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To: MEMBERS OF THE COMMUNITY SERVICES COMMITTEE  
Councillors Wren (Chair), Swann (Vice-Chair), Allen, Caulcott, Connolly, Crane, Hammond, Lee, Mansfield, North, O'Driscoll and Stamp

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01883 722000

Substitute Councillors: Bourne, Duck, Gaffney and Pursehouse

C.C. All Other Members of the Council

14 June 2021

Dear Sir/Madam

## **COMMUNITY SERVICES COMMITTEE TUESDAY, 22ND JUNE, 2021 AT 7.30 PM**

The agenda for this meeting of the Committee to be held in Council Chamber, Council Offices, Station Road East, Oxted is set out below. If a member of the Committee is unable to attend the meeting, please notify officers accordingly.

Available seating in the public gallery will be limited due to social distancing requirements and any members of the public who wish to attend should e-mail [democraticservices@tandridge.gov.uk](mailto:democraticservices@tandridge.gov.uk) in advance. Unfortunately, in the current circumstances, we may not be able to accommodate all requests to attend in person. However, the meeting will be webcast and can be viewed via the Council's website. This can be viewed live and as a recording after the meeting.

Should Members require clarification about any item of business, they are urged to contact officers before the meeting. In this respect, reports contain authors' names and contact details.

Yours faithfully,

Jackie King  
**Acting Chief Executive**

## **AGENDA**

- 1. Apologies for absence (if any)**
- 2. Declarations of interest**

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

- (i) any Disclosable Pecuniary Interests (DPIs) and / or
- (ii) other interests arising under the Code of Conduct

in respect of any item(s) of business being considered at the meeting. Anyone with a DPI must, unless a dispensation has been granted, withdraw from the meeting during consideration of the relevant item of business. If in doubt, advice should be sought from the Monitoring Officer or her staff prior to the meeting.

3. **Minutes of the meeting held on the 9th March 2021** (Pages 3 - 12)  
To confirm as a correct record
4. **Minutes of the meeting held on the 27th May 2021** (Pages 13 - 14)  
To confirm as a correct record.
5. **To deal with any questions submitted under Standing Order 30**
6. **Community Services finance report - Month 2 (21/22) (to follow)**
7. **Community Services Quarter 4 20/21 Performance Report** (Pages 15 - 26)
8. **Changes to taxi licensing new and renewal scheme** (Pages 27 - 36)
9. **Tandridge Together Community Fund Grant Allocations** (Pages 37 - 48)
10. **Any other business which, in the opinion of the Chair, should be considered as a matter of urgency**
11. **To consider passing the following resolution to exclude the press and public::**

**RESOLVED** – that members of the press and public be excluded from the meeting for the following item of business under Section 100A (4) of the Local Government Act 1972 (as amended) on the grounds that:

- (i) it involves the likely disclosure of exempt information as defined in the paragraph detailed below of Part 1 of Schedule 12A of the Act; and
- (ii) for the item the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

<b>Item Number</b>	<b>Nature of Exempt Information</b>
12	Paragraph 3

12. **Update on new recycling and refuse contract** (Pages 49 - 60)

## TANDRIDGE DISTRICT COUNCIL

### COMMUNITY SERVICES COMMITTEE

Minutes and report to Council of the virtual meeting of the Committee held on the 9<sup>th</sup> March 2021 at 7.30pm.

**PRESENT:** Councillors Connolly (Chair), Vickers (Vice-Chair), Wren (Vice-Chair), Allen, Lee, Ridge, Rujbally (substitute in place of Mansfield), Stamp, Swann and N.White

**ALSO PRESENT:** Councillors Bloore, Duck, Farr, Elias, Gray, Jones, Lockwood and Mills.

**APOLOGIES FOR ABSENCE:** Councillors Mansfield and Milton

#### **280. MINUTES OF THE MEETING HELD ON THE 18TH JANUARY 2021**

These minutes were approved as a correct record.

