Date	Description	Change ID
1	26/10/22	Draft version for Customer Journey Task and Finish Group	1.0
1	02/11/22	Updated draft for Task Group Review	1.1
1	07/11/22	Updated draft responding to officer feedback	1.2
2	08/11/22	Version for Corporate Board	2.0
3	18/11/22	Final Version for ISMC	3.0

Appendix A

Overview and Scrutiny Review Matrix

Review Topic: Customer Journey – inside and outside office hours, including out of hours emergency response.

Timescale
Start: Apr 2022
Finish: Mar 2023*

Review Rationale:

West Berkshire Council strives to deliver the best possible customer experience regardless of the channel chosen to contact us and when they contact the Council.

On two occasions in the past year, elected members have highlighted issues relating to contacting relevant officers and the subsequent escalation process, which has led to OSMC seeking a review of both the Customer Services contact centre and the Emergency Out of Hours Service.

Some considerations of this review may be:

- a. How do residents prefer to interact with the council?
- b. What do residents expect and value when they interact with the Council as customers?
- c. What is the experience of disabled residents when they contact the Council?
- d. How can both Members and Officers understand and improve understanding of the customer's wants and needs?
- e. What Council Services are provided out of hours and how are they provided?
- f. How has our relationship with customers been impacted by the pandemic and subsequent new work styles?
- g. How can we effectively link an improved customer journey with benefits to communities on the ground?
- h. How can we use our customer service channels to improve community capacity, capability and participation?
- i. Is customer experience consistent across all available channels?
- j. Is there an organisation-wide commitment to good customer experience?
- k. What best practice or learning can we gather from other local authorities?

Terms of Reference:

The Task and Finish Group will:

- **Part 1:** Out of Hours Emergency Contact Centre and Response

Consider whether the Council's Out of Hours service offers an effective and consistent customer experience

Appendix A

This element of the review will be undertaken by:

- Reviewing how customers can contact the council out of hours
- Reviewing the Service areas deemed to require an out of hours response and how this is or could be provided
- Reviewing the on call duty rota arrangements (including budgets) across the Council including those with authority to act on the councils behalf.
- Reviewing how the Emergency Duty Officers escalate an emergency situation out of hours along with key stakeholders.

- **Part 2:** Office hours customer contacts

Review the customer experience, and how the Council's systems and customer service channels work, to understand if they are effective and delivering a positive and efficient service.

This element of the review will be undertaken by:

- Holding facilitated meetings with the 5 highest contact volume departments or service areas to understand how enquiries are followed from initial point of contact in Customer Services to other areas of the Council.
- Members will review performance reports for Customer Services, complaints reports, Residents Survey results and other data available in order to analyse effectiveness.
- Mystery shopping activities will be undertaken (subject to budget availability) for a sample of standard queries / scenarios and for different user groups, including disabled users.
- West Berkshire Council Members, external partners and local representative groups will be surveyed to understand their customer journey experiences and to uncover any relevant issues / concerns that have been communicated to them by residents / service users. Survey responses may be followed up with interviews where necessary to explore issues in more depth.

- **Part 3:** Office hours customer contacts

Consider whether systems and processes can be improved to enhance customer experience, whilst considering cost implications

This element of the review will be undertaken by having regard to the conclusions of part two and:

- Members will review details of customer experience approaches from other local authority areas. (This information will be collated by the Service Lead - Customer Engagement and Transformation and the Performance, Risk and Consultation Manager.)

Appendix A

- **Part 4:**

Highlight areas of good practice and make recommendations as to how improvements might be made

Members will collate their findings which will then form the basis of a report to be considered by Overview and Scrutiny Management Commission.

Review Membership:

Councillor Adrian Abbs**
Councillor Carlyne Culver
Councillor Biyi Oloko

Chairman: Councillor James Cole

Vice-Chairman: N/A

Scrutiny Officer: Gordon Oliver

Information Required:

Contact centre call volume and answering data
Website visit data
Service level performance data
Interviews with officers from service areas within the scope of the review

Documents/Evidence:

Residents Survey outcome report (2020 and 2021)
Quarterly reporting for relevant service areas
SLA for out of hours service and scope for re-tendering

Witnesses: *(Who/Why?)*

Emergency Planning Manager
Performance, Research and Consultation Manager
Managers of services with highest number of customer contacts
Elected Members
External partners
Local representative groups

Measures Available

Suite of contact centre and website data including survey results, as outlined above

Desired Outcomes:

A report with a clear set of recommendations for potential improvements to improve the customer journey.

* An extension was agreed by OSMC in September 2022

** Cllr Adrian Abbs replaced Cllr Lee Dillon in August 2022

This page is intentionally left blank

Appendix B

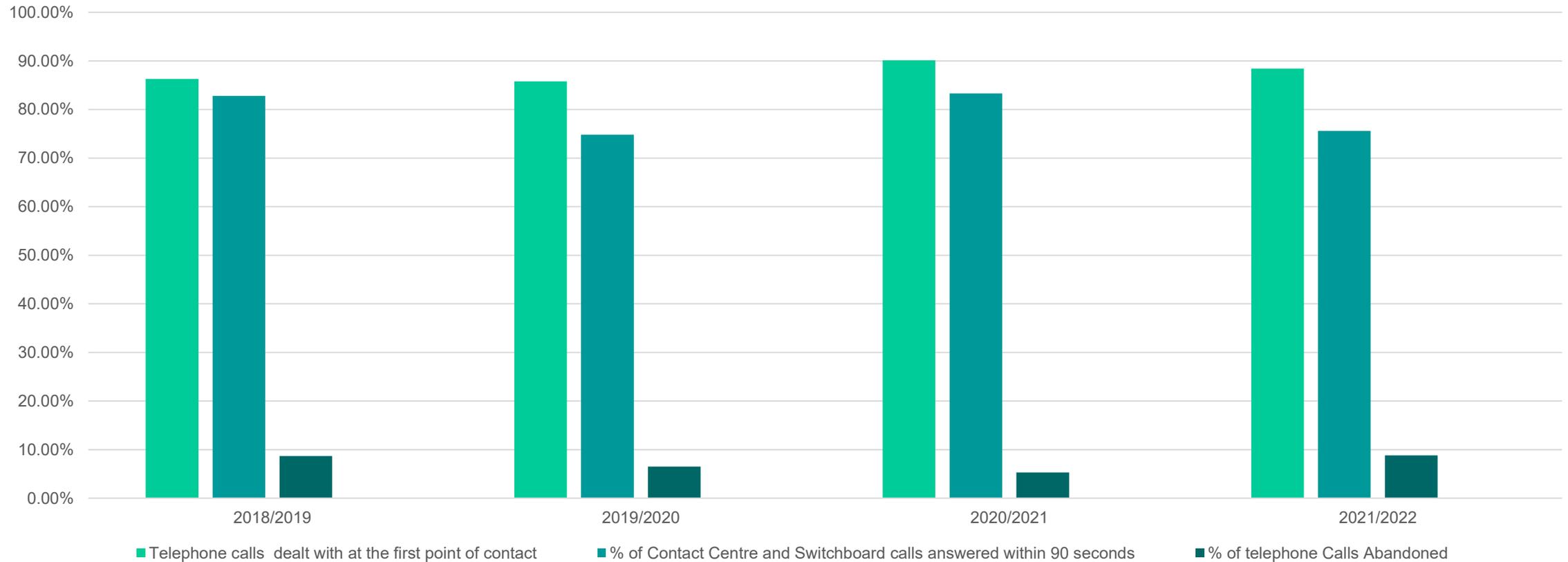
OSMC Customer Journey Additional Statistics re OOH Contact Centre 1 April 2020 to 31 Mar 2022 (2yrs)

Action	Number of calls	Notes
Calls Accepted and Handled	4480	
Abandoned Calls	522	
Total Calls	5002	Total in bound calls including abandoned calls. (This is different to the number of logs/cases due to repeat calls about same log/case etc)
Breakdown of calls handles		
IVR Emergency Duty Service Calls – Option 1	0	
IVR Car Parks Calls - Option 2	28	
IVR Dogs lost/found – Option 3	0	
IVR Emergency Calls –Option 4	4452	
Total Calls accepted and handled	4480	
Time to answer incoming calls		
Answered within 30 seconds	3032	68% of Handled Calls
Answered within 45 seconds	3218	72% of Handled Calls
Answered within 90 seconds	3620	81% of Handled Calls
Answered within 180 seconds	3966	89% of Handled Calls
Answered within 240 seconds	4138	92% of Handled Calls
Answered after 240 seconds	318	7% of Handled Calls
Abandoned Calls		
Abandoned calls within 30 seconds	98	The recorded message lasts 65 seconds so a number of calls drop off during that period - a 224 incoming calls (43%).
Abandoned between 30 – 45 seconds	44	
Abandoned between 45 -60 seconds	20	One consideration is that on hearing the message the caller decides it is not an emergency and drops the call, reporting the issue the next working day or on line.
Abandoned between 60 – 90 seconds (1to 1.5 mins)	62	
Abandoned between 90-180 seconds (1.5 to 3 mins)	88	
Abandoned after 180 seconds (over 3 mins)	210	
Abandoned Calls - Total	522	
Average time handling calls		
Average Call Handle Time (seconds)	145	

This page is intentionally left blank

Key Performance Indicators

KPI Yearly comparisson



Demand by Service Area

	2018/2019	2019/2020	2020/2021	2021/2022
Benefits	12391	10206	8817	7460
Children's Services	12964	13273	8855	9386
Community Support Hub			4191	560
Concessionary Fares	1688	1183	718	2074
Council Tax	48278	44099	36530	41116
Elections			1013	
Emergency			315	288
Environmental Health	3321	2664	2031	1649
Libraries	3789	3904	3092	2776
Parking				7128
Planning	13764	11833	8778	8086
Streetcare (including Waste queue)	42514	36500	56027	45251
switchboard	115217	114686	107496	115691
TOTAL	253926	238348	237863	241465



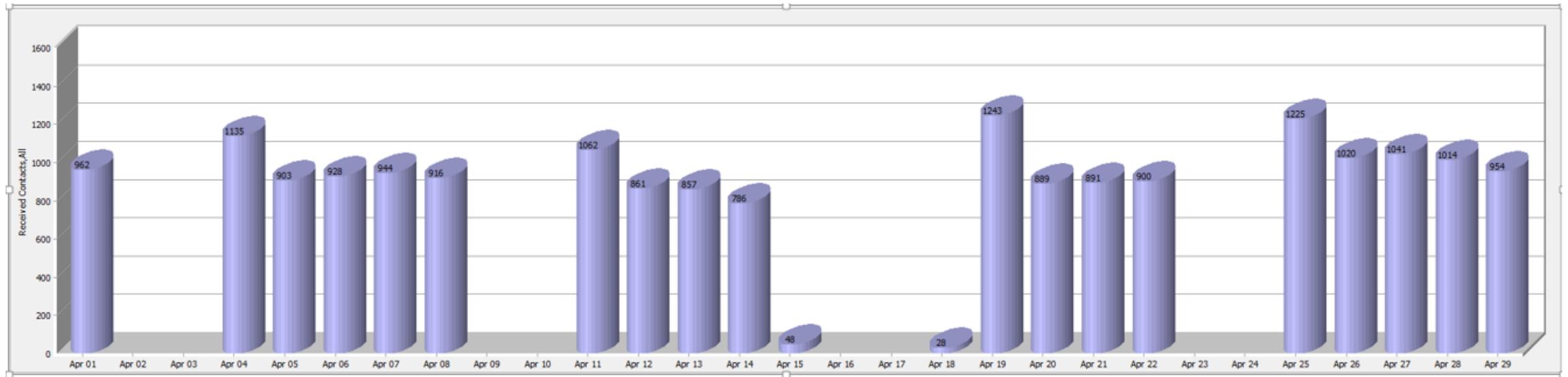
Recorded visits to Market St Reception

Reception Visits Recorded on Qmatic						
2019/2020				2020/2021		
	MSO				MSO	
Apr	1036			April	Closed	
May	987			May	Closed	
Jun	764			Jun	24	
July	978			Jul	136	
Aug	812			Aug	152	
Sept	883			Sep	184	
Oct	791			Oct	141	
Nov	675			Nov	122	
Dec	486			Dec	104	
Jan	718			Jan	50	
Feb	799			Feb	64	
Mar	659			Mar	113	
	9588				1090	

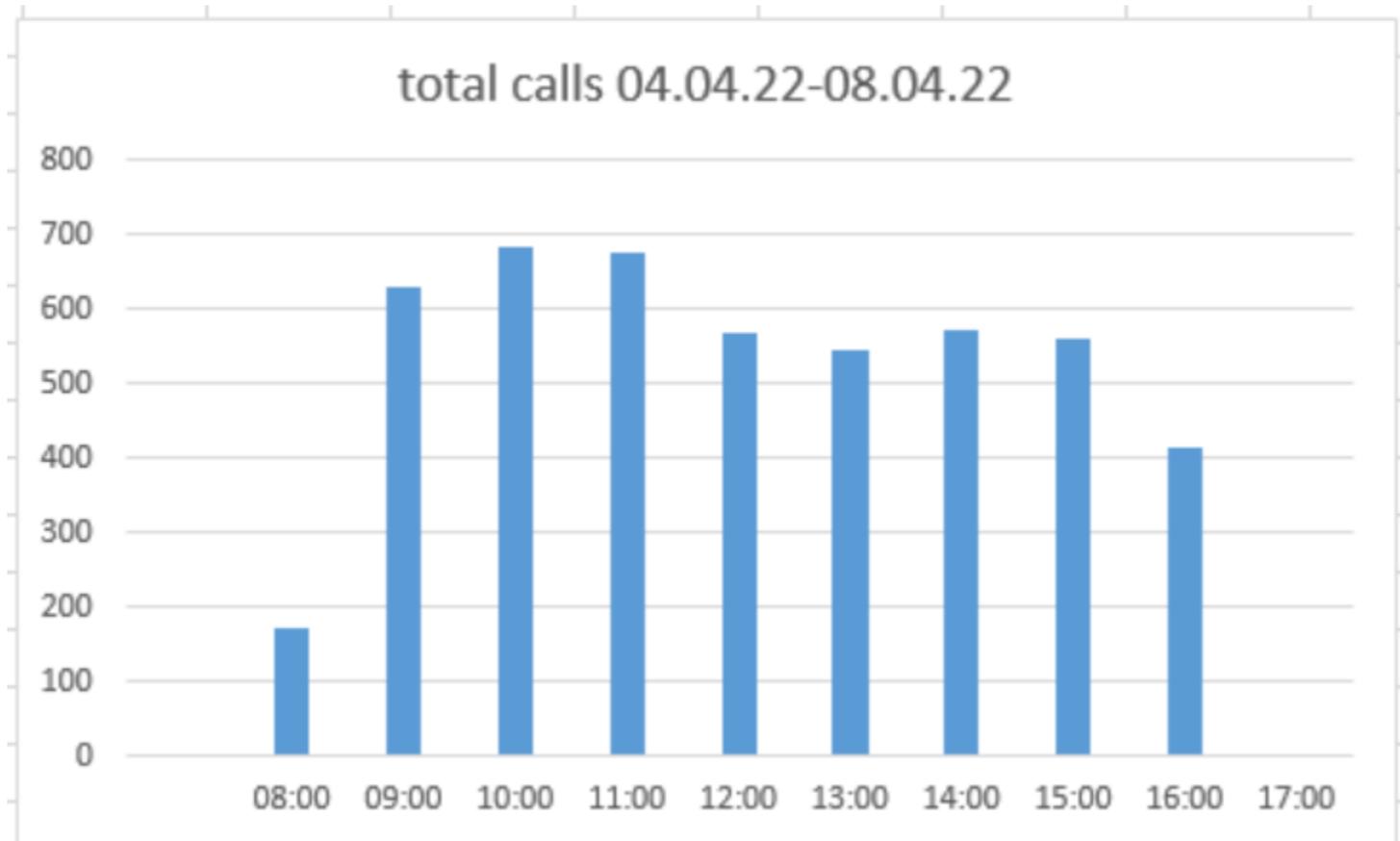
Transactions processed and time spent

	2018/19	2019/20	2020/21	2021/22
Transactions Processed	286066	269814	256672	258728
Processing time Hrs	19264	19842	20436	19783

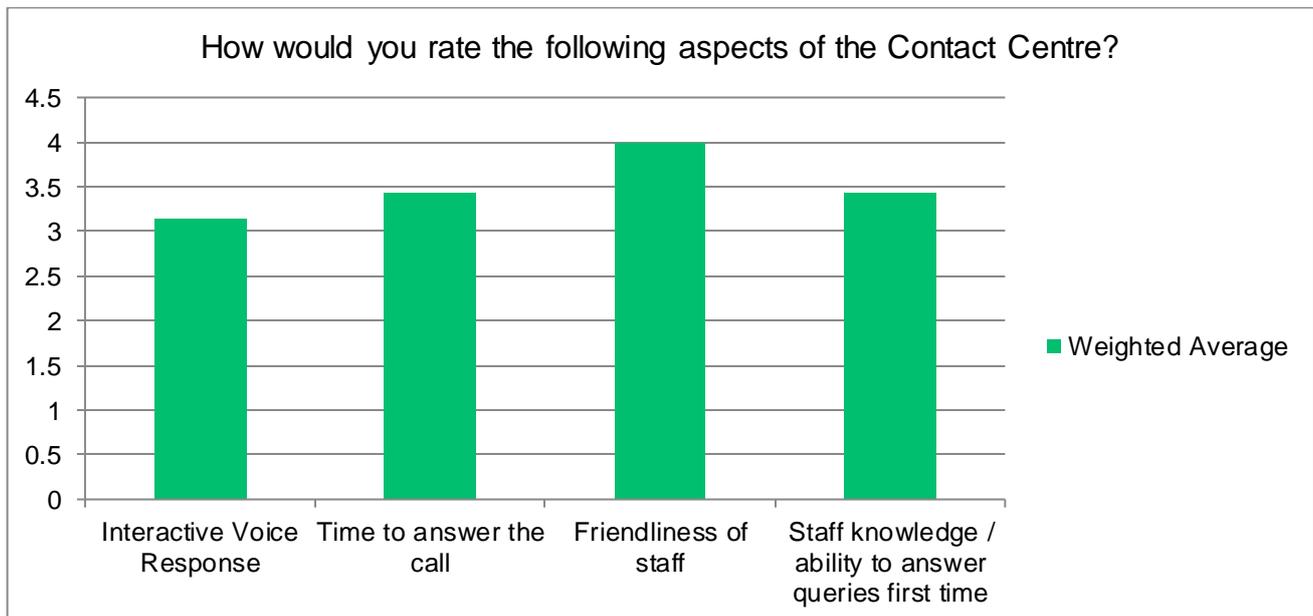
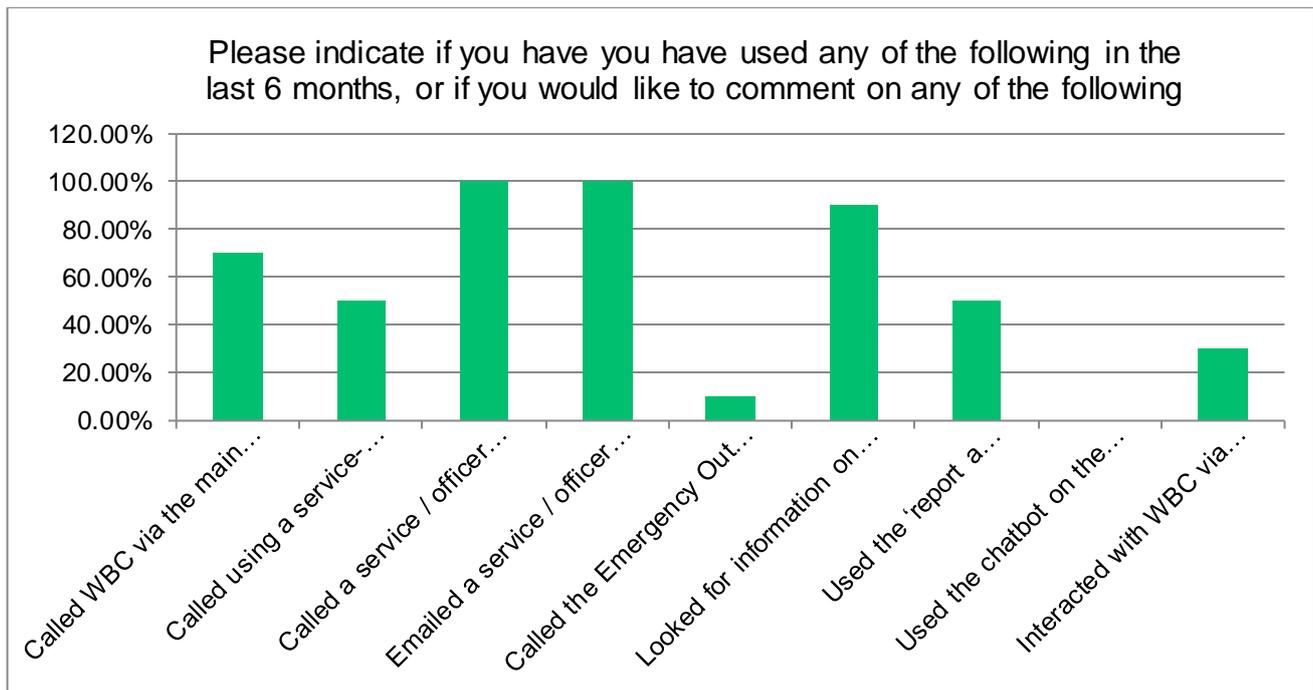
Daily Demand – example April 22



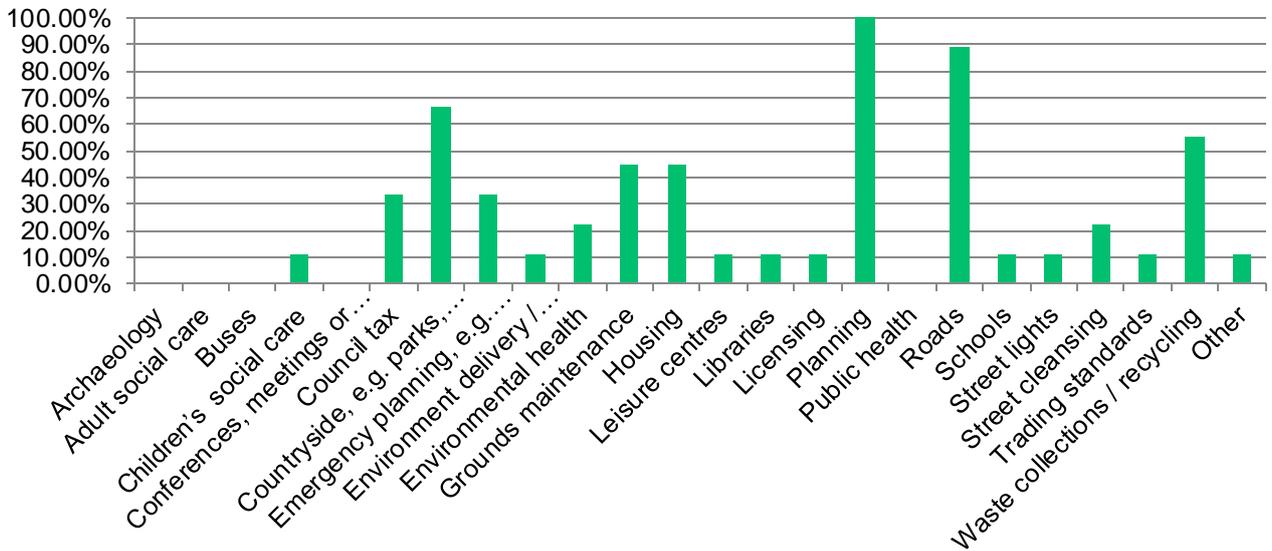
Hourly demand example w/c 04.04.22



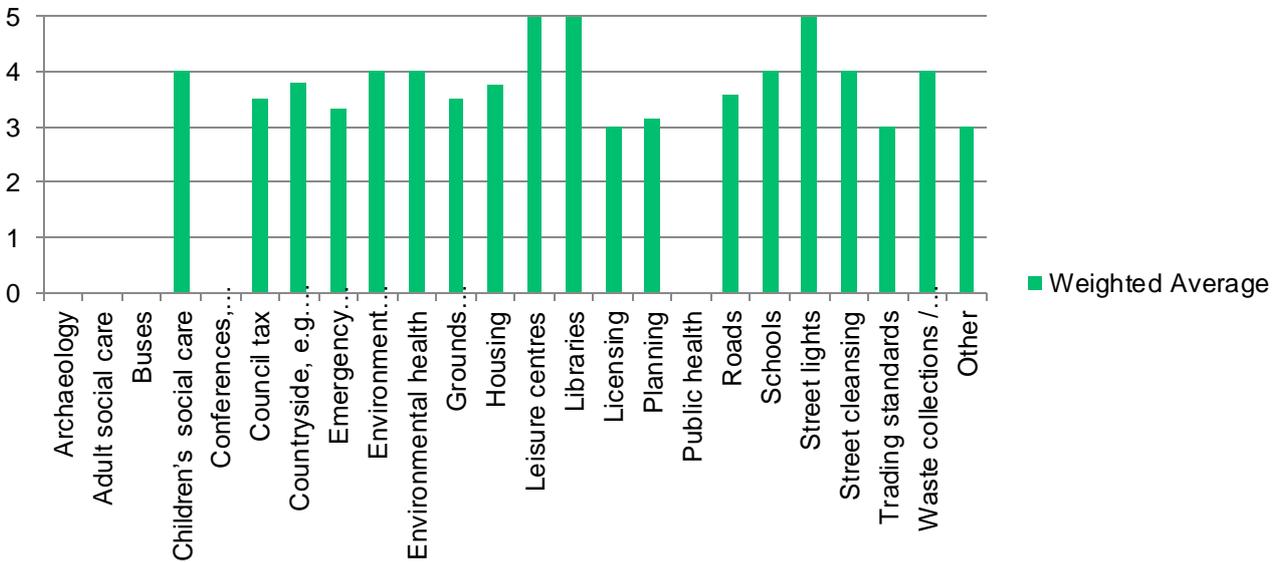
Appendix D – Member Survey Results



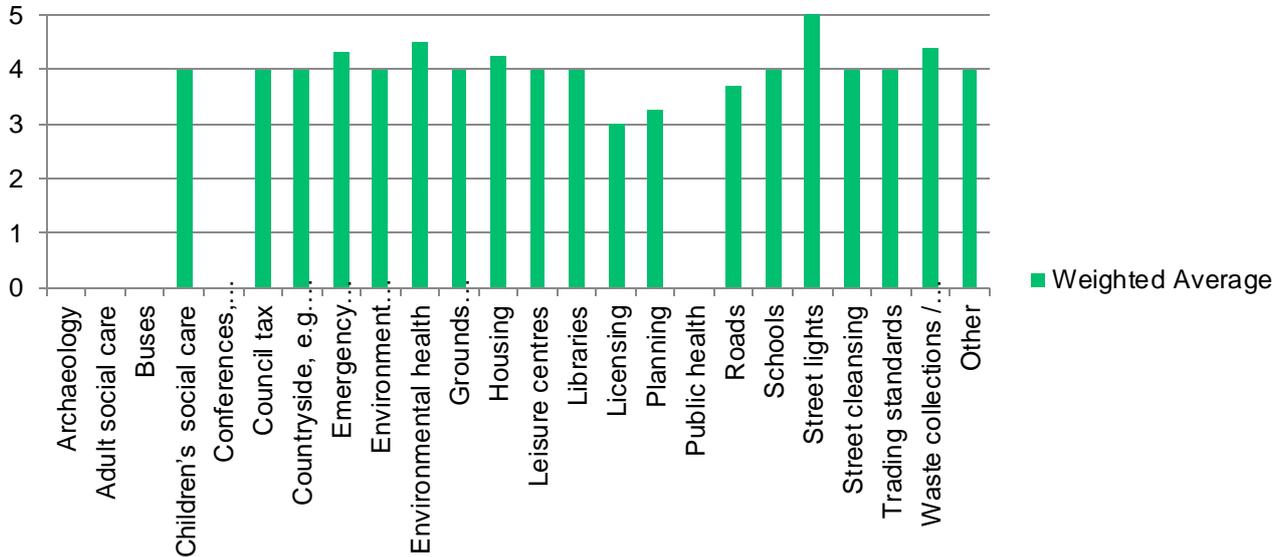
Which of the following services have you contacted in the last 6 months? Please select all that apply.



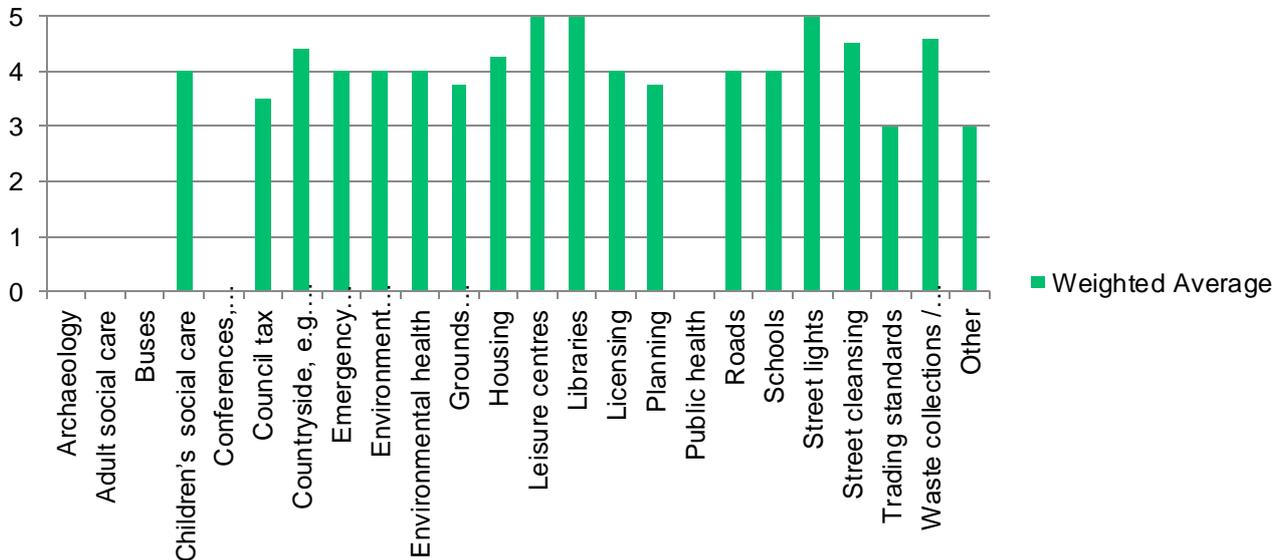
How easy was it to get in touch with the right person in the area you contacted?



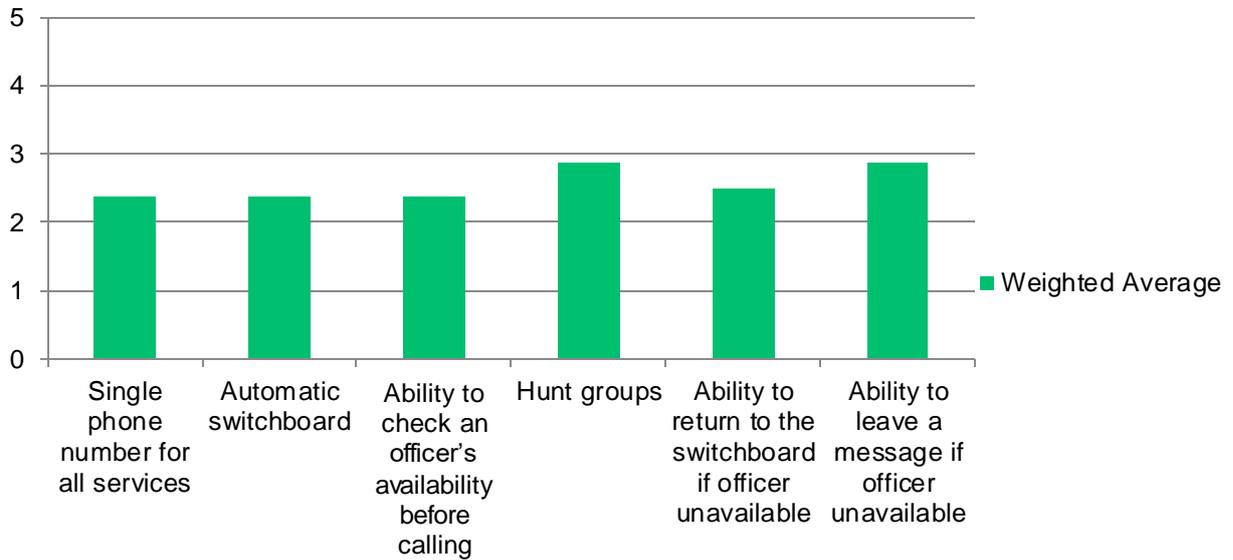
How satisfied were you with the timeliness of the response you received from the area you contacted?



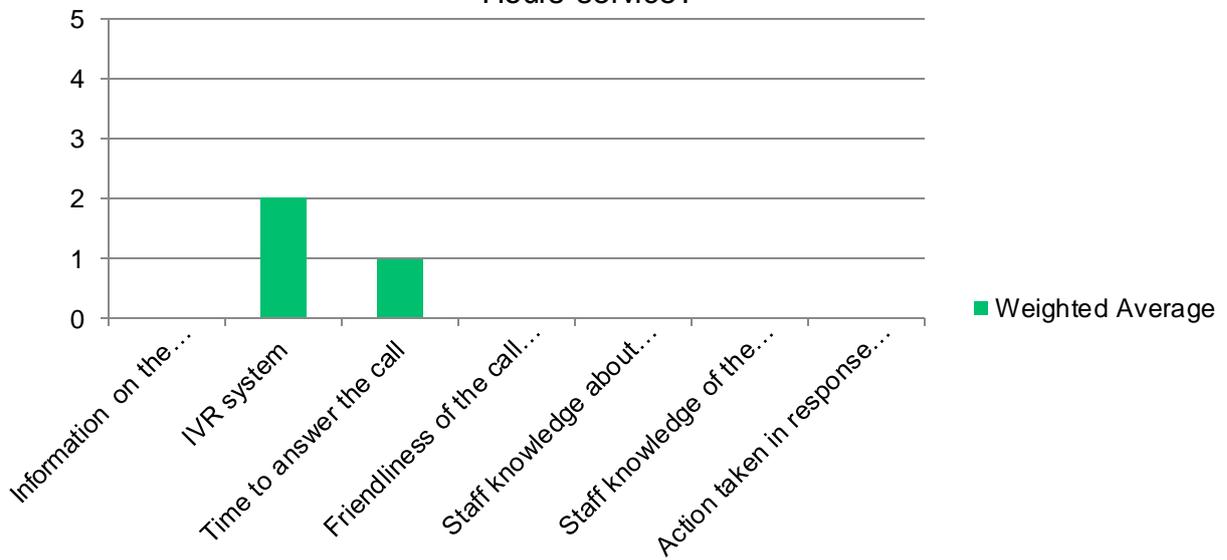
How satisfied were you with how your query was resolved by the area you contacted?



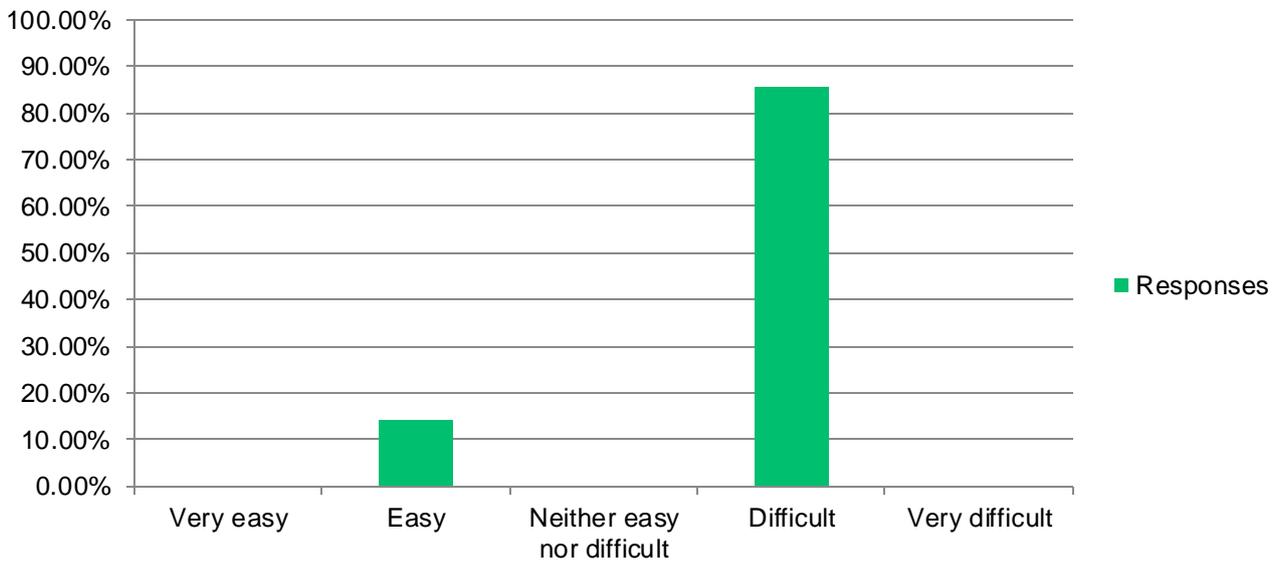
The phone system is being updated, how important do you think it is that the system has the following features?



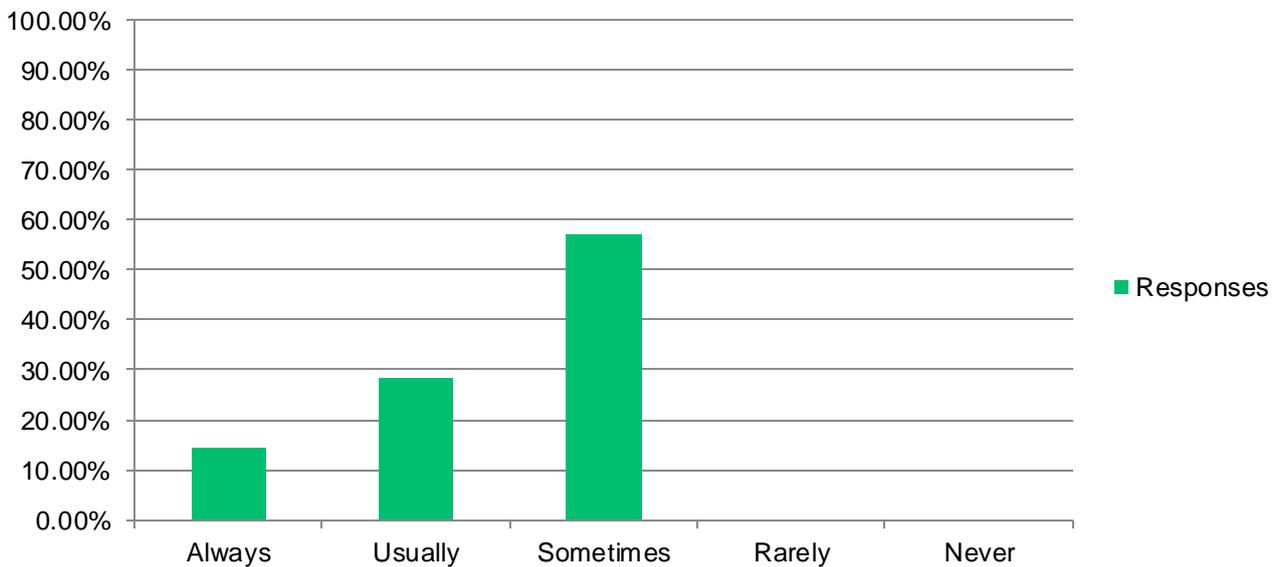
How would you rate the following aspects of the Emergency Out of Hours service?



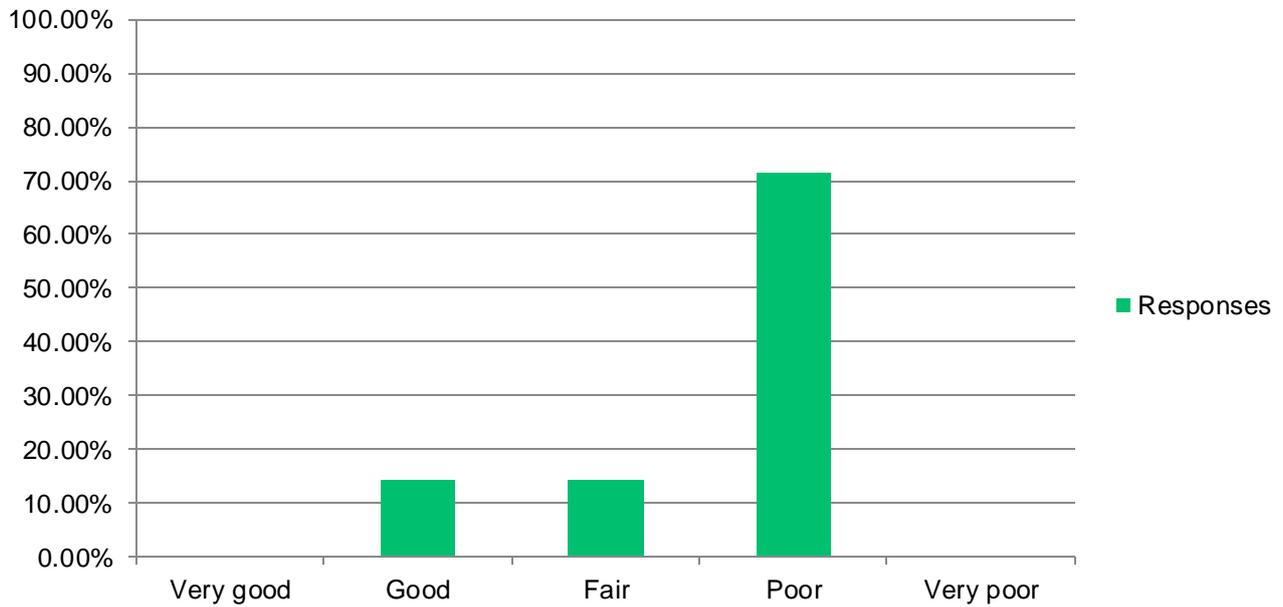
In general, how easy is it for you to find what you are looking for on the council's website?



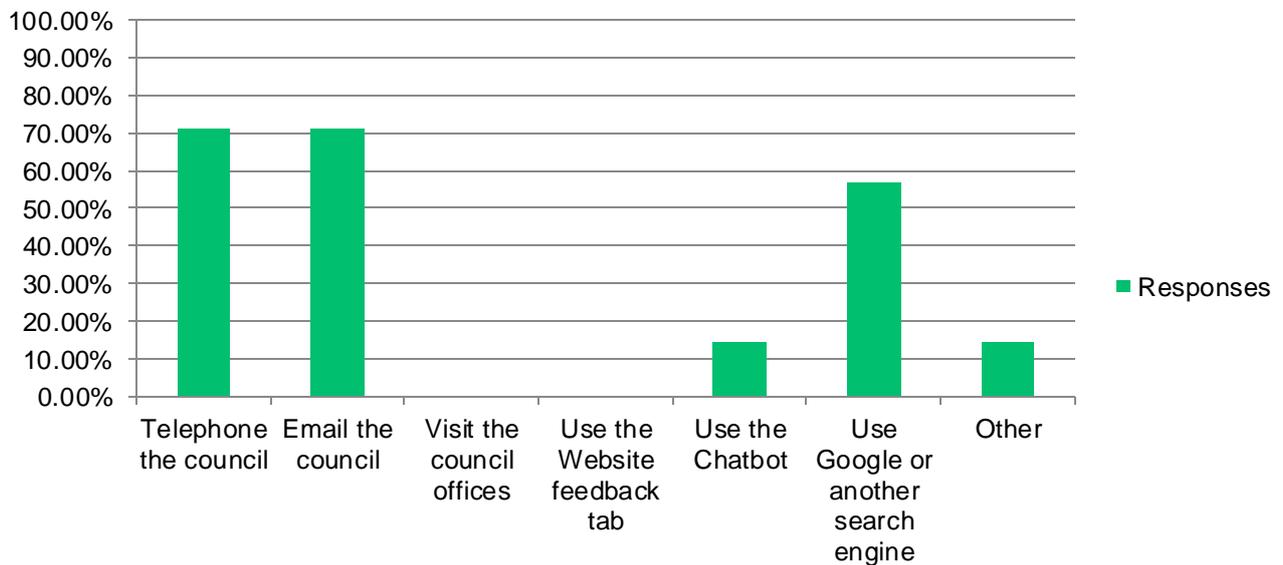
How often do you use the search function on the council's website to find the information you are looking for?



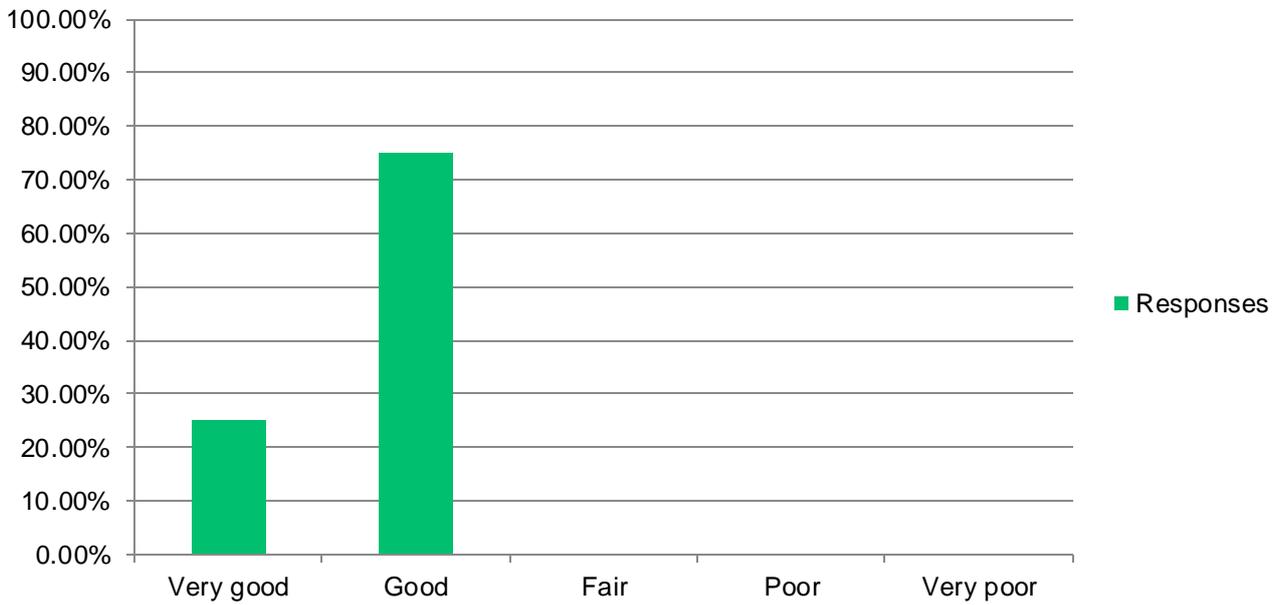
How would you rate the search function on the council's website?



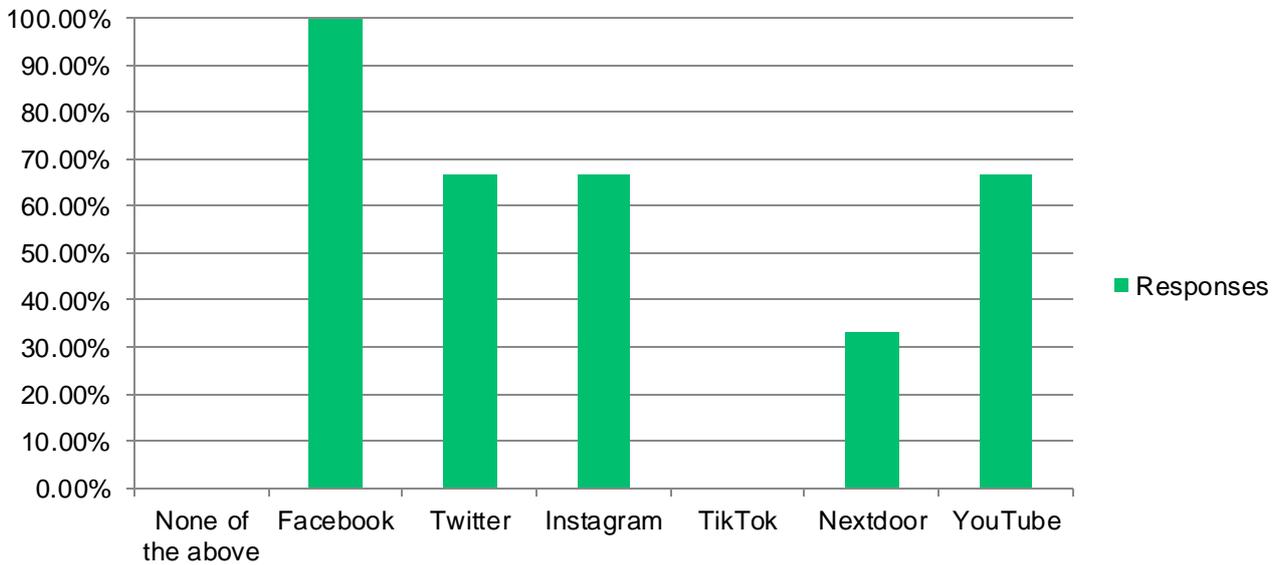
What do you do if you can't find the information you're looking for on the council's website? Please select all that apply.



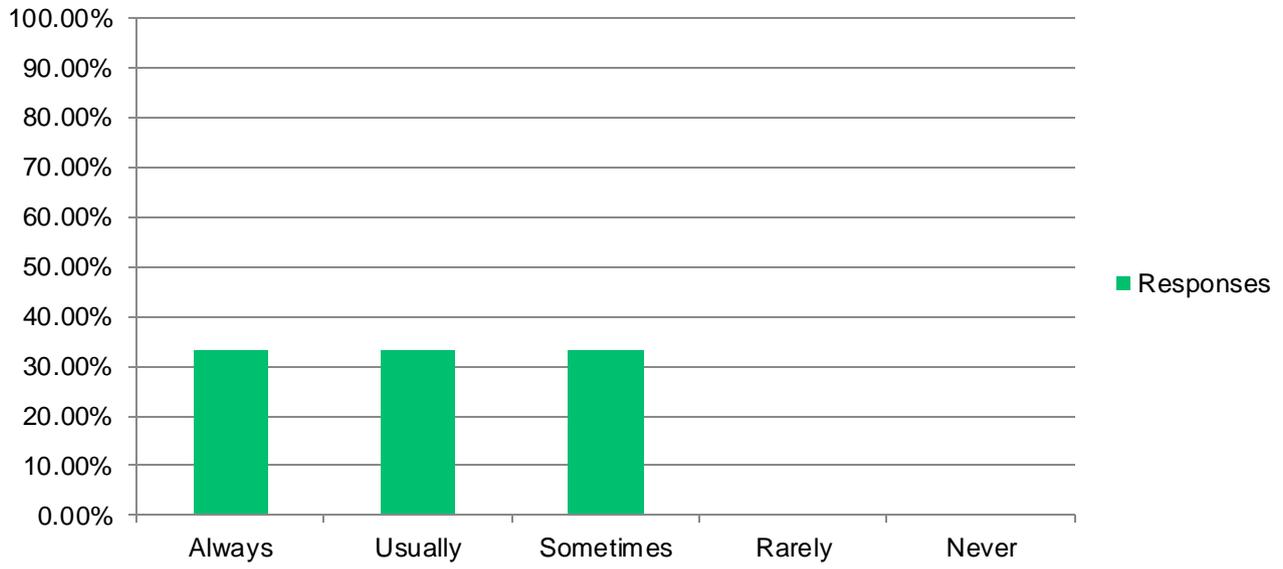
How would you rate the 'report a problem' function on the website?



Which of the council's social media channels do you follow? Please select all that apply.



How frequently do you share information from the council on social media?



Fees and Charges Task & Finish Group - Interim Report

Committee considering report:	Overview and Scrutiny Management Commission
Date of Committee:	29 November 2022
Task & Finish Group Chairman:	Councillor Tony Linden
Report Author:	Gordon Oliver
Forward Plan Ref:	OSMC

1 Purpose of the Report

This report presents the interim recommendations from the Fees and Charges Task and Finish Group.

2 Recommendation(s)

To consider the Task and Finish Group’s interim proposals as outlined in Section 6 of this report and agree that these be referred to the Executive for consideration.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	None
Human Resource:	None
Legal:	None
Risk Management:	None
Property:	None
Policy:	None

	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		X		
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		X		
Environmental Impact:		X		
Health Impact:		X		
ICT Impact:		X		
Digital Services Impact:		X		
Council Strategy Priorities:		X		
Core Business:		X		
Data Impact:		X		
Consultation and Engagement:	See full details within the report.			

4 Executive Summary

4.1 This report presents the interim findings of the Task and Finish Group set up by the Overview and Scrutiny Management Commission (OSMC) to review fees and charges across the Council. The recommendations set out in this interim report relate predominantly to the presentation of information in the fees and charges appendices of the annual Revenue Budget Report.

5 Supporting Information

Introduction

5.1 At its meeting on 25 January 2022, OSMC agreed to set up a Task and Finish Group to consider further options in relation to charging for West Berkshire Council's services. The following were highlighted as the key areas of focus for the Task and Finish Group and its subsequent recommendations:

- New proposals for Planning income;
- The Leisure Strategy and fees and income potentially arising from this;
- Other opportunities for commercial charging for services, particularly those provided by the following departments:
 - Development and Regulation
 - Communities and Wellbeing
 - Environment

5.2 In addition to exploring further opportunities for charging for Council services, the Task Group was also asked to consider the value for money of the fees and charges levied and the appropriate balance between affordability and income generation.

5.3 A copy of the Task and Finish Group's terms of reference is provided in Appendix A.

Background

5.4 The original intention was for the Task and Finish Group to report its findings to OSMC in September 2022. This would have allowed any recommendations to be incorporated into the budget reports that will be taken to Council in March 2023.

5.5 Unfortunately, the Task and Finish Group was delayed in starting its review. This was as a result of the need to extend the timescales for the preceding Customer Journey Task and Finish Group, which meant that resources were not available for the Fees and Charges review. Also officer and Member availability over the summer period resulted in further delays. As a result, the Task and Finish Group has only managed to meet twice before the end of October 2022. Details of the meetings are shown below.