#### **281. PRESENTATION ON BEHALF OF THE CATERHAM & WARLINGHAM AND OXTED CITIZENS ADVICE BUREAUX**

Sarah Henke-Monti and Catherine Wynchol (managers of the Caterham & Warlingham and Oxted Bureaux respectively) gave a joint presentation to inform Members about their services, including:

- the fact that the Bureaux are two independent charities, operating as members of one large national organisation, offering free, confidential and impartial advice to residents in need and providing knowledge and confidence to help them overcome their difficulties;
- staffing complements (43 volunteers and 6 part-time paid staff) and training costs given that each volunteer takes between 12 to 18 months to train;
- funding sources (the cost of services being £1.37 per Tandridge resident);
- activities during the pandemic;
- issues dealt with during 2020/21, with a breakdown of benefits issues and a case study of support given to a client with complex needs; and
- future challenges, including the need for financial support to keep pace with demand (pent up demand was likely to ensue following the pandemic).

Members welcomed the presentation and praised the Bureaux for their valued services. Among the comments was a suggestion that a follow-up presentation be given to the Committee in twelve months' time.

## **282. QUARTER 3 CORPORATE PERFORMANCE & RISKS - COMMUNITY SERVICES**

Members were presented with an analysis of the Committee's key performance indicators and risks for the third quarter of 2020/21, together with updates on progress against Strategic Plan actions and proposed amendments to performance indicators for 2021/22.

In response to Members' questions, officers advised that:

- a KPI could be added to measure the speed of issuing parking permits, although alternative incentive schemes to take up permits for the Hillside Road, Whyteleaf car park had become exhausted and an alternative form of parking use would now have to be considered;
- the possibility of splitting the data for the monthly issue of parking penalty charge notices in Caterham between the Hill and the Valley would be investigated – Ward level analysis could also be provided on request;
- the new refuse and recycling collection contract would include an enhanced performance framework for services and that a suitably amended suite of KPIs would be presented for the Committee's consideration approximately three months after the launch;
- the accuracy of performance data against the 1.5 days target for removing fly-tips would be investigated (this was in response to concerns that fly-tips may have been erroneously recorded as having been cleared).

**RESOLVED** – that:

- A. the Quarter 3 (2020/21) performance and risks for the Community Services Committee be noted; and
- B. the proposed amendments to performance indicators for 2021/22, as attached at Appendix A to these minutes, be adopted.

## **283. COMMUNITY SERVICES FINANCE REPORT - MONTH 10**

A report concerning the Committee's revenue budget and capital programme as at the end of January 2021 (month 10) was presented.

An overspend of £867,000 against the revenue budget baseline of £6.4 million was projected, representing a deterioration of £7,000 compared with the previous month, and included the following elements:

- £308,000 for an under-recovery of rent and interest payments from Freedom Leisure
- £263,000 in respect of the refuse and recycling collection service (additional health & safety requirements due to Covid-19, and costs associated with the renewal of the current contract)
- £474,000 loss of income from car parking, taxi licenses and Tandridge Commercial Services.

The above items were offset by a £59,000 Covid-19 income support grant and a net £119,000 underspend on business as usual activities.

The revised £3.8 million capital programme was forecast to be £900,000 underspent due to delayed expenditure on refuse collection vehicles, garden waste bins, and parks / open spaces.

**RESOLVED** – that the Committee’s forecast revenue and capital forecast revenue position for the year be noted.

## **284. OPEN SPACE STRATEGY**

A proposed final version of the Open Space Strategy (2021-25) was presented. This followed previous consideration by the Committee and a six-week public consultation period which ran from 28<sup>th</sup> September to 9<sup>th</sup> November 2020. Revisions to the strategy had been made in light of the consultation responses and feedback from Members at the Committee’s 12<sup>th</sup> November 2020 meeting. Further amendments were made following a final consultation with Members and Parish Councils in January 2021.

The accompanying report provided access to a tracked changed version of the Strategy to highlight the amendments arising from the consultations referred to above.

The Strategy contained 26 District wide actions and a series of further actions relating to specific parishes.

During the debate, the need to link the strategy to other relevant Council policy areas, such as health & wellbeing, was acknowledged. The potential cost implications of delivering the strategy were also discussed, including the need to seek external funding sources where appropriate.