Table 5.1: Details of Task and Finish Group Meetings

Meeting Date	Focus of Meeting	Witnesses
15 September 2022	<ul style="list-style-type: none"> Review of the terms of reference Work planning 	N/A
24 October 2022	<ul style="list-style-type: none"> Planning Fees and Charges Fees and Charges of Comparator Authorities 	Eric Owens Jean Marshall

5.6 Members of the Task and Finish Group wanted to bring an interim report to the OSMC meeting on 29 November 2022 to set out some preliminary proposals to the Executive in time for incorporation into the next set of budget reports, which are due to go to Council in March 2023. These proposals mostly relate to the content and presentation of information in the budget reports. Proposals relating to fees and charges for specific services will be included in the Task and Finish Group’s final report, which will be presented to OSMC in March 2023.

Findings

5.7 The initial findings are based on a review of the Fees and Charges appendices of the Revenue Budget Report for 2022/23. Copies of these are included in Appendix B of this report. The Task and Finish Group also considered a selection of fees and charges reports from other local authorities.

5.8 Overall, Members considered that they were not provided with enough information in the fees and charges report to be able to make an informed decision about the proposed changes for the coming financial year. In particular, the following issues were highlighted:

- The level of income generated by each fee / charge and the amount of ‘units sold’ in previous years were not provided, so Members did not know:
 - how demand had responded to previous changes in fees / charges,
 - the relative importance of individual fees and charges to the Council’s financial position; and
 - where they should best focus their attention when reviewing the proposed changes.
- It was not always clear if there was a statutory requirement to levy a fee / charge for a particular service, and if the Council had any say in setting the amount of that fee / charge, or if amounts were also set centrally.
- Information was not always provided within the report as to the justification for any changes to fees and charges, and for any variations in the level of proposed increases and decreases across the range of fees and charges levied by a particular Council department.

- Similarly, where a decrease or no change was proposed, it was not clear as to the reasons for this - for example, Parking and Public Transport remained unchanged in 2022/23, but there was no accompanying narrative to explain why.
- The percentage change of each fee / charge relative to the previous year was not provided in all cases.
- Where it was proposed to raise fees and charges in line with inflation, it was not clear as to why a particular measure of inflation had been chosen, i.e. CPI vs RPI.
- Information was not provided about how recently a particular department had carried out a benchmarking exercise in relation to fees and charges, or what the findings of the benchmarking had been.
- The reports did not provide an estimation as to the likely impact of variations to fees and charges on the amount of revenue that would be generated in the coming year – this must be known in order to be able to build future budgets.

6 Proposals

- 6.1 In order to address the issues identified in Section 5 above, the Task and Finish Group wishes to put forward the following proposals to amend the fees and charges appendices of the Revenue Budget Reports in future years.
- (a) Provide details of the level of income for each fee / charge in the preceding year and (if possible) the number of 'units sold' – where this is not possible (e.g. due to a lack of granularity in the cost centres used), revenues for groups of fees and charges should be provided.
 - (b) There should be a clear and consistent key used throughout the document to identify:
 - which fees / charges are statutory with levels determined centrally;
 - which fees / charges are statutory with local discretion as to the levels;
 - which fees / charges are discretionary and in the Council's control.
 - (c) There should be a short accompanying narrative to explain the rationale for any increments, decrements in fees / charges, or for keeping them unchanged – if there are variations within a group of fees / charges, the reasons for the variations should be made clear.
 - (d) The percentage increase / decrease should be provided alongside the existing and proposed fees in all cases.
 - (e) The reason for including a particular measure of inflation should be made clear, and if there is evidence of changes in costs that are unique to a particular service that are significantly different to the general inflationary figure, then consideration should be given to tailoring proposed increases / decreases accordingly.

- (f) All Council departments should be required to undertake benchmarking of fees and charges on a regular basis and the report should indicate when the latest benchmarking exercised has been completed in relation to each set of fees and charges.
- (g) The report should provide an estimation as to the likely impact of the changes in fees and charges on the level of future income.

7 Other options considered

OSMC may choose to accept the Task and Finish Group's recommendations in full or in part, or amend the recommendations before putting them to the Executive. Alternatively, OSMC may choose not to put any of the Task and Finish Group's recommendations to the Executive if it feels they are not appropriate.

8 Conclusion

- 8.1 The recommendations outlined in Section 6 above have been agreed by the Task and Finish Group and relate to the aspects of the review completed to date. It is considered that these would help to improve Member understanding and engagement with the Fees and Charges aspects of future Revenue Budget Reports.

Further Work

- 8.2 Further recommendations will be made as part of the Task and Finish Group's final report, which will be presented to OSMC in March 2023. Over the intervening period, the Task and Finish Group will be undertaking further interviews with individual services. The Task Group will also be looking at best practice case studies.

9 Appendices

Appendix A – Fees and Charges Task and Finish Group Terms of Reference

Appendix B – Fees and Charges appendices of the Revenue Budget Report for 2022/23

Background Papers:

['Fees and Charges, Overview and Scrutiny Management Commission, 25 January 2022](#)

Subject to Call-In:

Yes: No:

- The item is due to be referred to Council for final approval
- Delays in implementation could have serious financial implications for the Council
- Delays in implementation could compromise the Council's position
- Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months
- Item is Urgent Key Decision
- Report is to note only

Wards affected: All wards

Officer details:

Name: Gordon Oliver
 Job Title: Principal Policy Officer
 Tel No: 01635 519486
 E-mail: gordon.oliver1@westberks.gov.uk

Document Control

Document Ref:	OSMC – Fees & Charges	Date Created:	2 November 2022
Version:	1.0	Date Modified:	-
Author:	Gordon Oliver		
Owning Service	Legal and Democratic Service		

Change History

Version	Date	Description	Change ID
1			
2			

This page is intentionally left blank

Appendix A

Overview and Scrutiny Review Matrix

Review Topic: Fees and Charges

Timescale

Start: Aug 2022

Finish: Mar 2023

Review Rationale:

At its meeting on 25 January 2022, OSMC agreed to set up a Task and Finish Group to consider further options in relation to charging for West Berkshire Council's services

The OSMC report highlighted the following as the recommended areas of focus for the Task and Finish Group:

- a. New proposals on planning income
- b. Leisure strategy and fees and income potentially arising from this
- c. Other opportunities for commercial charging in the Place Directorate

Some considerations of this review may be:

- a. What are the current fees and charges, how have they been determined, and do they deliver good value?
- b. What are the statutory constraints that affect the setting of individual fees and charges, and what scope is there to vary fees and charges from existing levels?
- c. How do West Berkshire's fees and charges and associated revenues compare to other equivalent local authorities?
- d. Are there any services that West Berkshire Council does not charge for, or does not currently provide?
- e. How do the levels of fees and charges affect demand for discretionary services and what are the likely impacts in terms of achievement of Council Strategy priorities?
- f. What do residents / services users think about current fees and charges in terms of their affordability and value for money?
- g. What is the appropriate balance between affordability and revenue generation?
- h. Are differentiated fees and charges appropriate for particular service user groups in order to address issues of access, affordability and equity?
- i. How have historic increases in fees and charges taken account of inflation, and which measure of inflation is most appropriate when determining increases?

Terms of Reference:

The Task and Finish Group will:

- **Part 1:** Proposals on Planning Income

Consider opportunities for new fees and charges associated with all aspects of the Planning Service including, but not limited to: planning enquiries; pre-planning advice; planning applications; discharge of conditions; and S106 agreement legal fees. Also consider the value associated with existing fees.

- **Part 2:** Leisure Strategy Fees and Charges

Review the existing fees and charges associated with services provided through the West Berkshire Leisure Contract with a priority of delivering value. Consider the potential to charge for additional services required to deliver the new Leisure Strategy and also consider the value associated with existing fees

- **Part 3:** Other opportunities for commercial charging

Investigate potential additional opportunities to charge for services provided by the Place and People Directorates:

- *Development & Regulation*
- *Communities & Wellbeing*
- *Environment*

Also, consider whether there are opportunities to charge for services provided in the Resources Directorate

Members will collate their findings which will then form the basis of a report to be considered by Overview and Scrutiny Management Commission.

Review Membership:

Councillor Tony Linden
Councillor Jeff Brooks
Councillor Steve Masters
Councillor Biyi Oloko

Chairman: Councillor Tony Linden

Vice-Chairman: N/A

Scrutiny Officer: Gordon Oliver

Information Required:

Current WBC fees and charges
Current fees and charges of comparator authorities / competitors
Historic fees and charges
Trends in demand / service usage
Residents survey data
Inflation calculation methodology
Current rationale / strategy for fee changes

Documents/Evidence:

Residents Survey outcome report (2020 and 2021)
Quarterly reporting for relevant service areas

Witnesses: *(Who/Why?)*

Executive Director - Resources
Finance Manager
Service Director – Development & Regulation
Team Leader Development Control

Service Director – Communities & Wellbeing
Interim Consultant (Leisure)
Sports & Leisure Manager

Service Director – Environment
Waste Manager
Environment Delivery Manager
Countryside Manager
Asset Manager
Network Manager
Transport Services Manager

Other Service Directors and Officers as the Task Group considers appropriate

Measures Available

Suite of data sets as outlined above

Desired Outcomes:

A report with a clear set of recommendations on potential changes to fees and charges and a clear strategy for managing future increases.

This page is intentionally left blank

People Directorate Fees & Charges Proposals 2022/23

1 Adult Social Care

- 1.1 Councils have the power to charge for certain social care services, and are required to have a charging policy that is demonstrably fair and does not undermine the overall objectives of social care – that is, to promote both independence and social inclusion of service users. It is recognised that the level of fees and charges can have a direct impact on usage and take up, and in some instances work against the Council's social inclusion agenda by effectively discriminating against those who are less able to pay.
- 1.2 The Council's policy is therefore to charge service users an 'affordable' amount, which is uplifted by inflation each year where appropriate. However, where other local authorities, or Health organisations, are purchasing Council services on behalf of their service users, the charges made to these organisations are designed to reflect the actual costs of the service.
- 1.3 West Berkshire Council's Charging Policy for Adult Social Care services, introduced in 2015, states the individual will have one assessed charge for all services. All services will be added together before a service user is financially assessed.
- 1.4 The guidance allows for a prescribed list of allowances, for example, rent, mortgage, council tax, buildings insurance etc plus disability related costs, for example, community alarm system, extra heating costs that meet an individuals presenting care needs.
- 1.5 These allowances are then deducted from the total income to give an assessable income when an individual is receiving care in a non-residential setting.
- 1.6 From April 2012 any new or reviewed eligible individual requiring support from Adult Social Care receives this in the form of a Personal Budget through which they can arrange their support. As of 1st April 2011 individuals have been charged for each day they have booked at a Resource Centre and only in exceptional circumstances will charges be waived for non-attendance.
- 1.7 There are generally two types of charges – discretionary and statutory:

- **Discretionary Charges**

Unless otherwise stated, the fee increase for 2022/23 is by the annual October CPI of 4.2%. The charge to other local authorities and Health organisations for places in West Berkshire Resource Centres will also be increased by 4.2% for 2022/23.

Community Based Services will be charged at the actual cost of the service, including administration costs.

Other Day Centre and Transport will be charged at the actual cost.

Some fees have been increased by more than CPI to ensure that the cost covers the work being undertaken.

- **Statutory Charges**

The method of assessing contributions from clients in long-term residential care is covered by section 14 of the Care Act 2014, the Care and Support (Charging and Assessment of Resources) Regulations 2014, the Care and Support Statutory Guidance and the Council's ASC Charging Policy 2015.

The charges to full cost payers in WBC Homes, and to other local authorities who access services run by West Berkshire Council, are based on current information in respect of cost and the estimated number of clients using the service. The proposed full standard charge for WBC Homes is to increase by 4.2%.

Deputyship Fees are set by the Court of Protection.

Adult Social Care		
Description	Fees 2021/22	Proposed Fee 2022/23
Residential care independent sector homes - full cost per week *	Actual cost	Actual cost
Residential care WBC Homes - full cost per week *	Willows Edge £839 Notrees £839 Walnut Close – Home closed Birchwood £870	Willows Edge £874 Notrees £874 Birchwood £907
Nursing care WBC Homes - full cost per week *	Birchwood £870 excludes Funded Nursing Care	Birchwood £907 excludes Funded Nursing Care
Meals provided in WBC Resource Centres *	£5.30	£5.50
WBC Resource Centre outreach workers per hour *	£19.80	£20.60
WBC Transport - maximum charge per journey *	£8.90	£9.30
WBC Foot Care service regular appointment *	£21.40	Service ceased
WBC Foot Care Equipment *	£13.00	Service ceased
External day activities *	Actual cost	Actual cost
WBC Resource Centres - charge to other Local Authorities and Clinical Commissioning Groups per day - Older People - Learning Disability - Physical Disability	 £69.30 £112.60 £104.50	 £72.20 £117.30 £108.90
Charges to any organisation using WBC Resource Centres per day Greenfield, Hungerford & Phoenix	Actual cost	Actual cost
WBC Resource Centres - charge per day *	£49.80	£51.90
Administration fee for commissioning care for full cost clients *	£231 per annum	£241 per annum

Set up fee for deferred payers *	£151	£157
Administration fee for deferred payers *	£251 per annum	£262 per annum
Next of kin support administration following the death of a Deputyship client	£103.50 per hour	£107.80 per hour
Support in making a Lasting Power of Attorney application	£156	£163
Support in making a Deputyship application	£352	£367
Residential and Nursing care WBC Homes - charge the assessed contribution whilst in hospital if bed retained at the home *	Assessed charge	Assessed charge
Residential and Nursing care WBC Homes - charge the assessed contribution from date of admission even if client subsequently decides to leave the home during the review period *	Assessed charge from date of admission	Assessed charge from date of admission
Transporting clients from care homes to resource centres (charge to provider) *	Actual cost	Actual cost
Shared Lives – management fee *	£109.50 per week for a full time placement. £32.80 per week for an overnight respite session. £4.30 per hour for day support.	£114.10 per week for a full time placement. £34.20 per week for an overnight respite session. £4.50 per hour for day support.

Statutory Charge *

Resource Centre - Rental Charges						
	Fees 2021/22			Proposed Fees 2022/23		
Room	Daily Rate	Half Day Rate	Hourly Rate	Daily Rate	Half Day Rate	Hourly Rate
Phoenix Resource Centre						
Ground floor woodwork room	£58.00	£29.60	£10.40	Not available		
External car washing facility	£58.00	£29.60	£10.40	Not available		
Ground floor Theatre (with lighting and audio system)	From £87.70 to £153.50	From £45.90 to £82.20	From £21.80 To £39.40	From £91.40 to £159.90	From £47.80 to £85.70	From £22.70 To £41.10
Audience seating (setting up and taking down)	£82.20	£82.20	£82.20	£75.00	£75.00	£75.00
First floor Theatre office	£16.40	£16.40	£16.40	£17.10	£17.10	£17.10
Ground floor frailty and dementia suite (Lilac Lounge)	£60.30	£32.80	£12.10	£90.90	£47.70	£15.90
Ground floor physical disability suite (Sunshine Room)	£58.00	£29.60	£10.40	£60.40	£30.80	£10.80
Ground floor sensory cooking room	£58.00	£29.60	£10.40	£60.40	£30.80	£10.80
Ground floor sensory room	£58.00	£29.60	£10.40	£60.40	£30.80	£10.80
Ground floor optimusic room	£58.00	£29.60	£10.40	£60.40	£30.80	£10.80
Ground floor dining room	£87.70	£45.90	N/a	£91.40	£47.80	N/a
Ground floor dining room and kitchen	£98.60	£51.50	N/a	£102.70	£53.70	N/a
Ground floor small activity room	£28.80	£14.80	£6.50	£30.00	£15.40	£6.80
First floor Craft activity room	£58.00	£29.60	£10.40	£60.40	£30.80	£10.80
First floor computer suite	£58.00	£29.60	£10.40	Not available		
First floor Moving and Handling training room 1	N/a	N/a	N/a	£134.10	£109.00	£37.10
First floor training room 1 – room only	N/a	N/a	N/a	£67.00	£55.70	£19.30
First floor activity / office space - full space (large)	£114.00	£58.00	£20.80	Not available		
First floor activity / office space – (medium)	£87.70	£45.90	£16.40	Not available		
First floor Art room	£58.00	£29.60	£10.40	Not available		
First floor large meeting room without equipment	£36.20	£18.60	£7.60	£37.70	£19.40	£7.90
First floor large meeting room with equipment	£47.10	£22.90	£9.10	£49.10	£23.90	£9.50
First floor small meeting rooms	£21.80	£11.40	£4.20	£22.70	£11.90	£4.40
Accessible shower facility and personal care rooms	N/a	N/a	£9.80	N/a	N/a	£10.20

Statutory Charge *

	Fees 2021/22			Proposed Fees 2022/23		
Room	Daily Rate	Half Day Rate	Hourly Rate	Daily Rate	Half Day Rate	Hourly Rate
Hungerford Resource Centre						
Ground floor main activity room	£101.90	£51.50	£18.00	£106.20	£53.70	£18.80
Ground floor computer suite	£52.00	£26.20	£9.10	£54.20	£27.30	£9.50
Ground floor quiet room	£26.20	£13.60	£5.40	£27.30	£14.20	£5.60
Ground floor hairdressing salon	£26.20	£13.60	£5.40	£27.30	£14.20	£5.60
First floor meeting room 1	£52.00	£26.20	£9.10	£54.20	£27.30	£9.50
First floor meeting room 2	£52.00	£26.20	£9.10	£54.20	£27.30	£9.50
Accessible shower facility and personal care rooms	N/a	N/a	£9.80	N/a	N/a	£10.20

	Fees 2021/22			Proposed Fees 2022/23		
Room	Daily Rate	Half Day Rate	Hourly Rate	Daily Rate	Half Day Rate	Hourly Rate
Greenfield Resource Centre						
Atrium	£101.90	£51.50	£18.00	£106.20	£53.70	£18.80
Computer suite	£52.00	£26.20	£9.10	£54.20	£27.30	£9.50
Frailty and dementia suite	£76.70	£38.90	£13.60	£79.90	£40.50	£14.20
Physical disability suite	£76.70	£38.90	£13.60	£79.90	£40.50	£14.20
Learning disability suite	£52.00	£26.20	£9.10	£54.20	£27.30	£9.50
Optimusic / sensory room	£52.00	£26.20	£9.10	£54.20	£27.30	£9.50
Small office	£26.20	£13.60	£5.40	£27.30	£14.20	£5.60
Accessible bath facility and personal care rooms	N/a	N/a	£9.80	N/a	N/a	£10.20
Security opening and locking building at weekends	£18.60	N/a	N/a	£19.40	N/a	N/a

Hourly rate applies for bookings of between 1 and 2.5 hours, all bookings over this time duration are charged as a half day.

Statutory Charge *

2 Education: Family Hubs

- 2.1 The Family Hubs may enter into hire agreements in order to deliver services to children, young people, families and the local community. Family Hubs are non-profit making organisations and as such it is agreed that West Berkshire Family Hubs have a reduced charge for statutory providers for use of the Centres' facilities where they are delivering services for families with children 0-5 years that fall within the remit of Family Hubs e.g.
- Family Groups and contact visits held by Children Services
 - Clinics and drop-in's held by Health Professionals
- 2.2 The Family Hubs started to charge for activity sessions provided to the general public in 2018/19. These activities are pre-booked via an online booking system. Activities are allocated to a pricing band, depending on their nature.
- 2.3 The Family Hubs increased the room hire charges for 2019/20, which is the first increase for a number of years. It has therefore been decided to not increase the charges in 2022/23 in recognition of the challenges our hirers have had since the Covid pandemic.

Family Hubs Fees and Charges (charges per hour)

Family Hubs						
	Fees 2021/22			Proposed Fees 2022/23		
Room Hire	Non profit Organisation	Profit Organisation	Statutory Services	Non profit Organisation	Profit Organisation	Statutory Services
East District - Calcot	£10	£20	£6	£10	£20	£6
Central District - Thatcham Park Lane	£10	£20	£6	£10	£20	£6

Note: contributions are accepted for Stay and Play activities towards refreshments.

Family Hubs Additional Fees and Charges (Out of hours)

**Charges after 6pm Weekdays and on Saturdays

	Fees 2021/22		Proposed Fees 2022/23	
Room Hire	**Caretaker Opening Charge	**Caretaker Waiting Time Charge	**Caretaker Opening Charge	**Caretaker Waiting Time Charge
1 Hour	£10.00	N/A	£10.00	N/A
2 Hours	£10.00	£7.00	£10.00	£7.00

3 Hours	£10.00	£10.50	£10.00	£10.50
4 Hours	£10.00	£14.00	£10.00	£14.00
5 Hours	£10.00	£17.50	£10.00	£17.50
6 Hours	£10.00	£21.00	£10.00	£21.00

Family Hubs Activity Sessions

	Fees 2021/22	Proposed Fees 2022/23
Band	£	£
A	£0 - £3	£0 - £3
B	£3.01 - £10	£3.01 - £10
C	£10.01 - £20	£10.01 - £20

Name of session/Group	Charging Band	Basis
All Stay, Play & Learn Groups	A	Per family per session
Messy Play	A	Per family per session
All Baby Groups	A	Per family per session
Post Natal Group	A	Per family per session
Family Learning Courses	B	Per learner per session
Paediatric First Aid	B	Per adult one off session
Baby massage	B	Per family per session
Little Stars	C	Per family per 6 week course

3 Education: Home to School Transport

The Standard Rate has increased by £36 per year from £804 (academic year 2021/22) to £840 (academic year 2022/23) to reflect increasing transport cost. The Rate represents £4.42 for a return journey per school day. The Rate applies across West Berkshire so that rural communities are not disadvantaged with a higher price.

Home to School Transport Fees and Charges

Home to School Transport		
Banding	Fees 2021/22	Fees 20212/23
Standard rate	£804	£840
Replacement bus pass admin fee	£15	£15
Rail pass admin fee	£20	£20

4 Communities & Wellbeing: Culture

Culture			
Description		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Shaw House			
		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Shaw House - Room Hire Charges:			
Registered Charity	per hour	£20 - £32	£20 - £32
Public Sector and Community use	per hour	£26 - £39	£26 - £39
Commercial use	per hour	£33 - £51	£33 - £51
Museum			
		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
West Berkshire - Archaeological Archive Box Fee			
Fieldwork Fee This charge covers the fieldwork notification and processing of the Archaeological deposit and includes issuing of an accession number and subsequent administration. Non-refundable.		£50	£50
Deposit Fee This charge includes the provision of up to three standard size boxes and the ongoing care and management of the archaeological deposit. Non-refundable.		£101	£101
Additional Boxes			
Full Box 0.4 x 0.25 x 0.22m =0.022m ³		£71	£71
Half Box 0.4 x 0.25 x 0.11 =0.011 m ³		£31	£31
Quarter Box 0.4 x 0.125 x 0.11 =0.00275 m ³		£20	£20
Eighth Box 0.2x 0.125 x 0.11 m= 0.00275m ³		£10	£10
Sixteenth Box 0.1 x 0.125 x 0.11 m oe 0.2x0.63x0.11 = 0.001375m ³		£0	£0
Skull Box = 1/2 Box 0.2 x 0.2 x0.25 = 0.012m ³		£34	£34
Human Bone = 1 1/2 Box 0.6 x 0.25 x 0.25 = 0.039m ²		£103	£103
Map Rolls per 100 grams ³		£2	£2
Archive Box deposit charges		£0	£0
Full Box 0.4 x 0.075 x 0.27m =0.0081m ³		£25	£25
Half Box 0.4 x 0.045 x 0.27 =0.0049 m ³		£15	£15
Heritage Service - Use of Image Collection			
If supplied for private personal use only the image production fee is payable. Images supplied for publication incur both an image production fee and a reproduction charge.			
Image Production Fee			
Photo Print - up to A6		£5.20	£5.20
Photo Print - up to A5		£10.00	£10.00
Photo Print - up to A4		£16.00	£16.00
Laser Scan - up to A4		£5.20	£5.20

Digital Scan - to CD		£16.00	£16.00
Digital Scan - to CD - Discounted rate for West Berkshire non-profit making organisations		Free	Free
		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Reproduction Charges			
Commercial Publication:			
Up to full page, B&W or Colour		£42	£42
Up to Full Page B&W or Colour - Discounted rate for the promotion of culture in West Berkshire		£15 one image; £5 for all subsequent images	£15 one image; £5 for all subsequent images
Cover (front or back)		£78	£78
Cover (front or back) - Discounted rate for the promotion of culture in West Berkshire		£30 one image	£30 one image
Local Publication		£16	£16
Local Publication - Discounted rate for West Berkshire non-profit making organisations		£15 one image; £5 for all subsequent images	£15 one image; £5 for all subsequent images
Academic Publication		£31	£31
Academic Publication, etc. - Discounted rate for West Berkshire non-profit making organisations		£15 one image; £5 for all subsequent images	£15 one image; £5 for all subsequent images
Magazine or Newspaper		£42	£42
Advertising or Brochure		£78	£78
Exhibition Use		£42	£42
Exhibition Use - Discounted rate for West Berkshire non-profit making organisations		£30 one image £10 for all subsequent images	£30 one image £10 for all subsequent images
Website (3 year use)	Per 3 Years	£78	£78
Website (3 year use) - Discounted rate for West Berkshire non-profit making organisations	Per 3 Years	£30 one image £10 for all subsequent images	£30 one image £10 for all subsequent images
Supply fee			
Image already in our catalogue and supplied in a physical format	Plus Postage	£15	£15
New photograph required taken in-house and supplied digitally	Per Object	£50	£50
New photograph required taken in-house and supplied in a physical format	Per Object, plus postage	£65	£65
Copying and laminating charges			
These charges are common with the library service			
A4 Photocopy b/w		£0.10	£0.10
A4 Photocopy colour		£0.60	£0.60

A3 Photocopy b/w		£0.30	£0.30
A3 Photocopy – colour		£1.00	£1.00
Libraries			
Description		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Request Charges			
Items available in SELMS libraries		£3.00	£3.00
Overdue Charges			
Overdue Books for children	per day	£0.10	£0.10
Overdue Books for Adults	per day	£0.25	£0.25
DVDs	per day	£0.25	£0.25
Admin fee for debt recovery process		£12.00	£13.00
Printing and Photocopying charges			
A4 B&W		£0.10	£0.10
A4 Colour		£0.60	£0.60
A3 B&W		£0.30	£0.30
A3 Colour		£1.00	£1.00
Microfilm Copying		£0.20	£0.20
Other Charges for Library Services			
Lost Tickets		£3.00	£3.00
Reference and Research enquiry charges		NWN enquiries: £20 per half hour, (WB library members get first half hour free). Copying charges are additional and there is a £3 admin charge for postage.	NWN enquiries: £20 per half hour, (WB library members get first half hour free). Copying charges are additional and there is a £3 admin charge for postage.
Book group service (per annum)		£26	£27
Vocal Scores		£6 per month per set of 20 scores from SE region. (Loans in multiples of 20.)	£6 per month per set of 20 scores from SE region. (Loans in multiples of 20.)
Orchestral sets from SE region	per month	£15	£16
Play sets from SE region	per month	£6	£6
Hire charges			
U Cert DVDs	per week	£1	£1
Other Cert DVDs	per week	£2	£2
Room Hire			
Newbury Library - Carnegie Lounge (reduced rate available for charities/ local non-profit organisations).	per hour	£18	£19
Newbury Library - Advice point -small meeting room (reduced rate available for charities/ local non-profit organisations).	per hour	£10	£10
Theale Library (reduced rate available for charities/ local non-profit organisations).	per hour	£18	£19
All other libraries	per hour	£10	£10

Culture for the purposes above, includes the arts in all its forms, events and festivals, tourist attractions, the historic and “natural” landscape (buildings, places, open spaces), parks and gardens, libraries, museums and museum collections, local customs and folklore, the culture of food and the diversity of the people who live here.

Place and Resources Fees & Charges Proposals – 2022/23

1. Introduction

1.1 The starting point for the base budget for the 2022/23 budget build is that fees and charges should increase at least in line with inflation in order to maximise income accepting that:

- Fees and charges can have a direct impact on usage and take up.
- In some circumstances the Council is providing services in direct competition to the private sector. Where this is the case, price is likely to have a direct link with demand and it is important that the Council does not price itself out of the market. In some areas benchmarking has taken place to ensure West Berkshire can compete with other authorities.
- Raising fees and charges can in some instances work against the Council's social inclusion agenda by effectively discriminating against those who are less able to pay.
- For some services there is a clear expectation that fees and charges will reflect the costs incurred in providing the service; the Council may be subject to legal challenge if increases in fees and charges cannot be justified.

1.2 Statutory fees are not set by the council and may be subject to change during the year.

1.3 Fees below are correct at the time of publication, some may change during the year for operational reasons, subject to the appropriate authorisations.

2. Proposals – Place Directorate

2.1 Development and Regulation

(1) Housing

Temporary accommodation is charged in line with Local Housing Allowance (LHA) rates which have not yet been released for 2022/23. Do It Yourself Shared Ownership (DIYSO) leases will be increased in line with the rate of CPI inflation as at October 2021 (4.2%); the rental costs of Gypsy and Traveller accommodation owned or let by West Berkshire Council are also to be increased in line with CPI.

The Council also charge for homeless households placed in Bed and Breakfast accommodation. Households will need to claim Housing Benefit, or will be charged up to the amount Housing Benefit would pay, if they were eligible. In addition households will need to pay the ineligible charges, mainly breakfast. These charges are proposed to increase in line with inflation at 4.2% for 2022/23.

The Council may also charge applicants placed in emergency bed provision at Two Saints Hostel. Applicants are unable to claim Housing Benefit when placed in an

emergency bed. A charge of £1 a night may be made for emergency bed provision for people who are not employed and £5 a night for people who full or part time employment. However the process for charging for emergency accommodation at Two Saints Hostel is under review with a view to bringing the process in line with that for other types of temporary accommodation.

In some instances, the Council provides transport to temporary accommodation for households who have no other means of getting to that accommodation. The cost of providing the transport will be recharged, in full to the client.

The Council can assist with providing removals and/or storage for homeless applicants. The full cost of providing this service will be recharged to the client.

The Council can assist with securing cattery or kennel provision for homeless applicants in temporary accommodation, as pets are not permitted in temporary accommodation. The full cost of providing this service will be recharged to the client.

The Council provides repairs and maintenance to a small supply of temporary accommodation, including an out-of-hours service. In the event that a tenant or licensee uses the emergency service for a non-emergency repair, or fails to attend an appointment for a contractor to attend to a repair, a charge will be made to the tenant to cover the call-out costs. Where repairs arise as a result of neglect or damage caused by the tenant or licensee, or a member of their household, or a visitor to their home, the full cost of the repair will be recharged to the tenant or licensee.

Housing related support services will be charged at the actual cost of the service received.

For 2022/23 the council will charge an agency fee of 12% to any application for grants or loan where these are overseen and managed by the Home Improvement Agency.

Description	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Copy of housing assessment	No Charge	No Charge
Average rent for temporary accommodation per week	In Line with Local Housing Allowance	In Line with Local Housing Allowance
Do It Yourself Ownership rent (DIYSO) rent	0.5 % increase on individual contracts	4.2 % increase on individual contracts
Transport costs to temporary accommodation (TA)	Actual cost	Actual cost
Gypsy Traveller rent (Per week, per plot)	£94.00	£98.00
Home Improvement Agency (HIA) fee for private adaption work	12% of total cost of works to eligible clients	12% of total cost of works to eligible clients
Failed call out charges	Actual cost	Actual cost
B&B charging		
<i>Ineligible Charges for Bed and Breakfast Accommodation</i>		
Heating, lighting and hot water per week per Family Unit**	£40.20	£41.90
Breakfast per person, per week	£3.50	£3.60
* Statutory fee		
** Family Units Include: Single person, Couple - no children, Couple with 1-4 children, Single person with 1-4 children.		

(2) Development Control

Fees for planning applications are set centrally by the Department for Levelling Up, Housing and Communities. For invalid applications, 25% of the set fee will be retained by the service after the 3rd failed attempt.

A new fee structure for Pre-application planning fees is proposed for 2022/23 to better reflect costs to the Council and nature of advice provided, as shown below. The more detailed charging structure for 2022/23 does not have a direct equivalent from 2021/22 and so no comparative charges are shown here.

	Fees and Charges 2022/23
Planning Applications	<i>Government set fees</i>
Invalid applications charge	<i>25% of Government set fee after 3 failed attempts</i>

Pre-Application Advice: Minor Operations		
Application Type	Type of Advice	Proposed Fees and Charges 2022/23 – including VAT
Householder	Written Advice Only	£160
	Written Advice after a Site Visit.	£257
	Written Advice with a follow up meeting – No SV	£257
	Written Advice after S/Visit + Follow Up meeting	£349
Adverts	Written Advice Only	£250
	Written Advice after a Site Visit.	£347
	Written Advice with a follow up meeting – No SV	£347
	Written Advice after S/Visit + Follow Up meeting	£444
Works/Extns to Listed Buildings	Written Advice Only	£178
	Written Advice after a Site Visit.	£275
	Written Advice with a follow up meeting – No SV	£275
	Written Advice after S/Visit + Follow Up meeting	£365

Application Type	Type of Advice	Proposed Fees and Charges 2022/23 – including VAT
General LB or Conservation Advice	Written Advice Only	£120
	Written Advice after a Site Visit.	£180
	Written Advice with a follow up meeting – No SV	£180
	Written Advice after S/Visit + Follow Up meeting	£290
Change of Use (Land)	Written Advice Only	£178
	Written Advice after a Site Visit.	£300
	Written Advice with a follow up meeting – No SV	£300
	Written Advice after S/Visit + Follow Up meeting	£406
Telecommunications	Written Advice Only	£186
	Written Advice after a Site Visit.	£283
	Written Advice with a follow up meeting – No SV	£283
	Written Advice after S/Visit + Follow Up meeting	£396
Shopfronts	Written Advice Only	£221
	Written Advice after a Site Visit.	£294
	Written Advice with a follow up meeting – No SV	£294
	Written Advice after S/Visit + Follow Up meeting	£366
Agricultural Notification	Written Advice Only	£222
	Written Advice after a Site Visit.	£444
	Written Advice with a follow up meeting – No SV	£444
	Written Advice after S/Visit + Follow Up meeting	£554

Pre-Application Advice: Residential Development

Application Type	Type of Advice	Proposed Fees and Charges 2022/23 – including VAT
1 new residential dwelling	Written Advice Only	£240
	Written Advice after a Site Visit.	£300
	Written Advice with a follow up meeting – No SV	£300
	Written Advice after S/Visit + Follow Up meeting	£380
	Advice in Principle only	£120
2-4 new residential dwellings	Written Advice Only	£480
	Written Advice after a Site Visit.	£540
	Written Advice with a follow up meeting – No SV	£540
	Written Advice after S/Visit + Follow Up meeting	£640
	Advice in Principle only	£240
5-9 new residential dwellings	Written Advice Only	£960
	Written Advice after a Site Visit.	£1,080
	Written Advice with a follow up meeting – No SV	£1,080
	Written Advice after S/Visit + Follow Up meeting	£1,300
	Advice in Principle only	£480
10-25 new residential dwellings	Written Advice Only	£1,680
	Written Advice after a Site Visit.	£1,860
	Written Advice with a follow up meeting – No SV	£1,860
	Written Advice after S/Visit + Follow Up meeting	£2,020
	Advice in Principle only	£840

Application Type	Type of Advice	Proposed Fees and Charges 2022/23 – including VAT
26-49 new residential dwellings	Detailed Written Advice with meeting and Site Visit	£3,300
	Advice in Principle only	£960
50-99 new residential dwelling	Detailed Written Advice with meeting and Site Visit – Based on maximum of 30hrs work, additional hours charged at £150 per hour	Initial payment of £4,500
	Advice in Principle only	£1200
100-199 new residential dwelling	Detailed Written Advice with meeting and Site Visit – Based on maximum of 30hrs work, additional hours charged at £150 per hour	Initial payment of £5,500
	Advice in Principle only	£2000
200-499 new residential dwelling	Detailed Written Advice with meeting and Site Visit – Based on maximum of 30hrs work, additional hours charged at £150 per hour	Initial payment of £7,500
	Advice in Principle only	£2500
500+ new residential dwelling	Detailed Written Advice with meeting and Site Visit – Based on maximum of 30hrs work, additional hours charged at £150 per hour	Initial payment of £8,500
	Advice in Principle only	£3000

Pre-Application Advice: Non-residential Development

Application Type	Type of Advice	Proposed Fees and Charges 2022/23 – including VAT
Less than 249sqm	Written Advice Only	£265
	Written Advice after a Site Visit.	£350
	Written Advice with a follow up meeting – No SV	£350
	Written Advice after S/Visit + Follow Up meeting	£496
	Advice in Principle only	£128
Between 250 – 499 sqm	Written Advice Only	£480
	Written Advice after a Site Visit.	£540
	Written Advice with a follow up meeting – No SV	
	Written Advice after S/Visit + Follow Up meeting	£820
	Advice in Principle only	£240
Between 500 - 1000sqm	Written Advice Only	£960
	Written Advice after a Site Visit.	£1,080
	Written Advice with a follow up meeting – No SV	
	Written Advice after S/Visit + Follow Up meeting	£1,200
	Advice in Principle only	£360
Between 1000 - 2,499sqm	Detailed Written Advice with meeting and Site Visit	£2,400
	Advice in Principle only	£480
Between 2,500 – 4,999sqm	Detailed Written Advice with meeting and Site Visit	£3,300
	Advice in Principle only	£540
Between 5000 – 9999 sqm	Detailed Written Advice with meeting and Site Visit	£4,400
	Advice in Principle only	£680

Application Type	Type of Advice	Proposed Fees and Charges 2022/23 – including VAT
Greater than 10,000sqm	Detailed Written Advice with meeting and Site Visit	£5,500
	Advice in Principle only	£810

Charge	Cost (including VAT)
Basic Enquiries Charge (including, but not limited to (i) planning history searches, (ii) advice on how to check our records to establish whether permitted development rights have been removed from a residential dwelling, (iii) general advice on the procedure for discharge of conditions or non-material amendments to existing permissions, (iv) advice on how to seek pre-application advice, fill out application forms and fees)	£50 - £150 (covers up to an hour of an Officer's time) For more complex requests which will take more than one hour to complete, a bespoke fee will be agreed in advance based on the likely time taken and the level of experience of the Officer required to provide any such advice.
General Planning Policy Advice	£150 (covers up to an hour of an Officer's time) For more complex requests which will take more than one hour to complete, a bespoke fee will be agreed in advance based on the likely time taken and the level of experience of the Officer required to provide any such advice.
Ecology Advice	£150 (covers up to an hour of an Officer's time) For more complex requests which will take more than one hour to complete, a bespoke fee will be agreed in advance based on the likely time taken and the level of experience of the Officer required to provide any such advice.

<p>Senior Manager attendance</p>	<p>The involvement of a more senior manager to assist with negotiations where a request has been made by the applicant/agent and is not included in a Planning Performance Agreement.</p> <p>Development & Regulation Service Director - £200 per hour</p> <p>DM Service Manager - £150 per hour</p> <p>DM Team Leader - £100 per hour</p>
<p>Confirmation of compliance with a S106 /compliance with a notice</p>	<p>£150 (covers up to an hour of an Officer's time)</p> <p>For more complex requests which will take more than one hour to complete, a bespoke fee will be agreed in advance based on the likely time taken and the level of experience of the Officer required to provide any such advice.</p>
<p>Pre-Validation Checking Service: A technical officer will check the following for common errors, omissions or disclaimers:</p> <ul style="list-style-type: none"> • Application Form • Certificate(s) • Location/Block Plan • Cil Form • Plan(s) 	<p>£60 (covers up to an hour of officer's time)</p> <p>Each additional hour charged at £60</p> <ul style="list-style-type: none"> • Householder, advertisement and prior notification applications – 1 hour • Minor and similar applications – 2 hours • Major and similar complex applications – 4 hours
<p>Two Strikes – Invalid submissions (if an application is not validated in two successive submissions)</p>	<p>25% of Application fee</p>
<p>Charging for invalid applications (that have not been made valid within 28 days)</p>	<ul style="list-style-type: none"> • Householder, advertisement and prior notification applications – £60 • Minor and similar applications – £110 • Major and similar complex applications – £250
<p>Advice which is not covered by any of the above Categories</p>	<p>£150 (covers up to an hour of an Officer's time)</p> <p>For more complex requests which will take more than one hour to complete, a bespoke fee will be agreed in advance based on the likely time taken and the level of experience of the Officer required to provide any such advice.</p>
<p>Copy of Decision Notice, TPO, Appeal Decision Notice, Enforcement Notice</p>	<p>£30</p>

(3) Public Protection Partnership

The Public Protection Partnership (PPP) provides chargeable services on behalf of West Berkshire Council and Bracknell Forest Council. The proposed fees for 2022/23 have been agreed by the Joint Public Protection Committee and the relevant licensing committees of the two councils.

- All statutory fees and those linked to national schemes are based on fees published on 16 August 2021 and may be subject to change by Central Government or the management of the schemes.
- Statutory fees are as marked below.
- The chargeable hourly rate for PPP is £59 per hour (ph), which is unchanged from 2021/22.
- Fees for taxi and private hire vehicles, drivers and operators will be reviewed in January 2022 by the Council's Licensing Committee.

LICENCES, REGISTRATIONS AND CONSENTS

Pre Application Advice

We provide chargeable pre-application advice for the following licences and consents:

License/Consents	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Gambling Act	£59 ph	£59 ph
Licensed Premises Notifications	£59 ph	£59 ph
Licensing Act 2003	£59 ph	£59 ph
Scrap Metal	£59 ph	£59 ph
Sex Establishments	£59 ph	£59 ph
Skin Piercing & Dermal Treatments	£59 ph	£59 ph
Street Trading Consents	£59 ph	£59 ph

Animal Licences

Animal Licences – (Class A – Fee Discretionary)			
***The granting fee includes initial inspection and mid-term inspection totalling 4 hours (unless stated differently). Inspections required beyond this due to additional visits, aborted visits will be charged at an additional fee. **Additional vets fee payable		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
NEW - Animal Boarding Establishment - combined (dogs and cats)	Application Fee	£236	£177
	Granting Fee	£354	Minimum 4 hours at £236***
	Total Fee (minimum)	£590	£413 minimum
RENEWAL - Animal Boarding Establishment - combined (dogs and cats)	Application Fee	£177	£148
	Granting Fee	£354	Minimum 4 hours at £236***
	Total Fee (minimum)	£531	£384 minimum
NEW - Animal Boarding Establishment - single species (dogs or cats))	Application Fee	£177	£118
	Granting Fee	£295	Minimum 4 hours at £236***
	Total Fee (minimum)	£472	£354 minimum

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
RENEWAL - Animal Boarding Establishment - single species (dogs or cats))	Application Fee	£177	£89
	Granting Fee	£295	Minimum 4 hours at £236***
	Total Fee (minimum)	£472	£325 minimum
NEW - Home boarder (midterm inspections to be charged in addition to revisits and aborted visit charges)	Application Fee	£118	£118
	Granting Fee	£153.85	Minimum 2 hours at £118***
	Total Fee (minimum)	£271.85	£236 minimum
RENEWAL - Home boarder (midterm inspections to be charged in addition to revisits and aborted visit charges)	Application Fee	£118	£89
	Granting Fee	£123.85	Minimum 2 hours at £118***
	Total Fee (minimum)	£241.85	£207 minimum
NEW - Home Boarder - Franchisee arrangers licence (excludes inspection fee per host)	Application Fee	£147.50	£118
	Granting Fee	£59	Per inspection at hourly rate
	Total Fee (minimum)	£206.50	£118 + host inspection fee
RENEWAL - Home Boarder - Franchisee arrangers licence (excludes inspection fee per host)	Application Fee	£118	£89
	Granting Fee	£59	Per inspection at hourly rate
	Total Fee (minimum)	£177	£89 + host inspection fee
Assessment of hobby host as part of a franchisee licence	Host inspection fee	£118	£118
NEW - Dog Day Care	Application Fee	£236	£177
	Granting Fee	£354	Minimum 4 hours at £236***
	Total Fee (minimum)	£590	£413 minimum
RENEWAL - Dog Day Care	Application Fee	£177	£148
	Granting Fee	£354	Minimum 4 hours at £236***
	Total Fee (minimum)	£531	£384 minimum
NEW - Dog Breeding Establishment (**excluding vet fee)	Application Fee	£236	£177
	Granting Fee	£354	Minimum 4 hours at £236***
	Total Fee (minimum)	£590	£413 minimum

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
RENEWAL - Dog Breeding Establishment	Application Fee	£177	£148
	Granting Fee	£354	Minimum 4 hours at £236***
	Total Fee (minimum)	£531	£384 minimum
NEW - Dog Breeding Establishment (in domestic dwelling)(**excluding vet fee)	Application Fee	£177	£118
	Granting Fee	£295	Minimum 4 hours at £236***
	Total Fee (minimum)	£472	£354 minimum**
RENEWAL - Dog Breeding Establishment (in domestic dwelling)	Application Fee	£118	£89
	Granting Fee	£295	Minimum 4 hours at £236***
	Total Fee (minimum)	£413	£325 minimum
NEW - Pet Vending / Sale of pets	Application Fee	£177	£118
	Granting Fee	£295	Minimum 4 hours at £236***
	Total Fee (minimum)	£472	£354 minimum
RENEWAL - Pet Vending / Sale of pets	Application Fee	£118	£89
	Granting Fee	£295	Minimum 4 hours at £236***
	Total Fee (minimum)	£413	£325 minimum
NEW - Animal for Exhibition	Application Fee	£236	£177
	Granting Fee	£354	Minimum 4 hours at £236***
	Total Fee (minimum)	£590	£413 minimum
RENEWAL - Animal for Exhibition	Application Fee	£177	£148
	Granting Fee	£354	Minimum 4 hours at £236***
	Total Fee (minimum)	£531	£384 minimum
Riding Establishment - Inspections are carried out annually, regardless of the star rating or length of licence, by a qualified Veterinarian Officer. **Vets fees will be recharged separately.			
NEW - Main inspection fee, plus fee per horse (**excluding vets fee)	Application Fee	£177	£118
	Renewal Fee	£295	Minimum 4 hours at £236***
	Total Fee (minimum)	£472	£354 minimum**

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
RENEWAL - Main inspection fee, plus fee per horse (**excluding vets fee)	Application Fee	£118	£89
	Renewal Fee	£295	Minimum 4 hours at £236***
	Total Fee (minimum)	£413	£325 minimum**
Fee per horse, for the first 10 horses		£15	£15
Fee per horse, for next 11-50 horses		£10	£10
Fee per horse, for every horse 51 & over		£8	£8
Other Fees			
Additional mid licence visit		-	£118
Variation to the licence fee (inclusive of one visit)		£224	£177
Replacement licence fee (lost or stolen paperwork, change of name, etc.)		£59	£30
Re-evaluation of star rating (inclusive of one visit)		£112	£118
Transfer due to death of licensee	Admin cost	£56	£30

Wild Animals and Zoos

	Duration	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Dangerous Wild Animal Consent	2 years	£460	N/A
Dangerous Wild Animal Consent – New (** excluding vets fee)	2 years	N/A	£472
Dangerous Wild Animal Consent - Renewal	2 years	N/A	£295
Zoo Licences (new & renewals) Periodical inspections (** excluding Vets Fees)	Up to 6 years	£2,066	£2,066

Explosives Licences – Statutory*

Description	Duration	Proposed Fees and Charges 2022/23
New licence for explosives below 250kg Net Explosive Content (NEC) *	1 year	£111
	2 years	£144
	3 years	£177
	4 years	£211
	5 years	£243
Renewal of licence for explosives below 250kg Net Explosive Content (NEC) *	1 year	£55
	2 years	£88
	3 years	£123
	4 years	£155
	5 years	£189
New licence for explosives above 250kg Net Explosive Content (NEC) *	1 year	£189
	2 years	£248
	3 years	£311
	4 years	£382
	5 years	£432
Renewal of licence for explosives above 250kg Net Explosive Content (NEC) *	1 year	£88
	2 years	£150
	3 years	£211
	4 years	£272
	5 years	£333
Varying the name of licensee or address of site *		£37
Any other kind of variation *		Cost Recovery
Transfer of licence *		£37
Replacement Licence *		£37
Full year registration for sale of fireworks (capped fee) *		£500

Gambling Act 2005 – Statutory*

Description	Type	Proposed Fees and Charges 2022/23
Casinos (regional) *	New Application	£15,000
	Provisional Statement	£15,000
	Application with Provisional Statement	£8,000
	Variation	£7,500
	Transfer/Reinstatement	£6,500
	Annual Fee	£15,000
Casinos (large) *	New Application	£10,000
	Provisional Statement	£10,000
	Application with Provisional Statement	£5,000
	Variation	£5,000
	Transfer/Reinstatement	£2,150
	Annual Fee	£10,000
Casinos (small) *	New Application	£8,000
	Provisional Statement	£8,000
	Application with Provisional Statement	£3,000
	Variation	£4,000
	Transfer/Reinstatement	£1,800
	Annual Fee	£5,000
Bingo Clubs *	New Application	£3,500
	Provisional Statement	£3,500
	Application with Provisional Statement	£1,200
	Variation	£1,750
	Transfer/Reinstatement	£1,200
	Annual Fee	£1,000

Description	Type	Proposed Fees and Charges 2022/23
Betting Premises *	New Application	£3,000
	Provisional Statement	£3,000
	Application with Provisional Statement	£1,200
	Variation	£1,500
	Transfer/Reinstatement	£1,200
	Annual Fee	£600
Tracks *	New Application	£2,500
	Provisional Statement	£2,500
	Application with Provisional Statement	£950
	Variation	£1,250
	Transfer/Reinstatement	£950
	Annual Fee	£1,000
Family Entertainment Centres *	New Application	£2,000
	Provisional Statement	£2,000
	Application with Provisional Statement	£950
	Variation	£1,000
	Transfer/Reinstatement	£950
	Annual Fee	£750
Adult Gaming Centres *	New Application	£2,000
	Provisional Statement	£2,000
	Application with Provisional Statement	£1,200
	Variation	£1,000
	Transfer/Reinstatement	£1,200
	Annual Fee	£1,000
Lotteries & Amusements *	New Application	£40
	Annual Fee	£20
All licences *	Notification of change	£50
	Copy of licence	£25
Club gaming or machine permit *	New Application	£200
	Existing holder	£100
	Renewal	£200
	Annual Fee	£50
	Variation	£100
	Copy of licence	£15
Club Gaming or Machine Permit (holds a club Premises Certificate under Licensing Act 2003) *	New Application	£100
	Renewal	£100
Licensed Premises Notifications *		
To make available up to 2 gaming machines on premises which hold on-premises alcohol licence *	Notification of intention	£50
Gaming Machine Permit (more than 2 machines) on-premises which hold on premises alcohol licence *	Application (existing holder)	£100
	New Application	£150
	Annual Fee	£50
	First Annual Fee (payable within 30 days of date permit takes effect)	£50
	Variation	£100
	Transfer	£25
	Change of name	£25
	Copy of permit	£15

Hackney Carriage and Private Hire Licences

Vehicle Licences		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Hackney Carriage Vehicle – New		£288	£266
Hackney Carriage Vehicle – Renewal		£288	£236
Private Hire Vehicle – New		£288	£266
Private Hire Vehicle – Renewal		£288	£236
Private Hire Vehicle with Dispensation - New		£288	£266
Private Hire Vehicle with Dispensation – New - Renewal		£288	£236
Temporary Vehicle Licence	Up to 3 months	£232	£236
Driver Licences			
Driver – New	3 year Includes initial tests, safeguarding and disability trainings	£271	£301
Driver –Renewal		£271	£272
Conversion of driver licence to another type	1.5hrs (inc retaking tests)	£80	£89

Private Hire Operators (PHO)

Private Hire Operator	Number of Vehicles	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
NEW Per vehicle calculation of 3.5 hours (at £59.00 hourly rate) plus an hour per year (years 2-5) for first vehicle, plus 15 minutes per additional vehicle per years (years 1-5) up to a maximum of 20 vehicles (2021/22 based on 4 hours initial vehicle)	1	£472	£443
	2	£545.75	£516
	3	£619.50	£590
	4	£693.25	£664
	5	£767	£738
	6	£840.75	£811
	7	£914.50	£885
	8	£988.25	£959
	9	£1,062	£1,033
	10	£1,135.75	£1,106
	11	£1,209.50	£1,180
	12	£1,283.25	£1,254
	13	£1,357	£1,328
	14	£1,430.75	£1,401
	15	£1,504.50	£1,475
	16	£1,578.25	£1,549
	17	£1,652	£1,623
	18	£1,725.75	£1,696
	19	£1,799.50	£1,770
	20	£1,873.25	£1,844
20+	£1,873.25	£1,844	

Private Hire Operator	Number of Vehicles	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
RENEWAL Per vehicle calculation of 1.5 hours (at £59.00 hourly rate) plus an hour per year (years 2-5) for first vehicle, plus 15 minutes per additional vehicle per years (years 1-5) up to a maximum of 20 vehicles (2021/22 based on 2 hours initial vehicle)	1	£342	£325
	2	£413.25	£398
	3	£484.50	£472
	4	£555.75	£546
	5	£627	£620
	6	£698.25	£693
	7	£769.50	£767
	8	£840.75	£841
	9	£912	£915
	10	£983.25	£988
	11	£1,054.50	£1,062
	12	£1,125.75	£1,136
	13	£1,197	£1,210
	14	£1,268.25	£1,283
	15	£1,339.50	£1,357
	16	£1,410.75	£1,431
	17	£1,482	£1,505
	18	£1,553.25	£1,578
	19	£1,624.50	£1,652
	20	£1,695.75	£1,726
20+	£1,695.75	£1,726	

Other Private Hire and Hackney Carriage Charges

Other charges		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Variation to PHO licence	To include reissue of licence with additional vehicle registration added plus extra fees for these for length of licence	£59	£59
Transfer of vehicle to new owner		£118	£59
Change of vehicle		£74	£74
Replacement Licence		£41	£30
Replacement Badge		£41	£30 + Badge Costs
Replacement Vehicle Licence Plate		£59	£30 + Plate Costs (£26)
Knowledge Test		£74	£74
Missed Appointment		£37	£30
Disclosure and Barring Service Check (DBS)		£89.50	£79
Change of address (PH & HC)		£14	£10.50
Backing Plate		£26	£26 at cost
Medical Exemption		£22	£30
Refund Processing Fee		£59	£30
Change of vehicle registration	Including	£57	£30 + sticker and licence costs
Pre-application advice, hourly rate	Min 1 hour	£59	£59
Disability Awareness Training		POA	Included in driver application fee
Safeguarding Training		POA	Included in driver application fee

Licensing Act 2003 – Statutory*

Premises Licence – “one off” fees set by statute based upon rateable value (RV) of premises (Class B – Statutory Fee)	Proposed 2022/23 Fee
Band A – RV up to 4,300 *	£100
Band B – RV 4,300 to 33,000 *	£190
Band C – RV 33,001 to 87,000 *	£315
Band D – RV 87,001 to 125,000 *	£450
Band E – RV 125,001 and above *	£635
Pre-application advice, hourly rate *	£59
Premises Licence – Annual Fee (Class B – Statutory Fee)	
Band A *	£70
Band B *	£180
Band C *	£295
Band D *	£320
Band E *	£350
Personal Licence - (Class B – Statutory Fee) *	£37
Temporary Event Notices (TENs) - (Class B – Statutory Fee) *	£21
Application for copy licence *	£10.50
Application to vary DPS/transfer licence/interim notice *	£23
Application for making a provisional statement *	£315
Minor variation *	£89
Application to disapply mandatory DPS condition *	£23
Pre-application work, hourly rate	£59

Petroleum Licences – Statutory*

Petroleum Licences	Proposed 2022/23 Fee
Not exceeding 2,500 litres *	£45
Not exceeding 50,000 litres *	£61
Exceeding 50,000 litres *	£128

Scrap Metal

Description		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Scrap Metal site –New	3 Years	£501	£472
Scrap Metal site - Renewal	3 Years	£501	£443
Scrap Metal mobile collector - new	3 Years	£267	£236
Scrap Metal mobile collector - renewal	3 Years	£267	£207
Scrap Metal - Variation of Licence		£368	£236
Scrap Metal - change of site manager		£68	£59
Scrap Metal - copy of licence		£11	£11
Scrap Metal - Change of Name		£36	£30

Sex Establishments – Statutory*

Description	Type	Proposed 2022/23 Fee
Sex Establishments - (Class A – Fee Discretionary)	Cinema *	min £3,100 to max £5,150
	Shop *	min £3,100 to max £5,150
	Entertainment Venue *	min £3,100 to max £5,150

Skin Piercing and Dermal Treatments

Description	Type	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Skin piercing Registrations (one off registration) - (Class A – Fee Discretionary)	Individual (4hrs)	£180	£236
	Premises (5hrs)	£282	£295
	Joint application (7hrs)	£451	£423
Pre-application work, hourly rate	Min. 1 hour	£59	£59

Street Trading Consents

Description	Type	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Street Trading Consents - (Class A – Fee Discretionary)	1 Week	N/A	£144
	Monthly Rate	£228	£241
	3 months	N/A	£642
	6 months	£805	£803
	Annual Fee	£1,378	£1,365
Variation fee		£91	£89
Pre-application work, hourly rate	Min. 1 hour	£59	£59
Refund for Street Traders	In the event that following consultation the application is refused or deemed withdrawn by officers, a sum of 50% of the application fee is payable as a refund. If the application is refused by a Panel, no refund of the application fee is payable.		

ENVIRONMENTAL PROTECTION

Anti-Social Behaviour Act

Description		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Anti-Social Behaviour Act	High Hedges Fee (Class A – Fee Discretionary)	£1,206	£1,206

Dog Warden Services

Description	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Stray Dogs – not taken to kennel	£73	£73
Stray Dogs – taken to kennel	Fees based on charges & cost recovery. Vet fees separate as applicable	£73 plus Cost recovery and Vets fees separate.
Kennels cost	Recharge based on cost	Recharge based on cost
Dog fouling fixed penalty charge [Statutory] *	£75	£75
Miscellaneous stray dog activities e.g. taxi, relocating, microchipping	Cost recovery charged at £59	Cost recovery charged at £59

Environmental Permitting Regulations 2016 – Statutory*

Scheduled Processes – (Class B – statutory Fee)		Proposed Fees and Charges 2022/23
Standard Process *		£1,650
Service Stations (PVI & PVII) *		£257
Dry Cleaners *		£155
Vehicle Refinishers *		£362
Mobile Screening & Crushing Plant		£1,650
Mobile Screening & Crushing Plant for the 3 rd to 7 th applications *		£985
Mobile Screening & Crushing Plant for the 8 th and subsequent applications *		£498
Substantial changes		
Standard Process *		£1,050
Reduced Activities *		£102
Annual Subsistence Charge (Statutory)		
Standard Process *	Low	£772
	Medium	£1,161
	High	£1,747
Service stations PVR2 *	Low	£113
	Medium	£226
	High	£341
VR and other reduced fees *	Low	£228
	Medium	£365
	High	£548
Dry cleaners/PVR1 *	Low	£79
	Medium	£158
	High	£237
Mobile Screening & Crushing Plant	Low	£646
	Medium	£1,034
	High	£1,506
Mobile Screening & Crushing Plant for 2 nd permit *	Low	£646
	Medium	£1,034
	High	£1,506

		Proposed Fees and Charges 2022/23
Mobile Screening & Crushing Plant for 3 rd to 7 th permit *	Low	£385
	Medium	£617
	High	£924
Mobile Screening & Crushing Plant for the 8 th and subsequent permits *	Low	£198
	Medium	£316
	High	£473
Late payment charge *	If invoice issued & not paid within 8 weeks	£52
Transfer and Surrender		
Transfer *		£169
Partial Transfer *		£497
Surrender *		£0
Transfer Reduced fees *		£0
Partial Transfer Reduced Fees *		£47

Private Sector Housing

Description	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Inspection of Housing Premises for Immigration purposes (Class A – Fee Discretionary)	£402	£404
Enforcement Notices served under Housing Act 2004	£116	£118
HMO Licence NEW - assisted application	£1,204	£1,180
HMO Licence RENEWAL	£805	£79
Caravan Site Licences		
Site licence new (plus additional fee per pitch)	£440	£443
New licence additional fee per pitch	£14	£16
Transfer of licence	£186	£187
Alteration of conditions	£341	Hrly Rate
Annual inspection fee	£14	Hrly Rate
Enforcement action -per hour	£59	£59
Deposit, vary or deleting site rules	£117	£118
Mobile Homes Regulations 2020		
Application Fee – Fit and Proper Test (any application taking more than two hours to process will be charged at an additional hourly rate of £59/ph or part thereof)	£118	£118
Annual Check Fee – Fit and Proper Test	£59/hour	£59/hour
Where the authority has to assist with appointing a site manager the costs will be specified in the agreement between the parties		

Private Water Supplies (Statutory Cap)

Description		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Risk assessment	Every 5 years. Min. charge 1 hour, simple risk assessment and report typically 5 hours	£59/hour	£59 hourly rate
Sampling	Charge for a visit, taking a sample and delivery to the laboratory. Typically 2.5 hours	£59/hour	£59 hourly rate
Private water and pool samples	Includes cost of testing	£60	£59
Investigation	Carried out in the event of a test failure, can be substituted by the risk assessment - this does not include any required analysis costs.	£109	£118
Analysis – Regulation 10	Where a supply provides <10m ³ /day or serves <50 people and is used for domestic purposes	£28	£28
Analysis of Group A Parameters		Cost of laboratory analysis will be recovered and will depend on type of suite being analysed. Customer will be advised of cost.	Hourly Rate + Laboratory Costs
Analysis of Group B Parameters		Additional parameters sampled less often to ensure the water complies with all safety standards - Hourly rate applies	Hourly Rate + Laboratory Costs
Hourly charge		£59	

Other Fees

	Hourly rate applies minimum of 2 hours	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Environmental Information Request - Individual, Non-Commercial	Hourly rate applies minimum of 2 hours	£118	£118 minimum
Environmental Information Request - Commercial and Government	Hourly rate applies minimum of 2 hours	£118	£118 minimum
Civil Actions (Class A – Fee Discretionary)		£118	£118 minimum
Safety Certification and administration	Hourly rate applies minimum of 2 hours	£118	£118 minimum
Pre-Application Advice, hourly charge		£59	£59

TRADING STANDARDS

Buy With Confidence

Description	Employee numbers	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Application Fee (set nationally by Buy with Confidence scheme)	1-5 employees	£125	£125
	6-20 employees	£167	£167
	21-49 employees	£208	£208
	50+ employees	POA	POA
Annual fee (set nationally by Buy with Confidence scheme)	1-5 employees	£250	£250
	6-20 employees	£375	£375
	21-49 employees	£500	£500
	50+ employees	POA	POA
Members before 2017/18 Annual Fee (Bracknell Forest legacy members only)	1-5 employees	£125	£125
	6-20 employees	£189	£189
	21-49 employees	£252	£252

** Administered by Hampshire County Council

Primary Authority

Description	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Primary Authority Work hourly chargeable rate	£59	£59 Hrly Rate
Annual charge - previous year usage 10 hours or less	£516	£531
Annual charge - previous year usage 20 hours	£1,031	£1,062
Anything likely to be in excess of 20 hours	Full recovery of costs - Individually assessed	Individually assessed

Support With Confidence

Description	Employee numbers	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Application fee	1-5 employees	£59	£59
	6-20 employees	£120	£120
	21+ employees	£300	£300

Weights and Measures

Description		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Weights and Measures Fees	Includes the cost of maintaining calibration of equipment annually (Based on ACTSO guidance)	£64	£64

Other Fees

Description		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Food export certificates	Full cost recovery based on hourly rate	£59	£59 minimum
Food Hygiene Rating Scheme rescore	2 hours	£118	£118
General Business Advice (Non-Primary Authority)	Hourly rate (first 30 minutes free)	£57	£59
Resident Request for Advice	Hourly rate	£57	£59

(4) Registration Services

Registration fees are largely controlled by statute. It is proposed to increase all other discretionary fees by 4.2%, in line with CPI inflation at October 2021.

Registrars			
		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Shaw House Ceremony Room	Tues- Fri	£266	£277
	Sat	£296	£308
Ceremonies at approved premises	Mon-Fri	£466	£485
	Sat	£496	£516
	Sun & Bank Holiday	£566	£590
Approved Premise Licence - any number of rooms		£2,136	£2,136
Celebratory Services - Baby Naming/Affirmation of vows - Shaw House	Monday to Friday	£262 VAT	£273 + VAT
	Saturday	£332 + VAT	£346 + VAT
Celebratory Services - Baby Naming/Affirmation of vows - At approved premises	Mon- Fri	£312 + VAT	£325 + VAT
	Sat	£373 + VAT	£389 + VAT
	Sun & Bank Holiday	£418 + VAT	£436 + VAT
Private Citizenship ceremony Mon to Sat		£123	£128
European Passport Return Service		N/A	N/A
Marriages & Civil Partnerships Booking Fee (non refundable)		£25	£26
Marriages & Civil Partnerships Cancellation Fee	More than 4 months before ceremony	Fees refunded minus £100	Fees refunded minus £100
	1-4 months before ceremony	50% refund	50% refund
	Less than 1 month before ceremony	No refund	No refund

(5) Archaeology

Historic Environment Record (HER)	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Research charges for staff time providing HER data	Hourly rate of £120 + VAT with a minimum of £75 + VAT for the first half hour	Hourly rate of £125 + VAT with a minimum of £75 + VAT for the first half hour
Providing archaeological information and advice for agri-environment schemes in line with nationally agreed service standards	Scale of charges, depending on the type of scheme and the area covered	Scale of charges, depending on the type of scheme and the area covered
A4 computer print out (b/w) HER report	£0.20	£0.20
A4 computer print out (colour) HER report	£0.60	£0.60
A3 computer print out (colour) HER report	£1.00	£1.00

2.2 Environment

(1) **Car Park Charges** – There are no proposed increases for existing car park charges for 2022/23.

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Newbury - Car Park Charges (Mon to Sun inc Bank Holidays):			
Newbury Station Multi-storey Car Park (Saturday & Sunday)	Up to 2 hours	-	£2.00
	Up to 4 hours	-	£3.50
	Daily Charge	-	£4.40
Newbury Station Multi-storey Car Park (Monday – Friday)	Up to 1 hour	-	£1.00
	Up to 2 hours	-	£2.00
	Up to 3 hours	-	£3.00
	Up to 4 hours	-	£4.00
	Peak daily charge (arrive before 10am) Ticket expires 23:59	-	£7.30
	Off Peak daily charge (arrive after 10am) Ticket expires 23:59	-	£4.40
Kennet Centre Multi-storey Car Park	Up to 1 hour	£1.50	£1.50
	Up to 2 hours	£2.70	£2.70
	Up to 3 hours	£3.90	£3.90
	Up to 4 hours	£5.20	£5.20
	Up to 6 hours	£7.20	£7.20
	Up to 8 hours	£8.70	£8.70
	Over 8 hours	£12.00	£12.00
	Evening Charge	£2.00	£2.00
Northbrook Multi-storey Car Park	Up to 1 hour	£1.50	£1.00
	Up to 2 hours	£2.70	£2.00
	Up to 3 hours	£3.90	£3.00
	Up to 4 hours	£5.20	£4.00
	Up to 6 hours	£7.20	-
	Up to 8 hours	£8.70	-
	Over 4 hours	£12.00	£5.00
	Evening Charge	£2.00	£2.00
Short and Long Stay Car Parks - Pelican Lane, West Street, 8 Bells, Market Street , Bear Lane, Central and Library	Up to 1 hour	£1.50	£1.50
	Up to 2 hours	£2.70	£2.70
	Up to 3 hours	£3.90	£3.90
	Up to 4 hours	£5.20	£5.20
	Up to 6 hours	£7.20	£7.20
	Up to 8 hours	£8.70	£8.70
	Over 8 hours	£12.00	£12.00
	Evening Charge	£2.00	£2.00
Short Stay Car Parks – Northcroft Lane and The Wharf	Up to 1 hour	£1.50	£1.50
	Up to 2 hours	£2.70	£2.70
	Up to 3 hours	£3.90	£3.90
	Up to 4 hours	£5.20	£5.20
	Over 4 hours	£12.00	£12.00
	Evening Charge	£2.00	£2.00
Long Stay Car Parks – Northcroft Lane West 08:00 am to 10:00pm	Up to 2 hours	£1.70	£1.70
	Up to 4 hours	£3.20	£3.20
	Over 4 hours	£5.20	£5.20
Long Stay Car Parks – Newbury Football Club and Market Street staff car park. Market Street (Saturday's only).	Up to 4 hours	£1.00	£1.00
	Over 4 hours	£2.00	£2.00
	no evening charge		
Goldwell Park	Up to 4 hours	£1.00	£1.00
	Over 4 hours	£2.00	£2.00
	No Evening Charge	Free	Free
Newbury Car Park Charges (Sunday) - All car Parks	Daily charge up to 6.00pm	Same as Mon to Sat	Same as Mon to Sat
	Evening charge from 6.00pm	£2.00	£2.00

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23	
Newbury on-street Charges (Mon to Sat inc Bank Holidays):				
Northbrook Street (west side) - either side of Albert Road Broadway (east side)- near Clock Tower Cheap Street (west side) Bartholomew Street	30 Mins	Free	Free	
	1 hour	£1.00	£1.00	
Kings Road West	30 Mins	Free	Free	
	1 Hour	£1.00	£1.00	
	2 Hours	£1.50	£1.50	
	4 Hours	£3.00	£3.00	
Newtown Road (north of St John's Road) West Mills	30 Mins	Free	Free	
	2 hours	£1.00	£1.00	
	4 hours	£2.00	£2.00	
Pelican Lane (west side)	30 mins	Free	Free	
	1 hour	£1.00	£1.00	
	2 hours	£2.20	£2.20	
Newbury on-street Charges (Mon to Sat inc Bank Holidays) continued:				
Newtown Road (south of St John's Road) -west side	4 hours	£1.00	£1.00	
	over 4 hours	£2.00	£2.00	
Catherine Road and Link Road	2 hours	£1.00	£1.00	
	4 hours	£2.00	£2.00	
	over 4 hours	£3.80	£3.80	
Station Road	2 hours	£1.00	£1.00	
	4 hours	£2.00	£2.00	
	over 4 hours	£3.80	£3.80	
Old Bath Road (south side) west of Leys Gardens	2 hours	£0.50	£0.50	
	4 hours	£1.00	£1.00	
	over 4 hours	£1.50	£1.50	
Faraday Road area	30 mins	Free	Free	
	2 hours	£0.50	£0.50	
	4 hours	£1.00	£1.00	
	over 4 hours	£1.50	£1.50	
Newbury On-Street Charges (Sunday)				
Standard daily charge of £1.00 at all locations where on-street charging applies. The 30 minutes free parking will be retained at all locations where it applies Monday to Saturday as will the £0.50 charge for up to 2 hours parking at the two locations where it applies (Old Bath Road and Faraday Road).		£1.00	£1.00	
Newbury Season Ticket Prices:				
Kennet Centre:	Per Quarter	£350.00	£350.00	
	Per Annum	£1,150.00	£1,150.00	
Northbrook MSCP:	Per Quarter	£350.00	£350.00	
	Per Annum	£1,150.00	£1,150.00	
Newbury "General":	Per Quarter	£350.00	£350.00	
	Per Annum	£1,150.00	£1,150.00	

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Out of Newbury Car Park Hourly Rates:			
Hungerford: Church St	Up to 1 hour	£0.80	£0.80
	Up to 2 hours	£1.30	£1.30
	Up to 3 Hours	£1.70	£1.70
	Up to 4 Hours	£2.00	£2.00
	Up to 10 hours	£4.00	£4.00
	Over 10 hours	£10.00	£10.00
Hungerford: Station Road	Up to 1 hour	£0.80	£0.80
	Up to 2 hours	£1.30	£1.30
	Up to 3 Hours	£1.70	£1.70
	Up to 4 Hours	£2.00	£2.00
	Up to 10 hours	£4.00	£4.00
	Over 10 hours	£6.00	£6.00
Hungerford High Street (On-Street)	Up to 1 hour	£0.80	£0.80
	Up to 2 hours	£1.30	£1.30
	Up to 4 hours	£3.80	£3.80
	Up to 8 hours	£6.00	£6.00
	Over 8 hours	£10.00	£10.00
Pangbourne Station Road:	Up to 1 hour	£0.80	£0.80
	Up to 2 hours	£1.30	£1.30
	Up to 3 hours	£1.70	£1.70
	Over 3 hours	£5.50	£5.50
Pangbourne River Meadow	Up to 1 hour	£0.80	£0.80
	Up to 2 hours	£1.30	£1.30
	Up to 3 hours	£1.70	£1.70
	Up to 4 hours	£2.00	£2.00
	Over 8 hours	£5.50	£5.50
Out of Newbury Car Park Hourly Rates continued:			
Thatcham Kennet Leisure Centre - Monday to Friday 8:30 to 17:30	Up to 2 hours (no return within 4 hours)	Free - (a ticket must be displayed)	Free - (a ticket must be displayed)
	Up to 3 hours	£1.00	£1.00
	Over 3 hours	£10.00	£10.00
Thatcham Kingsland Centre	Up to 1 hour	£0.80	£0.80
	Up to 2 hours	£1.30	£1.30
	Up to 3 hours	£1.70	£1.70
	Over 3 hours	£3.00	£3.00
Thatcham Gilbert Court	Up to 1 hour	Free	Free
	Up to 2 hours	£0.60	£0.60
	Up to 3 hours	£0.90	£0.90
	Over 3 hours	£2.00	£2.00
Thatcham Burdwood Centre	Up to 2 hours	Free	Free
	Up to 3 hours	£0.90	£0.90
	Over 3 hours	£2.00	£2.00
Thatcham Station (Monday - Friday)	Peak daily charge (arrive before 10am) Ticket expires 23:59	£3.40	£3.40
	Off Peak daily charge (arrive after 10am) Ticket expires 23:59	£2.00	£2.00
Thatcham Station (Saturday & Sunday)	Daily charge	£2.00	£2.00
Thatcham On-Street:			
Pipers Lane (Monday to Sunday at all times)	Up to 4 hours	£1.00	£1.00
	Over 4 hours	£1.50	£1.50
Ayleford Way (Monday to Sunday 8.00am to 6.00pm)	Up to 4 hours	£1.00	£1.00
	Over 4 hours	£1.50	£1.50
Theale Main	Up to 2 hours	£0.80	£0.80
	Over 2 hours	£1.30	£1.30
Theale West	Up to 1 hour	£0.80	£0.80
	Up to 2 hours	£1.30	£1.30
	Over 2 hours	£5.50	£5.50

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Out of Newbury Season Tickets			
Hungerford	Annual	£425.00	£425.00
Pangbourne	Per Quarter	£160.00	£160.00
	½ year	£315.00	£315.00
	Annual	£500.00	£500.00
Theale	Annual	£160.00	£160.00
West Berkshire Residents Parking Permits		£30.00	£30.00
West Berkshire Visitor Parking Permits		£1.00	£1.00
Hungerford High Street (Zone HHS)		£70.00	£70.00
Park Terrace		£70.00	£70.00
Blue Badge (new application)		£10.00	£10.00
Replacement Blue Badge		£10.00	£10.00
Parking Dispensation	Per Day	£15.00	£15.00
Parking Suspensions	Per application	£15.00	£15.00
	Per 5m bay per day	£10.00	£10.00
Council owned EV Charge Points (these are the base charges and will be subject to increase/decrease in line with the Council's 2022/23 electricity costs).			
Slow (7kWh) Charger	per kWh		£0.25
Fast (22kW AC) Charger	per kWh	-	£0.30
Rapid (50kW DC) Charger	per kWh	-	£0.39
Overstay fee (for Rapid charger).	per hour after 2 hours	-	£10.00

(2) Licence Fees, Permits and Other Charges

Fees are charged for a range of services e.g. where Highway Authority approval is required to place items or to work on the public highway. These include vehicular crossings, skips, scaffolds, table and chairs on the highway, issuing permits for and inspecting utility operations, temporary or permanent traffic regulation orders. It is proposed to increase these charges by 4.2%, in line with CPI inflation at October 2021. Fees for Michaelmas Fair have been adjusted to reflect actual costs to the Council.

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Tree Preservation Order		£27	£28
Michaelmas Fair		£3,020	£4,000
Public Rights of Way	Search fees	£75	£78
	Path order fees	£1,500-£3770	£1,530-£3,850
Statutory Declarations		£205 flat rate with rights to increase if the work required is onerous	£210 flat rate with rights to increase if the work required is onerous
Highways Act Charges:			
Land charges		£52	£54
Vehicular Crossing (S.184)	Approval	£150	£156
Skips on the Highway (S.139)	Initial fee	£46	£48
	per week	£54	£56
Scaffold/hoarding on the Highway (S.169/172)	Initial fee	£93	£97
	per week	£53	£55
Tables and Chairs on the Highway (based on number of Chairs) (S.115)	1 to 10	£233	£243
	10 to 27	£383	£399
	27+	£766	£798
Storing Materials on the Highways (S.171)	Initial fee	£87	£91
	per week	£29	£30
EV charging duct across footpath (S.171)	Approval		£153
Temporary Excavation in the highway (S.171)		£116	£121
Cranes, machinery, structure on the highway (S.178)		£168	£175
Per Necessary inspection		£63	£66
S142 Licence to plant in the highway		£139	£145

Permits under SI 2014 No. 3110 Highways, England and the Traffic Management (West Berkshire Council) Permit Scheme Order 2014 (Maximum Permissible Charge)	Main Roads		Minor Roads
	0, 1 and 2	3 and 4	3 and 4
These are maximum charges, pending consultation on changes to the West Berkshire Permit Scheme. 2021/22 fees are shown in brackets.			
Reinstatement category of street	All streets	Traffic sensitive at some times/locations	Non traffic sensitive at any time or location
Street designated as traffic sensitive or not	Any time and location	Any part within traffic sensitive times / locations	Wholly within non traffic sensitive times / locations
Time and location of activity	£105 (£77)	£105 (£77)	£75 (£62)
Provisional Advance Authorisation	£240 (£199)	£240 (£199)	£150 (£125)
Major Works - over 10 days <u>and</u> all major works requiring a traffic regulation order	£130 (£130)	£130 (£130)	£75 (£0)
Major works - 4 to 10 days	£65 (£65)	£65 (£65)	£45 (£0)
Major works - up to 3 days	£130 (£111)	£130 (£111)	£75 (£0)
Standard Activity	£65 (£52)	£65 (£52)	£45 (£0)
Minor Activity	£60 (£47)	£60 (£47)	£40 (£0)
Immediate Activity	£45 (£45)	£45 (£45)	£35 (£35)
Permit Variation			

	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Other Licences and Charges:		
Licence to place advertising sign on public highway (A board or similar) in Newbury Town Centre	£55	£57
Streetworks licence (S.50 NRSWA)	£262	£273
Utility Works Inspection (NRSWA/TMA)	£55	£57
Fixed Penalty Charge (Utility Companies) NRSWA/TMA	£120/£80	£120/£80
Working on the highway without a valid permit	£500 (£300 if paid within 29 days)	£500 (£300 if paid within 29 days)
Defect inspection fee for third party apparatus	£68	£68
Permanent Traffic Regulation Order for Developer	£880 plus actual costs of signage, road markings, agency & advertising	£900 plus actual costs of signage, road markings, agency & advertising
Temporary Traffic Regulation Orders Section 14(1)	£891	£928
Emergency Temporary Traffic Regulation Orders Section 14(2)	£461	£480
Retrospective Temporary Traffic Regulation Orders Section 14(2)	£665	£693
Temporary Traffic Regulation Orders Section 16A where appropriate & Section 21 of PTCA	£81	£84
Cutting through signal loops and not informing LA	£505 plus cost of recutting loops	£515 plus cost of recutting loops
Tourist / Direction signs	£534	£556
Traffic Signs / Signals Equipment damaged by Road Traffic Accident or other event	10% of cost of repairs	10% of cost of repairs
Use of permanent Traffic Regulation Order for railway crossing works	£81	£84
Access Protection Marking (single standard width dropped kerb driveway)	£128	£133
Sewerage treatment property charge	£389	£405
Events/Promotions on the Public Highway	£120 to £1,210 per day	£120 to £1,235 per day
Cycle Training	£40	£42
Recovery and storage of unauthorised signs	£139	£145
Street Works Core Sampling - Charge per failed core test	N/A	£185 (this is an average cost - actual cost calculated from the Coring Advice Note published by SEHAUC)

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Provision of Data:			
Highway search enquiries	One A4 plan covering 100 metres of highway	£52	£54
	Additional 100 metres	£14	£15
	Additional question	£14	£15
Provision of recorded injury accident Data		£145 + £47 per additional block of up to 10 accidents	£145 + £47 per additional block of up to 10 accidents
Provision of Traffic Data, per request per site:	data up to 1 year old	£139	£145
	data up to 3 years old	£111	£116
	data over 3 years old	£82	£85

Charges in relation to works occupying the carriageway during period of overrun			
Item	Description of street	Amount (£) (each of first three days)	Amount (£) (each subsequent day)
1	Traffic-sensitive or protected street not in road categories 2,3 or 4	5,000	10,000
2	Other street not in road categories 2,3 or 4	2,500	2,500
3	Traffic-sensitive or protected street in road categories 3 or 4	3,000	8,000
4	Other street in road category 2	2,000	2,000
5	Traffic-sensitive or protected street in road category 3 or 4	750	750
6	Other street in road category 3 or 4	250	250
Charges in relation to works outside the carriageway during period of overrun			
Item	Description of street	Amount (£)	
1	Street not in road category 2, 3 or 4	2,500	
2	Street in road category 2	2,000	
3	Street in road category 3 or 4	250	

(3) Public Transport

Use of public transport has been affected by the impact of the Covid pandemic. No increases are proposed for 2022/23 in charges to bus operators and passengers.

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Charge per departure		£0.60	£0.60
Bus stands 0400-1800	up to 20 minutes	£0.00	£0.00
	20 minutes to 1 hour (max stay)	£1.20	£1.20
Coach stands 0400-1800	up to 90 mins (max stay)	£4.00	£4.00
Bus/coach stand and Bays B-F Mon-Sat 1800-0400 and all day Sunday	up to 3 hours	£3.00	£3.00
	over 3 hours	£6.00	£6.00
Additional charge for breaches		£25.00-£50.00	£25.00-£50.00
Temporary bus stop closure	Per stop	£150.00	£150.00
	Per pair of opposite stops	£180.00	£180.00
Provision of information at bus stops for services not subsidised by WBC	Per stop	£11.20	£11.20
Concession bus pass replacement fee		£16.50	£16.50

(4) Highways Development Control Fees

Fees are charged to developers for design checking, supervision and inspection of new roads under construction and off site highway improvements. The charges proposed have been benchmarked with other authorities. It is proposed to increase these charges by 4.2%, in line with CPI inflation at October 2021.

Highways Development Control Fees			
		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Street naming and numbering - Property name change		£87	£91
Changes to new addresses due to the development changing after the schedule has been issued.	Per plot	£87	£91
Street Naming and Numbering - New Developments	One address/plot	-	£87
	2 - 5 addresses/plots	-	£141
	6 - 10 addresses/plots	-	£252
	11 - 20 addresses/plots	-	£403
	21 or more addresses/plots	-	£20
Provision of Pre-Planning Application Advice			
Transport Assessment Scoping Note		£162	£169
Draft Transport Assessment		£549	£572
Provision of Private Access		£101	£105
Highway Advice for New Developments	Less than 5 Dwellings	£162	£169
	5 to 25 dwellings	£367	£382
	26 to 79 dwellings	£476	£496
	80 to 200 dwellings	£549	£572
	More than 200 dwellings	£621	£647
	0 to 249 sqm	£133	£139
	250 sqm to 999 sqm	£234	£244
	1,000 to 9,999 sqm	£367	£382
over 10,000 sqm	£476	£496	
Meeting charge	per hour per officer	£135	£141

(5) Hire of sports facilities

Sports facilities at Henwick Worthy, Holy Brook, Northcroft, Moorside and The Diamond at Greenham. It is proposed to increase the charges for use of our sports facilities by 4.2%, in line with CPI inflation at October 2021.

		Fees and Charges 2021/22		Proposed Fees and Charges 2022/23	
		Single Booking	Block Booking	Single Booking	Block Booking
Henwick Worthy Sports Ground:					
Cricket – 1 st Hand Wicket (per match)	Adult	£104.60	£87.10	£109.00	£90.80
	Junior	£48.20	£40.20	£50.20	£41.90
Cricket – 2 nd Hand Wicket (used grass)	Adult	£77.40	£64.50	£80.70	£67.20
	Junior	£37.60	£31.40	£39.20	£32.70
Cricket – Artificial Wicket	Adult	£69.60	£58.00	£72.50	£60.40
	Junior	£35.50	£29.60	£37.00	£30.80
Cricket – 2 nd (Reserve) Artificial Wicket	Adult	Free	Free	Free	Free
	Junior	Free	Free	Free	Free
Football – Grass (per game)	Adult	£79.20	£66.00	£82.50	£68.80
	Junior	£38.80	£32.30	£40.40	£33.70
Football - Mini Pitch	Adult	£44.80	£37.30	£46.70	£38.90
	Junior	£22.40	£18.70	£23.30	£19.50
Rugby – Grass (per game)	Adult	£79.20	£66.00	£82.50	£68.80
	Junior	£38.80	£32.30	£40.40	£33.70
Rugby Training	Cost per Hour	£21.50	£17.90	£22.40	£18.70
Use of Portable Lights	Cost Per Hour	£21.50	£17.90	£22.40	£18.70
Full Pitch Artificial Grass - peak	30 Mins	£42.90	£35.80	£44.70	£37.30
	1hr Only	£85.80	£71.50	£89.40	£74.50
	1hr 30mins (11 a side)	£128.80	£107.30	£134.20	£111.80
Half Pitch Artificial Grass - peak	30 Mins	£24.00	£20.00	£25.00	£20.80
	1hr Only (5 a side)	£48.00	£40.00	£50.00	£41.70
	1hr 30mins	£72.00	£60.00	£75.00	£62.50
Full Pitch Artificial Grass – off-peak	30 Mins	£20.00	£16.70	£20.80	£17.40
	1hr Only	£40.00	£33.40	£41.70	£34.80
	1hr 30mins (11 a side)	£60.00	£50.00	£62.50	£52.10
Half Pitch Artificial Grass – off-peak	30 Mins	£10.40	£8.70	£10.80	£9.10
	1hr Only (5 a side)	£20.90	£17.40	£21.80	£18.10
	1hr 30mins	£31.30	£26.10	£32.60	£27.20
Hardcourt Activities:					
Netball (per court per hr) (OUT OF ORDER AT TIME OF PUBLICATION)	Adult	£22.40	£18.60	£23.30	£19.40
	Junior	£11.20	£9.30	£11.70	£9.70
Tennis (per court per hr) (OUT OF ORDER AT TIME OF PUBLICATION)	Adult	£6.70	£5.60	£7.00	£5.80
	Junior	£3.60	£3.00	£3.80	£3.10
Basketball Hardcourt and BMX Pump Track	Adult	Free	Free	Free	Free
	Junior	Free	Free	Free	Free
Moorside:					
Football - Grass (Per Game)	Adult	£66.30	£55.20	£69.10	£57.50
	Junior	£32.80	£27.40	£34.20	£28.60
The Diamond -Greenham:					
Football - Grass (Per Game)	Adult	£66.30	£55.20	£69.10	£57.50
	Junior	£32.80	£27.40	£34.20	£28.60
Holybrook Park:					
Football – Grass (per game)	Adult	£66.30	£55.20	£69.10	£57.50
	Junior	£32.80	£27.40	£34.20	£28.60
Northcroft Recreation Ground:					
Football - Grass (per game)	Adult	£66.30	£55.20	£69.10	£57.50
	Junior	£32.80	£27.40	£34.20	£28.60
Open space hire for coaching/ community use/festivals/other entertainment.		P.O.A		P.O.A	

Peak Rate – Weekday evenings after 6pm and all day Saturday; **Off-Peak Rate** – Weekdays before 6pm and all day Sunday; **Block Booking:** 10 games and over; **Schools Rate:** £19.30 Per Hour (£23.16 inc vat if applicable)

(6) Charges to Householders for Sewage Treatment

Approximately 150 properties, mainly in rural areas, are connected to small sewage treatment plants. These are the responsibility of West Berkshire Council to maintain, having previously been the ownership of Newbury District Council from when the housing stock was transferred to Sovereign Housing Association. The householders pay a fee to the Council which contributes to the maintenance costs.

(7) Waste

Fees include bulky household collection, garden waste collection and provision of additional wheelie bins for garden waste collection. An increase to the garden waste service is proposed in line with inflation. No increases are proposed for other waste charges in 2022/23.

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Special Collection Charges (Bulky Household Collection)	Normal (within 7 days)	£45	£45
	Within 7 days by appointment outside property	£60	£60
	Within 7 days by appointment inside property	£70	£70
Provision of wheelie bin		£27	£27
Collection of garden waste for year (scheduled) - for 1st green bin (new subscriptions or renewals).		£50	£52
Garden Waste service charge for 2nd to 5th green bins (For renewals only where one off set up payment has already been made).		£40	£40
Removal of fly tipping on private land		P.O.A	P.O.A
Removal of graffiti up to 2m ² area		P.O.A	P.O.A
HWRC non-household waste charges:			
Soil and Rubble	Per 25L bag or equivalent/ single item	£2.50	£2.50
	Standard Car/Hatchback	£14.30	£14.30
	Trailer	£23.80	£23.80
	Small Van /Estate Car	£28.60	£28.60
	Transit van or similar	£95.20	£95.20
Plasterboard	Per 25L bag or equivalent	£2.10	£2.10
	Standard car / Hatchback	£12.90	£12.90
	Trailer	£21.40	£21.40
	Small Van / Estate car	£25.80	£25.80
	Transit Van or similar	£85.60	£85.60
Tyres	Motorised mini bike / motorised go-kart	£2.50	£2.50
	Standard tyre off rim (car/motorcycle)	£5.00	£5.00
	Standard tyre on rim (car motor cycle)	£7.00	£7.00
	Medium tyre off rim (large 4 x 4 / large van)	£9.00	£9.00
	Medium tyre on rim (large 4 x 4 / large van)	£11.00	£11.00
	Miscellaneous tyres	£2.50	£2.50
Gas canisters		£6.00	£6.00
Charges for Non WBC Residents' Use of HWRCs	New charge per visit TBC	£7.00	£7.00

(8) Sustainable Drainage Pre-Application Advice Fees

Fees for sustainable drainage advice and meeting charges are being introduced from 2022/23, as follows:

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
SuDS advice for Major sites (written responses only).	Up to 20 dwellings	-	£250
	Over 20 dwellings	-	£450
Meeting charge	Per hour per officer	-	£141

3. Proposals – Resources Directorate

3.1 Electoral Services

These charges are statutory and the Council has no discretion to vary.

3.2 Local Land Charges

Local Land Charges are set in line with legislation, which requires the Council only to recover costs incurred in service delivery. An increase of 4.2% in line with CPI at October 2021 is proposed for 2022/23 where appropriate.

	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
LLC1	£75	£54
Con29 PT1	£52	£78
Con29PT11	£26	£27
Additional Questions	£47	£49
Con29 additional parcel	£41	£43
LLC1 additional parcel	£56	£58

3.3 Legal Fees

Proposed recharges of staff time have been inflated by 4.2% for 2022/23, in line with CPI at October 2021. No uplift is proposed to other charges for legal services.

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Managers	Hourly	£150	£156
Team Leader	Hourly	£142	£148
Solicitor / Barrister	Hourly	£137	£143
Legal Executive/Senior Legal	Hourly	£127	£132
Trainee Solicitor	Hourly	£107	£111
Landowners Statements		£1,140	£1,140
Registration of new town or Village Green by Landowner by Owner		No Fee	No Fee
Correction for the purpose of section 19 (2)(a) of a mistake made by the Registration Authority		No Fee	No Fee
Correction for a purpose described in section 19(2)(b)(C) or (e)		£200	£200
Correction for a purpose described in section 19(2)(d) - payable per register unit		£30	£30

3.4 Social Care Training

The Government provides funding for care sector training and we use this funding to deliver a comprehensive joint training programme for staff and people working in the private and voluntary care sector. Anyone can access the training. The grant funding enables charges to local and accredited social care providers to be subsidised, hence the lower rate fee. Charging is essential to make the funding go further and ensure people book on courses and turn up. An increase of 4.2% has been applied to these charges for 2022/23, in line with CPI inflation at October 2021.

The Department of Health requires Councils to work closely with its partners on joint training and to facilitate improved standards of care through training initiatives; therefore some joint training will have the same charges as the partners involved and will sit outside this charging policy.

		Fees and Charges 2021/22	Proposed Fees and Charges 2022/23
Adult and Children's			
Personal Assistants	Full Day	£45	£47
	Half Day	£27	£28
Private social Care and All Others	Full Day	£94	£94
	Half Day	£52	£54
Voluntary / Associated Social Care	Full Day	£52	£54
	Half Day	£27	£28
Corporate Courses			
Personal Assistants	Full Day	£45	£47
	Half Day	£27	£28
Private social Care and All Others	Full Day	£94	£94
	Half Day	£52	£54
Voluntary / Associated Social Care	Full Day	£94	£94
	Half Day	£52	£54
Foster Care Courses			
Personal Assistants	Full Day	£45	£47
	Half Day	£27	£28
Private social Care and All Others	Full Day	£94	£94
	Half Day	£52	£54
Voluntary / Associated Social Care	Full Day	£52	£54
	Half Day	£27	£28
Other Course for the Private, Voluntary and Independent Sector			
Associated Organisations	Full Day	£163	£170
Non Associated Organisations	Full Day	£422	£422

3.5 Council Tax Fees

Fees relating to recovery of unpaid Council tax are set in consultation with the Ministry of Justice. No increase in fees is proposed for 2022/23.

	Fees and Charges 2021/22	Proposed Fees and Charges 2022/23	
Summons cost	£57.50	£57.50	**
Liability Order cost	£50.00	£50.00	**
Penalty charge	£70.00	£70.00	*
Enforcement Agent compliance fee	£75.00	£75.00	*
Enforcement Agent visit fee	£235.00 + if debt is above £1,500 then 7.5% of the amount above £1,500 is added	£235.00 + if debt is above £1,500 then 7.5% of the amount above £1,500 is added	*
Committal fee	£330.00	£330.00	*

* level of fees / charge set by government

** level set by Local Authority.

Appraisal Review

Committee considering report:	Overview Scrutiny Management Committee
Date of Committee:	29 November 2022
Portfolio Holder:	Councillor Tom Marino
Report Author:	Paula Goodwin
Forward Plan Ref:	OSMC

1 Purpose of the Report

This report is an information only report for the purposes of updating on the appraisal process for OSMC on the 29th November 2022. The current policy and form is attached at Appendix A.

2 Recommendation

This is an information only report. Corporate Board and Operations Board, and OSMC are asked to consider and feedback on the information provided within the report.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	None as this is an information only report. However should there be consideration for any need to develop an online system for the collation of appraisal data a cost would need to be factored in to enable that to happen along with appropriate project management.
Human Resource:	The activity stated within this report is completed as BAU activity at present. Managers are provided with training using Learning Time (online training) and any changes to the process will need to be considered in terms of education, communication and consultation with staff and trade unions. This is an information only report so there are no direct implications from the outcome of the report.
Legal:	None

Risk Management:	None			
Property:	None			
Policy:	All information provided in the report take account of the relevant WBC policies and procedures. Changes will require consultation with staff and trade unions.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		X		This is an information only report.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		X		This is an information only report.
Environmental Impact:		X		None
Health Impact:		X		None
ICT Impact:		X		None
Digital Services Impact:		X		None

Council Strategy Priorities:		X		This update report provides information that supports the Workforce Strategy and HR BAU activity to meet Council priorities.
Core Business:		X		This update report provides information that supports the Workforce Strategy and HR BAU activity to meet Council priorities.
Data Impact:		X		None as all data is anonymised.
Consultation and Engagement:	Corporate Board Operations Board Service Director, Strategy & Governance Portfolio Holder with responsibility for Internal Governance OSMC			

4 Executive Summary

4.1 This report is for information and has been written at the request of members of OSMC to provide an update/review on the current appraisal process.

5 Appraisals

5.1 WBC requires employees to have an annual appraisal. The annual appraisal, and 6 monthly reviews, are utilised to ensure that there is a balance between the strategic objectives of the Council, the respective service and to help staff development. A copy of the current Corporate Appraisal Form and Policy can be seen in Appendix A. Some of the key elements included in the appraisal are so that employees and line managers:

- Review achievements in the past 12 months against the objectives set at the last appraisal meeting, the six-month review and/or other objective-setting meeting;
- Review individual competencies against the WBC standards framework for employees and, where appropriate, the WBC standards for leaders and managers;
- Determine SMART objectives for achievement over the next year. For managers these will include targets related to Corporate Health Indicators and Key Performance Indicators;
- Review learning and development over the past 12 months, and identify current and future learning needs and how these will met over the next period (the Personal Development Plan);

Appraisal Review

- Discuss other factors relevant to work performance and planning (career aspirations, retirement plans, etc).

5.2 New employees have objectives set as part of their probation review period (six months or one year depending on the post). Once probation is completed employees' should then have an appraisal meeting and the Appraisal Policy utilised from that point on. Appraisal data is monitored regularly to ensure as high as percentage as possible of staff have an appraisal annually. This data being the dates appraisals take place rather than the content of the appraisal being held centrally and monitored. Appraisal paperwork is held between the line manager and employee. There are no mechanisms at present for the electronic recording of employee appraisals or PDP's and there is also no central record of what objectives are being set along with learning undertaken as part of the PDP process. It is for managers to ensure objectives are set and are SMART and connect to Council objectives and priorities and to ensure that employees are meeting objectives following a mid-year and end of year review. PDP's are reviewed at the same time.

5.3 Current data for percentages of appraisals completed are shown in the table below Table 1. The WBC target is set at 90% of staff to have had an appraisal within the previous 15 months and there is a continual push from senior managers to support this happening. Directorates can and have been provided with lists of missing data to chase up appraisals where a date is not shown within services. Very often this is down to not recording dates in My View (Resourcelink – HR and Payroll System). The data below shows a RAG rating. The RAG is Red “under 90%”, amber “between 90 and under 95” and green “95 and over”. This matches with the thresholds which KPI reporting uses.

Table 1.

Appraisal/1:1 Completion rates	Mar-21	Sep-21	Mar-22	Sep-22
CEO and Support	● 100	● 100	● 100.00	● 100.00
People	● 77.27	● 67.17	● 83.62	● 85.48
Adult Social Care	● 80.88	● 70.83	● 81.84	● 91.18
Children and Family Services	● 90.26	● 62.09	● 84.56	● 81.88
Communities and Wellbeing	● 82.89	● 73.08	● 83.75	● 84.62
Director & Support (People)	● 100.00	● 66.67	● 66.67	● 33.33
Education Services	● 54.95	● 60.43	● 86.80	● 77.84
Place	● 86.77	● 74.46	● 90.94	● 77.04
Development and Regulation	● 88.57	● 66.67	● 88.27	● 71.35
<i>Development and Planning</i>	-	● 59.70	● 85.00	● 78.69
<i>Housing</i>	-	● 87.80	● 100.00	● 97.14
<i>Public Protection</i>	-	● 63.72	● 85.71	● 55.68
<i>Service Director - D&R</i>	-	● 100.00	● 100.00	● 100.00
Director & Support (Place)	-	● 100.00	● 100.00	● 50.00
Environment	● 92.90	● 85.91	● 94.44	● 84.72
<i>Service Director - Environment</i>	-	● 100.00	● 100.00	● 100.00
<i>Transport and Countryside</i>	-	● 85.81	● 94.41	● 84.62
Resources	● 74.29	● 61.90	● 92.54	● 83.96
Commissioning and Procurement	● 91.30	● 86.36	● 95.83	● 92.00
Finance and Property	● 72.58	● 58.26	● 81.65	● 68.47
ICT	● 65.38	● 56.52	● 97.67	● 97.56
Strategy and Governance	● 79.78	● 63.36	● 100.00	● 93.04
<i>Audit</i>	-	● 100.00	● 100.00	● 50.00
<i>Customer Engagement & Transformation</i>	-	● 75.44	● 100.00	● 93.75
<i>Human Resources</i>	-	● 62.16	● 100.00	● 91.18
<i>Legal and Democratic</i>	-	● 38.71	● 100.00	● 100.00
<i>Service Director - S&G</i>	-	● 100.00	● 100.00	● 100.00
Grand Total	● 78.99	● 67.73	● 87.17	● 83.20

5.4 The current appraisal process and policy was developed for WBC in 2007 and has had some minor changes along the way. The process detailed is not uncommon in a local authority and is not linked to pay as increments are based on automatic annual progression rather than performance which is also standard practice within local government. Therefore the purpose of an appraisal at WBC is to ensure staff are provided with clear objectives that connect to WBC objectives as well as guiding employees through potential future development. Feedback is critical to this process and although 360 degree feedback is uncommon at WBC is an option within the policy. A 360 degree review aims to collect feedback from all an employee's touchpoints, so their managers, colleagues, subordinates and even customers. This method is not dependant on just one person's view of the employee and the extra feedback elicited about the worker gives a more balanced view of them in their day-to-day role.

5.5 It is also important to ensure managers and staff are clear on how appraisals should take place and training is provided using Learning Time (an online Learning System). Getting the appraisal process right ensure the performance of the organisation and

there is no evidence to suggest that WBC is not a performing Council based on KPI's that are provided to Officer and Members as part of the performance management arrangements.

- 5.6 Having an appraisal at WBC takes place twice a year where objectives are reflected on at a year end appraisal and new objectives set for the following year. A six month review takes place around October each year where progress can be considered between manager and employee around objectives and development reviewed. The current responsibility for arranging the meeting, writing notes and feeding back to the employee is undertaken by the manager. Some organisations have taken a view that self-reflection on performance is more helpful and that the responsibility for development should sit with the employee with support from the manager rather than the manager determining how that should happen. There is no right or wrong answer to either approach as the key is in ensuring appraisals take place and quality time is made for the process including planning without disruption at each meeting. Staff at WBC are having appraisals according to the data provided at Table 1 within the report. What is not known is whether staff feel they require further training and whether they feel that the appraisal process is undertaken consistently and effectively. This is something to consider gaining feedback on that can support any proposed changes to the process.
- 5.7 More informal appraisals processes seek to provide much more frequent – even ongoing – appraisal of performance rather than twice a year reviews. WBC already promote the use of 121's. This might be an alternative to the use of reviews that happen less regularly where changes to objectives might be better placed to be amended more regularly. This also provides a more regular reassurance to employees about direction of travel and performance can be checked more regularly, and managed where required. These meetings are also more likely to be less formal than the annual appraisal, and proponents claim that they engender a coaching management style, rather than an authoritative or coercive one. This they argue, along with the frequency and the informality, make them are a more successful appraisal system.
- 5.8 The best appraisal systems identify objectives and KPIs so that both manager and employee can agree goals and timescales that need to be met. Agreed and well defined aims and goals provide an easy way of measuring success or failure. WBC require SMART objectives to be set which is a methodology used by many managers in setting objectives and is a proven method of setting effective objectives. Training is provided on this approach.



5.9 WBC do not have an electronic method of administering and collating appraisals and PDP's. At present the only data held centrally relates to dates of appraisal meetings. This is being reviewed as part of the procurement of a HR and Payroll system where a performance management system is being requested as part of the contract. If procured such as system will be implemented in 2024. There is no current alternative option to collate and report on more detailed PDP and appraisal data at this time.

6 Conclusion

The contents of the report are for information for OSMC on the 29th November 2022. It is concluded that the current appraisal process at WBC appears to be working effectively with organisational performance being achieved. Regular appraisals are taking place and employees are given an opportunity to have clarity on objectives and diction of travel and discuss personal development in accordance with the current policy. Training is provided to managers and employees around the process and policy and there are no issues raised by managers, employees and trade unions around the appraisal cycle. In order to improve what is already working it is considered that a reduction in administration of the process be considered as well as the ability to provide more detailed information to the organisation on employee performance, development being considered and how a return on investment might be seen along with an ability to support rising stars and those who might also be struggling more quickly. This will require investment in budget for an appropriate system along with resource to support training/education on any process and system changes. It is also worth considering a staff feedback survey on likes and dislikes of the current process and policy and whether improvements could be made. Any changes made to the process or policy would require

Appraisal Review

consultation with trade unions. It is also considered an option to further support a wider range of feedback for certain roles such as 360 appraisals for more senior roles to ensure a broader range of feedback is available to support approaches to delivering objectives and behaviours.

7 Appendices

Appendix A - Corporate Appraisal Policy and Form Template

Subject to Call-In:

Yes: No:

The item is due to be referred to Council for final approval

Delays in implementation could have serious financial implications for the Council

Delays in implementation could compromise the Council's position

Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months

Item is Urgent Key Decision

Report is to note only

Officer details:

Name: Paula Goodwin
Job Title: HR Service Lead
Tel No: 07385 413479
E-mail: paula.goodwin1@westberks.gov.uk

Employee Performance Management Policy and Procedure

Appendix A

Contents

1. Purpose	11
2. Applicability	11
3. Policy.....	11
4. Implementation	12
5. Roles and Responsibilities	12
6. Failure to comply with the Employee Performance Management Policy.....	13
7. Training.....	13
8. Annual Appraisal meeting	13
9. Reviewing and assessing performance at the appraisal meeting	13
10. Setting objectives	14
11. New employees.....	14
12. Timing of appraisal	15

Appraisal Review

13. Signing off the appraisal	15
14. Self-assessment	15
15. Using the WBC Competencies	15
16. One-to-one/supervision meetings	16
17. Six month review meetings	16
18. Personal development plans	16
19. Career aspirations	17
20. Job descriptions	17
21. 360° feedback	17
22. Summary of Employee Performance Management Cycle	18
23. Review of policy	18
Appendix – WBC framework standards for competencies	19

1. Purpose

1.1. The purpose of this policy and procedure is to ensure that the work performance and learning needs of every employee of West Berkshire Council are managed effectively and fairly.

1.2. The policy has been the subject of consultation with trade unions and representative heads of service, and has been approved by the Chief Executive and the Personnel Committee.

2. Applicability

2.1. This Policy applies to all non-school based employees working for the Council, including those working from home or at non-Council locations.

2.2. This policy does not apply to directly employed teachers, who are subject to a separate [teacher appraisal procedure](#).

2.3. It is the responsibility of each employee to familiarise themselves with and adhere to this policy.

3. Policy

3.1. The Council recognises that employees perform most effectively when they have clear expectations of their job role and purpose, their own targets or objectives, and of the wider aims of the service and the organisation.

3.2. The Council will ensure that every employee with a minimum of 12 months' service has a performance appraisal meeting at least once in every 12 months, at which previous performance and learning will be reviewed and targets for the future will be set.

3.3. The Council will ensure that managers meet employees on a regular basis to discuss progress towards targets set at the annual appraisal meeting, to discuss work programmes, and to raise any other work-related issues.

3.4. The Council will ensure that managers are appraised taking into account the relevant WBC leadership and management competency standards.

3.5. The Council will ensure that managers and employees have access to appropriate training and development to enable them to carry out their roles effectively with respect to employee performance management.

3.6. Underperformance of employees which cannot be satisfactorily addressed through the EPM Procedure will be managed through the Performance Capability Procedure.

4. Implementation

4.1. The policy will be implemented through procedures for appraisals and one-to-one meetings, with template documentation, and supported by mandatory training for all employees on employee performance management.

5. Roles and Responsibilities

5.1. The overall responsibility for Employee Performance Management within WBC rests with the Chief Executive.

5.2. The Head of Human Resources is responsible for maintaining and reviewing this policy in line with changing legislation and codes of practice.

5.3. Heads of Service are responsible for;

- Achievement of corporate health indicators for appraisal;
- Overseeing the development of staff within the service;
- Contributing to corporate plans for staff training; and
- Allocating their own training budgets fairly to meet development needs for staff in their service.

5.4. Managers are responsible for;

- Ensuring that new employees have work targets and objectives set as part of induction;
- Appraising the performance of employees (with at least 12 months' service) at least once per year and assessing performance against objectives and against the WBC competency framework standards;
- Ensuring that appropriate learning and development activities are planned and available to employees to address learning needs identified during the appraisal process;
- Meeting employees on a regular basis to review progress (one-to-one or supervision meetings); and
- Entering into MyView the date of each annual appraisal they complete.

5.5. Employees are responsible for;

- Taking an active role in reviewing their own performance and target setting; and
- Taking up learning and development opportunities and for managing their own learning.

5.6. Human Resources are responsible for;

- providing advice and guidance to managers on implementing the performance management policy;
- ensuring that appropriate training and development is available for managers and employees; and

Appraisal Review

- monitoring and reporting on appraisals against the corporate health indicator.

6. Failure to comply with the Employee Performance Management Policy

6.1. Failure to comply with this policy may lead to a lack of clarity over job role, learning needs or expected standards of performance, resulting in reduced effectiveness or efficiency, underperformance and putting service delivery at risk.

6.2. Compliance with the annual appraisal process is measured as a corporate health indicator.

7. Training

7.1. All managers and employees must complete [e-learning](#) on appraisal and employee performance management as part of their induction.

7.2. Refresher training should be undertaken every three years. This should normally be by [e-learning](#) for both managers and employees.

8. Annual Appraisal meeting

8.1. Every employee of WBC must meet his/her manager once a year to have an appraisal interview.

8.2. The purpose of the appraisal interview is to;

- Review performance over the previous 12 months
- Set performance targets/objectives for the next 12 months
- Review learning and development needs and plan how to address them.

The appraisal meeting may also be used to discuss career plans, including any plans for retirement.

Outcomes of the annual appraisal meeting must be recorded in writing and signed by the manager and employee. Appraisal record forms are available for;

- Employees (not social care workers) ([corporate appraisal form](#))
- Social care workers ([Social care workers appraisal form](#))

Each section of the form should be completed in full.

9. Reviewing and assessing performance at the appraisal meeting

9.1. The appraiser and appraisee should consider;

9.1.1. the achievement of individual objectives set at the last appraisal;

Appraisal Review

9.1.2. other significant achievements during the year;

9.1.3. how these have been achieved;

9.1.4. how the employee has demonstrated the competencies expected of WBC employees and, where appropriate, WBC leaders and managers (see appendix);

9.1.5. learning and development, and how this has affected performance.

10. Setting objectives

10.1. Appraisal objectives should be SMART – Specific, Measurable, Achievable, Relevant and Time-bound. Additional guidance is available on [setting SMART appraisal targets](#) .

10.2. When setting objectives;

- For managers, these should include objectives related to the achievement of relevant Key Performance Indicators (KPIs) and Corporate Health Indicators (CHIs);
- For all employees, consider the principles and priorities set out in the Council Strategy;
- Each objective should be rated High or Medium (identify no more than 3 or 4 with High importance) in order to ensure that work focuses on the priorities;
- New objectives may be added at the six month review meeting .

10.3. Managers should consider how they will measure performance in the coming year. The criteria for measuring performance should be discussed and, if possible, agreed with the employee at the appraisal interview.

11. New employees

11.1. New employees should be set objectives as part of their induction (the relevant sections of the appraisal record form can be used to do this) and will have performance monitored under the Probationary Procedure during the first six months.

11.2. Employees who have transferred internally into a new post in the Council should be set objectives as part of their induction into the new role. Their performance should be managed under the Employee Performance Management Procedure

11.3. This information, together with the job description and work programme (where appropriate) will be used for the first appraisal which should take place in accordance with the appraisal timetable in the service.

11.4. The first appraisal should always take place within one year of the date of appointment.

12. Timing of appraisal

12.1. Appraisal interviews for senior managers should take place in March or April each year. This is to allow objectives for the following year to be linked to the Service, Directorate and Council Plans. This may only be varied where service planning is to a different timetable (e.g. in Education Services).

12.2. Appraisals for other employees should take place as soon as possible after senior manager appraisals have taken place.

13. Signing off the appraisal

13.1. The appraising manager should complete the Appraisal Form and provide a copy to the employee, normally no later than 10 working days after the appraisal meeting.

13.2. The employee should add his/her comments as required and return the Appraisal Form to the manager, normally within 10 working days. The manager should provide a copy to his/her manager.

13.3. The manager's manager should add comments as necessary before signing and returning the form to the appraising manager, normally within 10 working days of receipt of the form. Approval of the form includes approval of the objectives set for the appraisee.

13.4. The appraising manager should provide a copy of the final form to the employee and retain a copy for his/her records. Records should be kept according to the protocol in the service.

14. Self-assessment

14.1. Employees who are appraised should take time to reflect on their performance over the previous year. Employees should consider which objectives have been met and why; which objectives have not been met and why; how they have demonstrated the expected competencies; and evaluate the learning undertaken during the previous year.

14.2. The Appraisal Form has areas for appraisee comments at each stage. Employees may find it useful to complete these sections in draft before the appraisal meeting as part of their self-assessment. They may also find it helpful to provide a copy to their manager before the meeting to help facilitate discussion. However, this is not obligatory.

15. Using the WBC Competencies

15.1. The WBC Competency Framework Standards set out the behaviours which all employees are expected to demonstrate. Managers are expected to demonstrate additional competencies, as set out in the framework, which are important for effective performance as a manager within the Council.

15.2. The review of competencies can be used to support setting performance objectives and to identify areas for development.

15.3. Each service/team will have its own requirements and managers will need to interpret the competencies in the context of the individual job, the team and the service they work in.

16. One-to-one/supervision meetings

16.1. Managers should hold one-to-one meetings with all employees on a regular basis. It is recommended that meetings are held every four to six weeks (or within locally agreed time frames where appropriate).

16.2. In social care settings one-to-one meetings are replaced by 'supervision' meetings with a similar frequency. Separate guidance is available to ensure that supervision is carried out effectively to support service delivery standards and professional development.

16.3. Outcomes should be recorded by the manager in writing and countersigned by the employee. A model [one-to-one form](#) is available. A template supervision form is available for use in social care settings.

17. Six month review meetings

17.1. A meeting should normally be held to formally review progress against performance and learning objectives six months after the appraisal. The model appraisal form includes a column to record outcomes after six months.

17.2. The six month review is an opportunity to agree new performance and learning objectives if appropriate. An expanded 'one to one' meeting will be normally used to hold the six months review.

17.3. In services where detailed supervision sessions replace the regular one-to-one meetings it is not compulsory to hold an additional six month review.

17.4. Objectives should be reviewed at the six months review and modified where appropriate. This will normally be where the employee will not be able to achieve the objective for reasons outside his/her control; for example, where there have been significant changes to circumstances which could not have been anticipated at the time of setting the objective or where a target was particularly stretching and very significant achievement has been made which just falls short of the goal. Where a manager believes that it is appropriate to make such a change to objectives after the six month review, he/she should discuss this with the employee at a one to one and record the revised objectives.

18. Personal development plans

18.1. An important outcome of the appraisal interview is to record the learning objectives for the employee in the coming year. The model appraisal form includes a section to record the Personal Development Plan (PDP).

18.2. The manager should bring to the appraisal some ideas about the employee's learning needs derived from the Service, Directorate and Council Plans. This is called "top down" learning. The employee should bring to the appraisal some ideas about learning that is personal to his/her circumstances ("bottom up" learning).

18.3. The learning needs of employees identified in the PDPs should be summarised by the Head of Service and used to develop the service Learning and Development Plan.

18.4. Not all learning and development activities will attract a cost. However, services have limited training budgets and, where training needs are identified that require funding, training may have to be delayed, or alternative ways of development determined, depending on the cost, priority, and relevance to achieving service targets. The responsibility for making such decisions rests with the Head of Service.

19. Career aspirations

19.1. The appraisal is an opportunity to discuss wider career aspirations with an employee. The benefit of this discussion is to allow an experienced manager to offer advice on medium or longer term career issues to employees of all ages. It

will also offer an opportunity for employees who are nearing the age where they may take their retirement pension to discuss plans for retirement or pre-retirement changes to work patterns (e.g. flexible retirement or part-time working).

19.2. No employee is compelled to discuss career/retirement aspirations with their manager if they choose not to. Any discussion that does take place should be of a supportive nature.

20. Job descriptions

20.1. The appraisal interview is a good time to discuss the relevance of the current job description. If managers do not review job descriptions at appraisal they should find another time in the year to do so (e.g. at an away day or service planning event).

21. 360° feedback

21.1. It can be useful for managers to be provided with feedback on performance and management style from those they manage and from their peers, as well as from more senior managers. This is known as 360 degree feedback, and is recommended particularly for senior managers (third tier¹ and above).

21.2. Advice should be sought from HR on gathering and using 360 feedback.

¹ Third tier managers – all managers who report directly to a Head of Service

22. Summary of Employee Performance Management Cycle

<p><u>April/May</u> Appraisal meeting</p>	<ul style="list-style-type: none"> • Review performance and learning over past 12 months • Set work programme, targets/objectives and standards for next 12 months • Agree learning and development objectives and opportunities for next 12 months
<p><u>Every 4-6 weeks</u> One-to-one (or supervision) meetings</p>	<ul style="list-style-type: none"> • Discuss and set short term objectives and review progress on longer term objectives • Raise any other performance/attendance issues or employee concerns
<p><u>October/November</u> Six-month review meeting</p>	<ul style="list-style-type: none"> • Review progress towards targets/objectives • Reset objectives and work programme as necessary • Review learning and development

23. Review of policy

23.1. This policy and procedure will be reviewed to respond to any changes and at least every three years.

23.2. The Human Resources Service is responsible for reviewing and maintaining this Policy.

Appendix B - WBC framework standards for competencies

The following competencies are expected of all employees of West Berkshire Council.

Managers and leaders are also expected to display the competencies listed under 'leaders of people'.

	All employees	Leaders of people
When working with people	<p>Display respect for customers/clients/colleagues Work as part of a team to achieve goals</p> <p>Listen to other points of view Deliver a high standard of customer service</p> <p>Communicate effectively</p>	<p>Understand stakeholders' motivation and objectives Be a skilled influencer (communicate the vision and objectives, inspire and motivate, develop buy-in and trust) Expect, encourage and support high standards of performance from team members</p> <p>Use a range of leadership styles appropriate to individual team members and the situation Develop team working and a sense of common purpose; manage conflict</p>
In relation to learning and development	<p>Learn continually through experience</p> <p>Seek opportunities to improve skills and understanding</p> <p>Coach and guide colleagues</p>	<p>Actively develop the team to meet current and future challenges</p> <p>Encourage team members to reflect on experience and learning; actively encourage transfer of learning</p> <p>Seek feedback on own performance to improve self awareness and own development needs</p>

Appraisal Review

<p>In their approach to work</p>	<p>Focus on priorities</p> <p>Work to the best of his/her ability</p> <p>Strive to deliver high standards Use initiative and seek creative solutions</p> <p>Display integrity and openness</p> <p>Ensure own personal safety and that of others in the workplace</p>	<p>Be a role model (demonstrating drive, purpose, integrity, fairness, enthusiasm, openness, resilience)</p> <p>Adapt to change, taking prompt and appropriate remedial action where required</p>
<p>When managing performance</p>		<p>Set/agree clear objectives, and quality and performance measures (for tasks and staff)</p> <p>Monitor and evaluate budgets, staff performance, and objectives</p> <p>Recognise good performance, and challenge</p>
	<p>All employees</p>	<p>Leaders of people</p>
		<p>underperformance and conduct</p> <p>Develop and empower team members to make decisions (coaching)</p>

Appraisal Form

Use this form to record the key points of the annual appraisal meeting and the six month appraisal review meeting.

This blank form is designed to be completed electronically.

Name of Employee	
Name of Appraiser	
Date of Appraisal	
Date of Six Month Review	

Guidance Notes

The purpose of the annual appraisal meeting is to:

- A.** Review achievements in the past 12 months against the objectives set at the last appraisal meeting, the six-month review and/or other objective-setting meeting;

- B.** Review individual competencies against the WBC standards framework for employees and, where appropriate, the WBC standards for leaders and managers;

- C.** Determine SMART objectives for achievement over the next year. For managers these will include targets related to Corporate Health Indicators and Key Performance Indicators;

Appraisal Review

- D.** Review learning and development over the past 12 months, and identify current and future learning needs and how these will be met over the next period (the Personal Development Plan);

- E.** Discuss other factors relevant to work performance and planning (career aspirations, retirement plans etc).

The purpose of the six month review meeting is to review progress on the work objectives and the Personal Development Plan, note achievements and set new or revised objectives as necessary.

It is the appraiser's responsibility to:

- **Complete the appraisal form promptly following the annual appraisal meeting and six-month review meeting;**
- **Provide a copy, no later than 10 working days after the appraisal meeting, to the employee for their comments and signature;**
- **Provide a final signed copy of the form to their own line manager after the annual appraisal meeting.**

Other significant achievements during the past 12 months	Evidence of achievement		Importance High/Medium
	Appraiser's comments	Appraisee's comments	

Part B – review of competencies against WBC standards framework

WBC Standard (see appendix for full details)	Evidence of competencies	
	Appraiser's comments	Appraisee's comments
Working with people		
Learning and development		
Approach to work		
Managing performance (managers only)		

Part C – Objectives for next 12 months

Objectives should be Specific, Measureable, Achievable, Relevant and Time-bound (SMART)

- For managers, these should include objectives related to the achievement of relevant Key Performance Indicators (KPIs) and Corporate Health Indicators (CHIs)
- For all employees, consider the principles and priorities set out in the Council Strategy
- Each objective should be rated High or Medium (identify no more than 3 or 4 with High importance)
- New objectives may be added at the six month review meeting

SMART objectives set at <u>Annual Appraisal</u>			Importance High (H) or Medium (M)	Six month review comments
Objective	Key activities and dates	Expected outcome(s)		

SMART objectives set at <u>Six Month Review</u>			Importance High (H) or Medium (M)
Objective	Key activities and dates	Expected outcome(s)	

Part D – Review of learning and development

Development objective set at last appraisal/six month review, or at other time during the year	Activity undertaken and associated costs	Evidence of impact on individual and team/service/directorate/organisation	
		Appraiser's comments	Appraisee's comments

The following link will take you to the full corporate training matrix [Intranet - Mandatory Training Courses](#) which also includes mandatory courses that do not need to be refreshed.

Personal Development Plan for next 12 months (also use this section for objectives set at six month review)

Development objective	Actions which will achieve the objective	Date(s)	Costs	Six month review comments

Appraisal Review Update

Development objective	Actions which will achieve the objective	Date(s)	Costs	Six month review comments

Part E – Career planning and other issues

Record discussion points on career aspirations, retirement plans and/or other issues in the box below.

Comments and signature

	Comments on this appraisal review	Signed	Date
Appraisee			
Appraiser			

Appraisal Review Update

	Comments on this appraisal review	Signed	Date
Appraiser's Manager			

A copy of the completed appraisal should be retained confidentially by the appraisee and appraiser

Appendix 1 – WBC framework standards for competencies

The following competencies are expected of all employees of West Berkshire Council.

Managers and leaders are also expected to display the competencies listed under 'leaders of people'.

	All employees	Leaders of people
When working with people	<p>Display respect for customers/clients/colleagues</p> <p>Work as part of a team to achieve goals</p> <p>Listen to other points of view</p> <p>Deliver a high standard of customer service</p> <p>Communicate effectively</p>	<p>Understand stakeholders' motivation and objectives</p> <p>Be a skilled influencer (communicate the vision and objectives, inspire and motivate, develop buy-in and trust)</p> <p>Expect, encourage and support high standards of performance from team members</p> <p>Use a range of leadership styles appropriate to individual team members and the situation</p> <p>Develop team working and a sense of common purpose; manage conflict</p>
In relation to learning and development	<p>Learn continually through experience</p> <p>Seek opportunities to improve skills and understanding</p> <p>Coach and guide colleagues</p>	<p>Actively develop the team to meet current and future challenges</p> <p>Encourage team members to reflect on experience and learning; actively encourage transfer of learning</p> <p>Seek feedback on own performance to improve self awareness and own development needs</p>

	All employees	Leaders of people
In their approach to work	<p>Focus on priorities Work to the best of his/her ability Strive to deliver high standards Use initiative and seek creative solutions Display integrity and openness</p> <p>Ensure own personal safety and that of others in the workplace</p>	<p>Be a role model (demonstrating drive, purpose, integrity, fairness, enthusiasm, openness, resilience) Adapt to change, taking prompt and appropriate remedial action where required</p>
When managing performance		<p>Set/agree clear objectives, and quality and performance measures (for tasks and staff) Monitor and evaluate budgets, staff performance, and objectives Recognise good performance, and challenge underperformance and conduct Develop and empower team members to make decisions (coaching)</p>

This page is intentionally left blank

West Berkshire Local Flood Risk Management Strategy

Committee considering report:	Overview and Scrutiny Management Commission
Date of Committee:	29 November 2022
Portfolio Member:	Councillor Richard Somner
Report Author:	Jon Winstanley
Forward Plan Ref:	OSMC

1 Purpose of the Report

1.1 To:

- Provide Overview and Scrutiny Management Committee (OSMC) with an overview of the West Berkshire Local Flood Risk Management Strategy (LFRMS) 2022-2027;
- Outline the Council's duties and responsibilities under the Flood and Water Management Act;
- Update OSMC on activities undertaken in the last 12 months and on planned flood alleviation and drainage works programmed for the 2022/23 financial year;

2 Recommendation(s)

That the content of this report be noted.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	There are no financial implications for the council. Duties, responsibilities and capital works proposed are funded as part of the current Medium Term Financial Strategy (MTFS).
Human Resource:	There are no direct human recourse implications at present, however, the enactment of Schedule 3 of the Flood and Water Management Act (FWMA) may require additional resources. The council employs engineering consultants to assist with the design of flood defence schemes and to meet peaks in

	workload from our duties under the Flood and Water Management Act.			
Legal:	Legal assistance is required with land purchases for flood defence schemes.			
Risk Management:	As Lead Local Flood Authority under the Flood and Water Management Act (FWMA) the Council has a duty to manage the risk of flooding from ordinary watercourses, surface water and groundwater. The Local Flood Risk Management Strategy (LFRMS) is essential to set the framework for managing these risks. Reputational harm would be caused by a failure to implement the actions contained in the LFRMS and our duties under the FWMA.			
Property:	It is sometimes necessary to purchase private land to construct major flood defence schemes and to serve notice on private landowners to ensure riparian responsibilities are adhered to.			
Policy:	The LFRMS supports HM Government Policy Statement 'Flood and coastal erosion risk management', the National Planning Policy Framework and the EU Floods Directive.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		x		There are no Equalities impacts associated with the LFRMS.

B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		x		There are no Equalities impacts from this report.
Environmental Impact:	x			Whenever possible, all flood defence schemes, sustainable drainage systems and land drain works undertaken or approved by the council aim to achieve biodiversity, water quality and amenity benefits. Adaptation and protecting the District against the impacts of climate change is an integral part of the Council's Environment Strategy.
Health Impact:	x			Flooding can have a significant impact on Health and Wellbeing of those residents that have been affected. Reducing the risk of flooding will therefore lead to healthier communities.
ICT Impact:		x		No impact.
Digital Services Impact:		x		No impact.
Council Strategy Priorities:	x			The LFRMS and Council's flood risk activities are in line with the Council Strategy Priorities of 'maintaining a green district' and 'developing local Infrastructure to support and grow the local economy.'
Core Business:	x			The LFRMS supports the council's Environment Strategy.
Data Impact:		x		No impact.

<p>Consultation and Engagement:</p>	<p>The draft LFRMS was published on the council’s web-site from 23 August 2021 with comments invited by 3 October 2021. In total 101 responses were received from a mixture of residents, Local Ward Members, Parish Councils and Local Flood Forums. A wide range of feedback and comments were received.</p> <p>The feedback from the consultation was on the whole constructive and supportive. The general consensus was that the document is welcomed and the objectives are appropriate to reducing flood risk within the district.</p> <p>Details of the responses along with an officer comment was reported to the Council’s Executive in February 2022.</p>
--	---

4 Executive Summary

4.1 The Flood & Water Management Act 2010 places a number of duties on West Berkshire Council, as Lead Local Flood Authority including:

- To prepare and maintain a strategy for local flood risk management in their areas (a Local Flood Risk Management Strategy – LFRMS);
- Carrying out works to manage local flood risks in their areas;
- Maintaining a register of flood risk assets;
- Investigating significant local flooding incidents and publish the results of such investigations;
- Powers under the Land Drainage Act 1991 to regulate ordinary watercourses (including issuing consents for works on ordinary watercourses).
- To undertake a statutory consultee role providing technical advice on surface water drainage (or Sustainable Drainage – SuDS) to local planning authorities on major developments;
- To co-operate with other Risk Management Authorities;
- To play a lead role in emergency planning and recovery after a flood event.

4.2 The LFRMS forms the framework to which the Lead Local Flood Authority carries out the above duties. The latest version of the strategy 2022 – 27 was approved at Executive in February 2022 and can be found [here](#). The Strategy encourages effective flood risk management by enabling people, communities, businesses and the public sector to work together to ensure a clear understanding of the risks of flooding so that investment in flood risk management can be prioritised more effectively.

- 4.3 An update on other duties the Council has as Lead Local Flood Authority is covered in the supporting information.

5 Supporting Information

Introduction

- 5.1 The Flood and Water Management Act (FWMA) 2010 was enacted as a direct result of an independent review (The Pitt Review) following the widespread flooding in 2007. The review put forward a number of recommendations, including the need for a "wider brief for the Environment Agency" and for local councils to be given powers and responsibilities to "protect communities through robust building and planning controls".
- 5.2 The FWMA 2010 establishes a role of Lead Local Flood Authority for upper tier or Unitary Authorities with a responsibility for reducing the risk of flooding from surface water, groundwater and ordinary watercourses. The LLFA essentially has responsibility to investigate, mitigate and plan for flooding that does not come from statutory main rivers or reservoirs.
- 5.3 Within West Berkshire Council the LLFA duties predominantly sit within the Drainage and Flood Risk Team within the Environment Department. However duties that relate to emergency planning and recovery are led by the Council's Joint Emergency Planning Unit.

Overview and Scrutiny

- 5.4 The Flood and Water Management Act has made an amendment to the Local Government Act, under Section 21F, introducing powers for Overview and Scrutiny Committees to review and scrutinise the activities of the flood risk management authorities. In addition, under the Flood Risk Management Overview and Scrutiny (England) Regulations 2011, the lead local flood authorities Overview and Scrutiny Committee is empowered to request reports or the attendance at meetings of any flood risk management authority, to enable the scrutiny of the delivery of their flood risk management functions.

Update on Flood Risk Management Activities

- 5.5 The following table gives a breakdown of activities undertaken in the last 12 months and planned works in the 2022/23 financial year.

Duty	Activity
To prepare and maintain a strategy for local flood risk management in their areas (a Local Flood Risk Management Strategy – LFRMS).	West Berkshire Local Flood Risk Management Strategy 2022 – 27 can be seen here .

<p>Carrying out works to manage local flood risks in their areas.</p>	<p>The Council has a programme of major flood risk management projects and a minor works programme. The major works are predominantly funded through bids from the Environment Agency’s Grant in Aid funding route, through which the Council has been particularly successful over the years. In the last 10 years the Council has successfully bid for and delivered schemes to the value of £9.75m. In addition, funding for flood alleviation has been raised through local businesses, Thames Water, Parish/Town Councils and in some instances from residents via flood forums and flood groups.</p> <p>The minor works programme is funded through the Council’s Capital Programme. Both programmes for the 2022/23 financial year can be seen in Appendix B.</p> <p>In addition to these planned works the Drainage and Flood Risk Team responds to requests for service and reports of local flooding throughout the District. 758 such requests were responded to in the 2021/22 financial year.</p>
<p>Maintaining a register of flood risk assets.</p>	<p>The Council maintains a register of flood risk assets within its Highways, Structures and Drainage Asset Management System.</p> <p>The asset register is being constantly updated when new works take place and when we undertake maintenance work on historic drainage assets.</p>
<p>Investigating significant local flooding incidents and publish the results of such investigations.</p>	<p>Under Section 19 of the FAWMA, the Council has a duty to investigate flood incidents.</p> <p>Appendix 3 of the Local Flood Risk Management Strategy details the policy and threshold levels for investigations.</p> <p>There have been no flood incidents in the last 12 months that have reached the threshold for a section 19 investigation.</p>
<p>Powers under the Land Drainage Act 1991 to regulate ordinary watercourses (including issuing consents for works on ordinary watercourses).</p>	<p>The two main activities under this section of the act are serving notice on landowners (riparian owners) to clear blockages in ditches and ordinary watercourses and to approve any requested changes to ordinary</p>

	<p>watercourses (ordinary watercourse consents (OWC's).</p> <p>Formally serving notice under the act is rare and most works are undertaken by riparian owners through negotiation. No formal notices have been served in the last 12 months.</p> <p>14 OWC's have been issued in the last 12 months.</p>
<p>To undertake a statutory consultee role providing technical advice on surface water drainage to local planning authorities on major developments.</p>	<p>A total of 418 planning consultations have been responded to by the Drainage and Flood Risk Team in the 2021/22 financial year.</p>
<p>To co-operate with other Risk Management Authorities.</p>	<p>Council Officers hold regular meetings with the Environment Agency to discuss major flood risk management projects within the District.</p> <p>Council Officers also attend and support the following flood forums which generally meet quarterly:</p> <ul style="list-style-type: none"> • Pang Valley; • Lambourn Valley; • Thatcham. <p>The Pang and Lambourn Valley flood forums are also attended by the EA and Thames Water. Council Officers also recently attended the inaugural Newbury Flood Forum meeting and will offer support going forward.</p>
<p>To play a lead role in emergency planning and recovery after a flood event.</p>	<p>There have been no major flood events in the last 12 months.</p>

6 Other options considered

Not applicable.

7 Conclusion

7.1 Flooding can have severe detrimental impacts on people's lives, from short duration nuisance flooding of highways, open space and river corridors to flooding of people's homes and businesses leading to damage, loss of personal possessions,

displacement during remedial works and environmental impacts from pollution. The effects can also lead to physical and mental health issues and increased strain on people's lives.

- 7.2 Becoming more resilient to climate change is a key objective of the Council's Environment Strategy. Our flood risk management activities are central to our ability to adapt to climate change and the Drainage and Flood Risk Management Team has been proactive in introducing biodiversity and carbon reduction measures in exercising its duties under the FAWMA.
- 7.3 The Council is committed through its Local Flood Risk Management Strategy and other powers and duties as Lead Local Flood Authority to working with partners to understand local flooding, communicate risks and manage unacceptable risks now and in the future.

8 Appendices

- 8.1 Appendix A – Equality Impact Assessment (EqIA) - Stage One.
- 8.2 Appendix B - Major and minor drainage and flood risk works programmes 2022/23.

Corporate Board's recommendation

Background Papers:

Local Flood Risk Management Strategy 2022-27

Subject to Call-In:

Yes: No:

- The item is due to be referred to Council for final approval
 - Delays in implementation could have serious financial implications for the Council
 - Delays in implementation could compromise the Council's position
 - Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months
 - Item is Urgent Key Decision
 - Report is to note only
-

Wards affected: All Wards

Officer details:

Name: Jon Winstanley
Job Title: Service Director Environment
Tel No: 01635 519087
E-mail: jon.winstanley@westberks.gov.uk

Document Control

Document Ref:		Date Created:	Aug 22
Version:	1.0	Date Modified:	-
Author:	Jon Winstanley		
Owning Service	Environment		

Change History

Version	Date	Description	Change ID
1	05/08/22	Draft Issued to Sue Halliwell for comment	
2	24/08/22	CB comments included	

Appendix A

Equality Impact Assessment (EqIA) - Stage One

We need to ensure that our strategies, policies, functions and services, current and proposed have given due regard to equality and diversity as set out in the Public Sector Equality Duty (Section 149 of the Equality Act), which states:

- (1) A public authority must, in the exercise of its functions, have due regard to the need to:
 - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; This includes the need to:
 - (i) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;*
 - (ii) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;**
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it, with due regard, in particular, to the need to be aware that compliance with the duties in this section may involve treating some persons more favourably than others.**
- (2) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.*
- (3) Compliance with the duties in this section may involve treating some persons more favourably than others.*

The following list of questions may help to establish whether the decision is relevant to equality:

- Does the decision affect service users, employees or the wider community?
- (The relevance of a decision to equality depends not just on the number of those affected but on the significance of the impact on them)
- Is it likely to affect people with particular protected characteristics differently?
- Is it a major policy, or a major change to an existing policy, significantly affecting how functions are delivered?
- Will the decision have a significant impact on how other organisations operate in terms of equality?
- Does the decision relate to functions that engagement has identified as being important to people with particular protected characteristics?
- Does the decision relate to an area with known inequalities?
- Does the decision relate to any equality objectives that have been set by the council?

Please complete the following questions to determine whether a full Stage Two, Equality Impact Assessment is required.

What is the proposed decision that you are asking the Executive to make:	Approval of the Local Flood Risk Management Strategy 2022-2027
Summary of relevant legislation:	The Local Flood Risk Management Strategy is a requirement of the Flood and Water Management Act 2010.
Does the proposed decision conflict with any of the Council's priorities for improvement? <ul style="list-style-type: none"> • Ensure our vulnerable children and adults achieve better outcomes • Support everyone to reach their full potential • Support businesses to start develop and thrive in West Berkshire • Develop local infrastructure including housing to support and grow the local economy Maintain a green district • Ensure sustainable services through innovation and partnerships 	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, please indicate which priority and provide an explanation
Name of Budget Holder:	Andrew Reynolds
Name of Service/Directorate:	Transport and Countryside
Name of assessor:	
Date of assessment:	
Version and release date (if applicable):	

Is this a ?		Is this policy, strategy, function or service ... ?	
Policy	Yes <input type="checkbox"/> No <input type="checkbox"/>	New or proposed	Yes <input type="checkbox"/> No <input type="checkbox"/>
Strategy	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Already exists and is being reviewed	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Function	Yes <input type="checkbox"/> No <input type="checkbox"/>	Is changing	Yes <input type="checkbox"/> No <input type="checkbox"/>
Service	Yes <input type="checkbox"/> No <input type="checkbox"/>		

(1) What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?	
Aims:	The LFRMS sets out the aims and priorities to reduce flood risk over the 5 year period ending in 2027.
Objectives:	Develop plans and identify measure to reduce existing flood risk. Improve the understanding of flood risk in West Berkshire and increase public awareness.

Outcomes:	Raising public awareness of flooding and reducing flood risk.
Benefits:	The primary beneficiaries are the residents and businesses in West Berkshire effected by flooding from surface water, groundwater and ordinary watercourse.

(2) Which groups might be affected and how? Is it positively or negatively and what sources of information have been used to determine this?
(Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation)

Group Affected	What might be the effect?	Information to support this
Age		
Disability		
Gender Reassignment		
Marriage and Civil Partnership		
Pregnancy and Maternity		
Race		
Religion or Belief		
Sex		
Sexual Orientation		
Further Comments:		

(3) Result

Are there any aspects of the proposed decision, including how it is delivered or accessed, that could contribute to inequality?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Please provide an explanation for your answer:	
Will the proposed decision have an adverse impact upon the lives of people, including employees and service users?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Please provide an explanation for your answer:	

If your answers to question 2 have identified potential adverse impacts and you have answered 'yes' to either of the sections at question 3, or you are unsure about the impact, then you should carry out a EqlA 2.

If an EqlA 2 is required, before proceeding you should discuss the scope of the Assessment with service managers in your area. You will also need to refer to the EqlA guidance and template – <http://intranet/index.aspx?articleid=32255>.

(4) Identify next steps as appropriate:	
EqlA Stage 2 required	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Owner of EqlA Stage Two:	
Timescale for EqlA Stage Two:	

Name: Stuart Clark

Date: 6 December 2021

Please now forward this completed form to Pamela Voss, Equality and Diversity Officer (pamela.voss@westberks.gov.uk), for publication on the WBC website.

This page is intentionally left blank

Appendix B

Drainage and Flood Risk Major Projects 2022/23

Project	2022/23 Activities	Overall programme
<p>Dunstan Park and South East Thatcham Flood attenuation.</p> <p>Budget - £5m</p> <p>Provision of attenuation basins, bunds, swales and natural features to slow the flow of surface water throughout Thatcham.</p>	<p>Works complete.</p> <p>Contract maintenance period to be signed off.</p> <p>Remedial work required to Siege Cross playing fields.</p>	<p>Complete snagging by March 2023</p>
<p>North & East Thatcham Flood Alleviation Scheme.</p> <p>Budget - £4m</p> <p>Provision of 3 separate flood attenuation basins around the north and east of Thatcham.</p>	<p>Achieve planning permission for the projects (approved in May 2022).</p> <p>Approval of procurement strategy.</p> <p>Planning and procurement of main earthworks contract.</p> <p>Complete access and site clearance work prior to Jan 23.</p>	<p>Commence main earthworks project in March 2023.</p>
<p>Memorial Fields Thatcham Flood Alleviation Scheme.</p> <p>Budget - £1.4m</p> <p>Provision of a flood attenuation basin on Thatcham Memorial Fields.</p>	<p>Scheme detail design.</p> <p>Public consultation.</p> <p>Submit planning application late autumn 2022.</p> <p>Commence procurement process.</p>	<p>Construct summer 2023.</p>
<p>North brook ditch investigation and catchment study.</p>	<p>Investigation complete.</p> <p>Detailed flood alleviation options to be considered.</p> <p>Potential bid to EA for further funding to be considered.</p>	<p>Ongoing project.</p>
<p>Hamstead Norreys FAS</p> <p>Flood alleviation ditch to provide alleviation from flooding from the River Pang.</p>	<p>Detailed design.</p> <p>Compilation of business case for funding bid to the EA.</p>	<p>Ongoing project.</p>

Drainage and Flood Risk Minor Works Programme 2022/23

Location	Work/Activity	Progress
Projects		
Fairfields Close Hungerford	3 maybe 4 Soakaways or Attenuation Tank/s	Planning
Membury - Dixons Building	New outfall for Highway Drainage	Planning
A339 from Swan RB to Greenham Industrial Estate	Clean Ditches	Planning
Dean Copse Road Burghfield between Hadleys and Reading Road	Clean Ditches	In Progress
Sheffield Bottom Deans Copse Road & Hose Hill & Hanger Road	Clean Ditches	In Progress
A4 from Hill Place to A340 RB	Clean Ditches	Works Ordered
Burghfield Road from Kennet River to Theale Road - Ditches along 3.2 km road length	Clean Ditches and repair broken outfalls	In Progress
A4 West of Newbury intersection Milkhouse	Carrier Drain repair/Cleanse; poss additional s/aways & ditching	Planning
Paices Hill - Adjacent to Travellers Site	Lost Outfall	Planning
Paices Hill - 150m north of Sasron Car Sales	Lost Outfall	Feasibility
Blandys Hill Kintbury	Trap and redirect flow crossing road.	Completed
Hill Green Lane Peasemore - Across from The Fox PH	Repair drainage and install new soakaway with overflow French drain	Completed
Speen Lane - Barbary End	Reinstate lost outfall	Planning
Deadmans Lane - Greenham	Lost outfall - Install new connection to TW system	Completed
Hamstead Marshall : Park Road culvert downstream ditch	Engage with landowner to get ditch working again - either clean out or re-route.May need to re-visit survey	Planning
A4 Hoe Benham to Halfway (and particularly Milkhouse Rd crossroads)	Jetting survey. Potentially requires new chambers - soakaways or otherwise on north side to intercept water from Gravel Hill)	Planning
Bucklebury : Tylers Lane / Marlston Rd junction	Replace collapsed culvert across Tylers Lane junction (jetting completed 6/7/2020)	Depends on location of Stats
Beech Hill : Beech Hill Road opposite Yew Tree Cottage	Jetting: Pipes rooted as found from Sapphire jetting survey. May need pipe & chamber rebuild	On hold

Membury : Ramsbury Rd at Cuckoo Cottage	H'way drainage system cleaned 2020. No outlet available from ditch so very limited capacity and overall problem not solved. Requires new ditch through Cuckoo Cottage woodland to allow water to discharge to lower ground	Requires agreement with property owner for new ditch; email exchange undertaken but no agreement reached
Speen : Bagnor village at Watermill Theatre junc.	Connect extg broken pipe under c'way to ditch on north side	Planning
Thatcham: Church Gate o/side Stitch in Time	New c'way gully & connection req'd. Email from Peter House 12/3/2019 & Thatcham Town Council	Planning
B4494 Donnington : nr Care Home	Re-establish outfall from highway system into private land	Planning
Hampstead Norreys : Water St / 5 Points junction - locate missing gullies; put more in if necessary. Riparian owner action to clear holding pond. New drainage to connect to it	Need to liaise with landowner in first instance	In Progress
Thatcham - Turnpike Road	Phone call from Ian Goodwin : south side ditch between A4 and Hospital needs re-digging to allow gully connects to work	Planning
10 York Road, Newbury	Renew existing gully pot and 1.5 metres of pipe (ELM 152825)	Planning
The Moors jcn of Fromont Drive, Thatcham	Re-profile c'way or add one gully (ELM 160350)	Planning
Programmes		
Trash Screen Program	Developed	Works Ordered
Grip Program	Programme being developed	Planning
Ditch Program	Programme being developed	Planning
Soakaway Program	Programme being developed	Planning
MHs CPs and Carrier Lines Program	Programme being developed	Planning
Projects forwarded to others		
Hermitage Outfall at intersection with Red Shute Hill	Lost Outfall	Planning

This page is intentionally left blank

OSMC – 29 November 2022

Item 13 – Health Scrutiny Committee Update

Verbal Item

This page is intentionally left blank

WEST BERKSHIRE COUNCIL'S FORWARD PLAN 1 SEPTEMBER 2022 - 31 DECEMBER 2022

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

1. This document gives 28 clear days notice of key decisions which the Executive and Individual Executive Members or Officer expect to take.
2. The document is updated as required and is available to the public on the Council's website.
3. The Executive is made up of the Executive Leader, Deputy Leader and seven Executive Members with the following portfolios:

Executive Leader of the Council District Strategy and Communications	Councillor Lynne Doherty
Deputy Leader and Executive Member for Health and Wellbeing	Councillor Graham Bridgman
Housing, Leisure and Culture	Councillor Howard Woollaston
Finance and Economic Development	Councillor Ross Mackinnon
Planning, Transport & Countryside	Councillor Richard Somner
Children, Young People and Education	Councillor Dominic Boeck
Environment & Transformation	Councillor Steve Ardagh-Walter
Adult Social Care	Councillor Joanne Stewart
Internal Governance and Strategic Partnerships	Councillor Tom Marino

4. Key decisions are those executive decisions which are likely to result in spending or savings which are "significant" in relation to the budget for the service or function in question, or in terms of the effect on communities living or working in two or more wards or electoral divisions. All contracts above £500,000 require a key decision in accordance with the Constitution.
5. The Regulations and the Council's Constitution provide for urgent key decisions to be made, even though they have not been included in this document in accordance with General Exception and Special Urgency provisions.
6. The Forward Plan will also contain details of intended review activity by the Overview and Scrutiny Management Commission and its Sub-Committee(s) or another body e.g. Task Group associated with the Overview and Scrutiny Management Commission.

7. Copies of the Council's Constitution and agenda and minutes for all meetings of the Council may be accessed on the Council's website.
8. For copies of reports or other documents, and for detailed information regarding specific issues to be considered by the Executive, individual Member or officer please contact the named Lead Officer for the item concerned.
9. For further details on the time of meetings and general information about the Plan please email executivecycle@westberkshire.gov.uk or by writing to the address below.

Publication Date: 1 September 2022

Shiraz Sheikh
Service Lead
Legal & Democratic Services
West Berkshire Council, Council Offices
Market Street
Newbury
RG14 5LD

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
22 Sep 2022	Notrees Care Home	New recommendations following the public consultation on the proposed closure of Notrees Care Home.	Yes	Executive			Paul Coe	Open
22 Sep 2022	Adult Social Care - preparation for CQC inspection	To update on the preparations West Berkshire Council is making for the planned Care Quality Commission (CQC) inspections of local authority Adult Social Care (ASC) functions and to identify areas for investment	Yes	Executive			Paul Coe	Open
22 Sep 2022	Capital Programme Overview Financial Year 2023-24	To provide an overview of the approved Capital Programme for financial year	No	Executive			Shannon Coleman-Slaughter	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
		2023/24 and forms part of the five year programme covering financial years 2022/23 – 2026/27.						
22 Sep 2022	Agency and Temporary Staff Contract	To provide advanced notice that West Berkshire Council is looking to re-procure a managed service provider to source and fulfil all of its agency and temporary staff requirements. The contract is intended to commence on 4 March 2023 and to have a maximum term of 4 years.	Yes	Executive			Chris Harris	Open
22 Sep 2022	Hackney	To consider	Yes	Executive			Moira Fraser	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	Carriage Tariffs	any objections and whether or not to modify the hackney carriage fare scale in light of the objections received (and not withdrawn) during the consultation period.						
22 Sep 2022	Cultural Heritage Strategy Delivery Plan	This follows on from the Cultural Heritage Strategy Plan.	Yes	Executive			Felicity Harrison	Open
22 Sep 2022	Helping West Berkshire Taxi Trade Go Greener	To consider options available to the Council to assist the local taxi trade to 'go greener' and provide incentives to entice them to switch to ultra-low emission vehicles and to respond to the	Yes	Executive	EAG and LC at meetings, the Taxi Trade at a Liasion meeting		Moira Fraser	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
		motion tabled at the 18 January 2022 Council meeting which sought to introduce a fee based incentive scheme to help all forms of vehicles licensed by West Berkshire for public transport to go green.						
22 Sep 2022	Treasury Management Annual report	The report summarises the results of the Council's management of cash-flow, borrowing and investments in the financial year 2021/22.	Yes	Executive			Shannon Coleman-Slaughter	Open
6 Oct 2022	Highways Winter Service Plan 2022/23	To approve the 2022/23 Plan.	Yes	Portfolio Holder: Planning, Transport and			Andrew Reynolds	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
				Countryside				
2 Nov 2022	Appointment to an Outside Body (Berkshire Maestros)	Appointment to an Outside Body	No	Portfolio Holder: Leader of Council, District Strategy and Communications			Benjamin Ryan	Open
3 Nov 2022	Provision of Grounds Maintenance Contract	To provide advance notice that the Transport & Countryside Team will be going out to tender for our Grounds Maintenance Contract which expires on 7th Jan 2023 - the contract will be let for an initial 5 years with an option to extend for a further 5.	No	Executive	Stakeholder engagement, meetings, telephone with Transport & Countryside team, Legal, Finance		Paul Hendry	Open
3 Nov 2022	Medium Term Financial	To provide Executive with an overview of	No	Executive			Joseph Holmes	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	Planning Update	the financial planning position for 2023-24 and beyond.						
3 Nov 2022	West Berkshire Co-Production Framework	The purpose of this report is to propose a Co-Production Framework for West Berkshire.	Yes	Executive	Citizens of West Berkshire, Voluntary and Community Sector Organisations, Town and Parish Councils, all Councillors.		Samantha Shepherd	Open
3 Nov 2022	Response to Sprinklers Motion	To consider the response to the Sprinklers Motion submitted to Council in July 2021.	Yes	Executive			Bryan Lyttle	Open
3 Nov 2022	Environment Strategy Annual Progress Report	To present the second annual progress report for the delivery of the Environment Strategy.	No	Executive			Jenny Graham	Open
3 Nov 2022	Buckingham	To give	Yes	Executive			Gordon Oliver	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	hire, Oxfordshire and Berkshire West Integrated Care Partnership (BOB ICP) Joint Committee	approval for the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB ICS) to establish an Integrated Care Partnership (ICP) through a Joint Committee and agree West Berkshire Council representation on the ICP.						
3 Nov 2022	York House - disposal	To propose the disposal of the freehold of York House.	Yes	Executive			Richard Turner	Fully exempt Information relating to any individual. Information relating to the financial or business affairs of any particular person (including the

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
								authority holding that information)
24 Nov 2022	Moving Traffic Offence (MTO) Part 6 application	To advise Portfolio Member of Objections received during consultation on the council's application to apply for MTO Part 6 powers and to seek approval of officer recommendations.	No	Portfolio Holder: Planning, Transport and Countryside			Cheryl Evans	Open
7 Dec 2022	Contract Award Housing First		Yes	Portfolio Holder: Housing, Leisure and Culture			Karen Felgate	Open
15 Dec 2022	Children & Young Peoples Integrated Therapies (CYPIT)	To award the contract for the supply/provision of the CYPIT Service following a tender process.	Yes	Executive			Millie Smith	Fully exempt Information relating to any individual. Information which is likely to reveal the

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
								identity of an individual.
15 Dec 2022	Transfer of the Freehold of the Corn Exchange Building to the Corn Exchange (Newbury) Trust	To provide an update on the current status of negotiations with the Corn Exchange (Newbury) Trust regarding the transfer of the freehold of the Corn Exchange and to propose how the Council concludes this matter.	Yes	Executive			Nicola Peacock	Open
15 Dec 2022	CCTV Policy	To set out the obligations on the Council with respect to the use of CCTV. To seek approval for fuller consultation of the CCTV policy with a view to formal	Yes	Executive			Leigh Hogan	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
		Executive approval to follow.						
15 Dec 2022	Corporate Landlord Model Feasibility	To discuss and make recommendation regarding the potential change to the way West Berkshire Council manages and maintains its estate through a Corporate Landlord Model.	Yes	Executive			Richard Turner	Open
15 Dec 2022	Review of Libraries Service	To evaluate the impact of the transformation of the library service which took place in 2017-18 and put forward any additional options for improving the service for residents.	Yes	Executive	Community Needs Assessment Stakeholder Surveys – volunteers, staff, service managers, hard to reach groups Public Survey including library users and non-users		Felicity Harrison	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
					Parish and Town Council engagement sessions			
15 Dec 2022	Grazeley Solar Farm Project Update	To provide an update on the business case for the Grazeley Solar Farm project and to seek delegated authority for the Service Director Environment to enter into a power purchase agreement to supply energy through the Heat Networks and Electricity Generation Assets (HELGA) Framework	Yes	Executive			Jon Winstanley	Fully exempt Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings. Information which reveals that the authority proposes to give under any enactment a notice under or by virtue of which requirements are imposed

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
								on a person
15 Dec 2022	Revenue Financial Performance Report Q2, 2022-2023	To report on the financial performance of the Council's revenue budget and provide a position at Quarter Two.	Yes	Executive			Melanie Ellis	Open
15 Dec 2022	Capital Financial Performance Report Q2 of 2022-2023	To present the forecast outturn position for financial year 2022/23 as at Quarter Two.	Yes	Executive			Shannon Coleman-Slaughter	Open
12 Jan 2023	The future of West Street House and West Point	To present potential options for the future of WSH and WP	Yes	Executive			Richard Turner	Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)
12 Jan 2023	Key	To provide	No	Executive			Catalin Bogos	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	Accountable Performance 2022/23: Quarters One & Two	assurance that the core business and council priorities for improvement measures in the Council Strategy 2019-2023 are being managed effectively. To highlight successes and where performance has fallen below the expected level, to present information on the remedial action taken, and the impact of that action.						
12 Jan 2023	Briefing Note - Social Value Policy	To provide an update on the Social Value Policy which was adopted by the Council at	No	Executive			June Graves	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
		Executive on 18th November 2021						
9 Feb 2023	North and East Thatcham Flood Alleviation Scheme	To gain approval to award the contract for the flood alleviation works following a full tender process.	Yes	Executive			Andrew Reynolds	Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)
9 Feb 2023	Building Maintenance Measured Term Contract	To gain approval to award the term contract for planned and reactive building maintenance works following a full tender process.	Yes	Executive			Sadie Owen	Fully exempt
9 Feb 2023	Energy Procurement Review	To report on the procurement	Yes	Executive			Jenny Graham	Fully exempt Information in respect of

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
		route for the Council's energy for the current and 23/24 financial years and to present options and a recommendation on procurement route and products available for 24/25 onwards						which a claim to legal professional privilege could be maintained in legal proceedings.
23 Mar 2023	Review of the West Berkshire Council Contaminated Land Strategies	To consider and where appropriate update the Contaminated Land Strategies for West Berkshire.	Yes	Executive			Suzanne McLaughlin	Open
23 Mar 2023	Leisure Strategy Delivery Plan	To present the plan for implementing the Leisure Strategy.	Yes	Executive			Jim Sweeting	Open
23 Mar 2023	Leisure	West Berkshire Council is	No	Executive			Jim Sweeting	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	Management Contract	procuring an Operator Partner to manage, operate and maintain a number of existing leisure and community facilities together with a proposed new facility to replace one of the existing facilities. The Contract is intended to commence on 1 July 2023 and to have a maximum term of 15 years.						
23 Mar 2023	Revenue Financial Performance Report Q3 2022-2023	To inform Members of the latest financial performance of the Council.	Yes	Executive			Melanie Ellis	Open
23 Mar 2023	Medium Term	To provide	Yes	Executive			Melanie Ellis	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	Financial Planning Update	Executive with an overview of the financial planning position for 2023-24 and beyond						
23 Mar 2023	Treasury Management Strategy	To review the Council's management of cash-flow, borrowing and investments in the financial year 2022/23.	Yes	Executive			Shannon Coleman-Slaughter	Open
23 Mar 2023	Capital Financial Performance Report Q3 2022-2023	To present the Q3 capital financial performance for Members to note.	Yes	Executive			Shannon Coleman-Slaughter	Open
3 Nov 2022	Extension of existing leisure management contract from January 2023 to June 2023	To inform of the current budget pressures on the existing Leisure Contract and seeking a decision as to	Yes	Executive			Paul Martindill	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	(formerly Leisure Budget Pressure)	whether additional funding will be approved to maintain the Leisure Centre service until the commencement of the new contract.						
31 Mar 2023	Domestic Abuse Service Contract	To provide advance notice that Community & Wellbeing and Housing Teams will be going out to re-tender for our Core Domestic Abuse Service. The current contract expires on 31st March 2023.	Yes	Andy Sharp - Executive Director			Catherine Greaves	Open
25 May 2023	Contract Award - Domiciliary Care Approved	Contract Award	Yes	Executive			Rebecca Braithwaite	Fully exempt information relating to the financial or business

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	Provider List							affairs of any particular person (including the authority holding that information)
25 May 2023	Contract Award - ASC Advocacy Services	Contract award	Yes	Executive			Karen Felgate	Open
25 May 2023	Contract Award - Extra Care Housing	Contract award	Yes	Executive			Rebecca Braithwaite	Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)
25 May 2023	Contract Award - Baily Thomas House Learning	Contract Award	Yes	Executive			Rebecca Braithwaite	Fully exempt Information relating to the financial or business

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	Disability Respite Service							affairs of any particular person (including the authority holding that information)
25 May 2023	Quarterly Performance Report 2022/23: Quarter Three	To highlight successes and where performance has fallen below the expected level, to present information on the remedial action taken, and the impact of that action.	No	Executive			Catalin Bogos	Open
7 Jul 2023	Parking Strategy	Revised parking strategy for West Berkshire.	Yes	Executive			Ian Martinez	Open
7 Jul 2023	Contract award Berkshire Community	Contract award paper	Yes	Executive			Karen Felgate	Open

Decision Due Date	Title	Purpose	Key Decision e.g. Yes/ No	Decision Maker e.g. Executive Individual Decision Officer decision	Consultation e.g. Members including shadow exec members	Background Papers (All Papers are available for inspection via the Lead Officer)	Lead Officer e.g report author	Report likely to be considered in private (i.e., it contains confidential or exempt information)
	Equipment Service							

This page is intentionally left blank

Overview and Scrutiny Management Commission Work Programme

The following items will be considered in addition to Standing Items (Financial Performance (Quarterly), Key Accountable Performance (Quarterly), New Ways of Working Reviews (ad hoc) and Corporate Programme (annually/ on request))

Last Updated:
16 Nov 2022

Item	OSMC Theme	Purpose	Lead Officer	Portfolio Holder/ Lead Member	Pre or post decision?	
7 March 2023 (Report Deadline 24 February)						
12	Thames Valley Berkshire Local Enterprise Partnership	<i>Partnership Effectiveness</i>	To consider the effectiveness of the Thames Valley Berkshire Local Enterprise Partnership	Eric Owens / Katharine Makant	Finance and Economic Development	OSMC decision
13	Equalities and Diversity Strategy	<i>Policy Effectiveness</i>	To review the draft Equalities and Diversity Strategy	Sarah Clarke / Sam Shepherd	Applies to all portfolios	Pre-decision
14	Libraries Review	<i>Corporate Effectiveness</i>	To consider the effectiveness of improvements implemented following the review of the Libraries Service.	Steve Welch / Felicity Harrison	Housing, Leisure and Culture	Post-decision
15	Covid and Recovery	<i>Corporate Effectiveness</i>	To agree Terms of Reference for a Task and Finish Group to look at the lessons learned in response to and recovery from Covid, from the perspectives of residents, service users and businesses.	Sarah Clarke	Leader of the Council	OSMC decision
20 March 2023 - Special (Report Deadline 10 March)						
16	Customer Journey: Task Group Report	<i>Corporate Effectiveness</i>	To report the findings of the scrutiny review into the Customer Journey	Gordon Oliver	Planning, Transport & Countryside	OSMC decision
17	Fees & Charges: Task Group Report	<i>Corporate Effectiveness</i>	To report the findings of the scrutiny review into Fees and Charges	Gordon Oliver	Finance and Economic Development	OSMC decision
To Be Programmed						
18	Cultural Heritage Strategy Delivery Plan	<i>Policy Effectiveness</i>	To review progress in implementing the Cultural Heritage Strategy Delivery Plan	Steve Welch / Felicity Harrison	Housing, Leisure and Culture	Post-decision

Standing Items						
	Quarterly Capital Financial Performance Report	<i>Corporate Effectiveness</i>	Reports on the under or over spends against the Council's approved capital budget.	Joseph Holmes / Shannon Coleman-Slaughter	Finance and Economic Development	Pre-decision
	Quarterly Revenue Financial Performance Report	<i>Corporate Effectiveness</i>	To report on the financial performance of the Council's revenue budgets.	Joseph Holmes / Melanie Ellis	Finance and Economic Development	Pre-decision
	Annual Key Accountable Performance Measures	<i>Corporate Effectiveness</i>	To provide assurance that the core business and council priorities for improvement measures in the Council Strategy 2019-23 are being managed effectively. To highlight successes and where performance has fallen below the expected level, present information on remedial action taken, and the impact of that action	Joseph Holmes / Catalin Bogos	Internal Governance and Strategic Partnerships	Pre-decision

Key:

- Ensure our vulnerable children and adults achieve better outcomes
- Support everyone to reach their full potential
- Support businesses to start, develop and thrive in West Berkshire
- Develop local infrastructure including housing to support and grow the local economy
- Maintain a green district
- Ensure sustainable services through innovation and partnership
- Crime and Disorder Committee

Agenda Item 17.

Document is Restricted

This page is intentionally left blank