**RESOLVED** – that the Open Space Strategy for a five-year period (2021-2025) be adopted.

## **285. PUBLIC SPACE PROTECTION ORDERS**

A report was considered which updated the Committee about the use of Public Space Protection Orders (PSPOs) under the Anti-Social Behaviour, Crime and Policing Act 2014. PSPOs enabled councils and their partners to address anti-social behaviour in local areas. The report confirmed that two PSPOs had been implemented in Smallfield to prohibit the racing of a horse drawn carriage on Broadbridge Lane (2019) and Plough Road Recreation Ground (2020). In such cases, enforcement activities would usually require a police presence which would depend on police resource availability at the time of the request.

The Committee was also informed about current Home Office guidance which placed greater emphasis on the need to ensure that powers are used to target specific nuisance behaviours. The report acknowledged that enforcement of PSPOs required the issue of a fixed penalty notice to a person and that only police officers could demand an individual’s name and address.

Discussion focused on the scope for utilising the Act to deal with dog fouling and the fact that a previous attempt to trial PSPOs in Master Park, Oxted for this purpose had failed to materialise. The Committee was advised that any efforts to revisit such initiatives would depend upon robust evidence to justify a PSPO and adequate staffing resources for effective implementation.

**RESOLVED** – that the update report on Public Space Protection Orders implemented in the District in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014 be noted.

## 286. COMMUNITY TENNIS OPTIONS

The Committee considered proposals for a more strategic approach to public tennis court provision in the District, to be delivered in partnership with the Lawn Tennis Association. The Council's courts (in Queens Park, Caterham and Whyteleafe Recreation Ground) had been operating on a 'council maintained and free to use' model for many years and the report advocated:

- entering into partnership with the Lawn Tennis Association, using their ClubSpark platform, to provide a court booking/membership system (the Council would also implement gate access technology that would work in conjunction with ClubSpark)
- working with the LTA to actively promote park tennis to all residents and encouraging coaching sessions
- charging £35 for an annual season ticket or £6.50 per hour for a pay and play session (charging to be restricted to the months of March to October).

These recommendations had been formulated in light of current maintenance costs and charging regimes in other Local Authority areas.

While accepting the rationale for seeking to review the current provision of tennis facilities, concerns were expressed that implementation of the proposed initiative was premature at this stage in the absence of a formal consultation (although officers explained that the proposed fees and other operational aspects could be varied).

Councillor Lee, seconded by Councillor Rujbally, proposed that a decision on the matter be deferred, pending the outcome of a consultation exercise. Upon being put to the vote, the motion was carried.

**RESOLVED** – that a decision on future options for the use of Council-owned tennis courts be deferred to a future meeting of the Committee, following a consultation exercise involving local residents and relevant Village and Parish Councils.

Rising 9.14 pm

## Community Services Committee - proposed amendments to performance indicators for 2021/22

Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Percentage of waste collected - quarterly  Page 7	Communities  <i>Locality Services</i>	Percentage of waste collected – quarterly.	To measure the Biffa performance in terms of collections completed.	99%	The target was set several years ago. The current contract has relatively few performance indicators within it and this was the most meaningful one to use.	This indicator is not fit for purpose and amendments are proposed.	Under the new contract there is a new Performance Management Framework which will monitor a range of services delivered. Once the new contracting regime is bedded down, this indicator will be amended after consultation with this Committee.
Percentage of waste collected - year to date	Communities  <i>Locality Services</i>	Percentage of waste collected - year to date.	To measure the Biffa performance in terms of collections completed.	99%	The target was set several years ago. The current contract has relatively few performance indicators within it and this was the most meaningful one to use.	This indicator is not fit for purpose and amendments are proposed.	Under the new contract there is a new Performance Management Framework which will monitor a range of services delivered. Once the new contracting regime is bedded down then this indicator will be amended after consultation with this Committee.

Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Household waste that is sent for reuse, recycling or composting	Communities <i>Locality Services</i>	Rolling annual figure, calculated by comparing the amount of waste sent for recycling, reuse and composting against the total waste collected. This figure includes street sweepings.	This is the national indicator for recycling.	59%	The target set was based on the previous performance and what Officers believed was achievable under the current circumstances.	There has been a delay to publication of the national recycling league table for 2019/20. This document is useful as it allows us to compare our performance against others.	This is the national indicator to measure overall recycling and allows an easy comparison with other Councils performance. As such there is no change proposed.  Changes in waste composition and circumstances, such as more residents at home due to Covid, have had an impact on the recycling rate. Officers are keen to propose a new indicator based on our national performance compared to others.
Average time to remove fly-tips (working days)	Communities <i>Operational Services</i>	Average time to remove fly-tips in working days.	To establish a local performance indicator as there are no national performance indicators for this service.	1.5 days	Historic performance weighed against capacity.	None.	None.



Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Roads, Footpaths & Public Open Spaces which meet the Environmental Cleanliness Standard	Communities <i>Operational Services</i>	Percentage of roads, footpaths and public open spaces, which are the Council's responsibility, and which meet the environment cleanliness standard.	To establish a local performance indicator as there are no national performance indicators for this service.	95%	The target was set several years ago. There are no national performance indicators for this service. The local indicator is based on the historic national indicator for street cleanliness.	None.	None.
Establishments with a Rating of 3 or Better Under the Food Hygiene Rating Scheme	Communities <i>Environmental Health (shared service)</i>	Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.	Provides an overview of the hygiene standard of relevant food service establishments in the district.	95%	Desired quality level agreed by the shared service partnership board.	None.	No amendments put forward.
Parking enforcement visits made (on- and off-street)	Communities <i>Sevenoaks District Council (shared service)</i>	The number of streets / off street car parks visited by the Civil Enforcement Officers (CEOs) per month.	Ensure that the Officers are recording activity and recording visits to streets.	To be confirmed.	To be confirmed.	New indicator.  No targets set at present as more data is required to baseline.	Proposed new indicator for next year (example in Appendix C to the report)

Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Percentage of enforcement requests actioned within 24 hours	Communities <i>Sevenoaks District Council (shared service)</i>	Percentage of specific parking enforcement requests made on the website, or by telephone, responded to by parking enforcement officers within 24 hours.	To ensure that the enforcement team are acting on requests for additional enforcement.	To be confirmed.	To be confirmed.	New indicator.  No targets set at present as more data is required to baseline.	Proposed new indicator.
Recorded time spent on civil parking enforcement	Communities <i>Sevenoaks District Council (shared service)</i>	The total time spent by Civil Enforcement Officers within the district.	Ensure that the Officers are spending appropriate length of time operating in the district.	To be confirmed.	To be confirmed.	New indicator.  No targets set at present as more data is required to baseline.	Proposed new indicator for next year (example in Appendix C to the report).
Percentage of Penalty Charge Notices (PCNs) paid year to date	Communities <i>Sevenoaks District Council (shared service)</i>	Percentage of PCNs that have been paid by motorists.	Ensure that parking income is being collected.	To be confirmed.	To be confirmed.	New indicator.  No targets set at present as more data is required to baseline.	Proposed new indicator for next year (example in Appendix C to the report).

Indicator	Directorate	What does it measure?	Why is it a useful?	Current target	Rationale for target	Comments	Proposed amendments for next year
Penalty charge notices (PCNs) issued per area	Communities <i>Sevenoaks District Council (shared service)</i>	How many PCNs have been issued per area.	As requested, to provide Members with information on where the majority of tickets are issued. For information only.	None.	Not applicable.	Note that this is not a performance indicator and will not have a set target against it.	Proposed new information for next year (example in Appendix C to the report).
Percentage of waste collected - quarterly	Communities <i>Locality Services</i>	Percentage of waste collected – quarterly.	To measure the Biffa performance in terms of collections completed.	99%	The target was set several years ago. The current contract has relatively few performance indicators within it and this was the most meaningful one to use.	This indicator is not fit for purpose and amendments are proposed.	Under the new contract there is a new Performance Management Framework which will monitor a range of services delivered. Once the new contracting regime is bedded down, this indicator will be amended after consultation with this Committee.

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## TANDRIDGE DISTRICT COUNCIL

### COMMUNITY SERVICES COMMITTEE

Minutes and report to Council of the meeting of the Committee held in the Barn Theatre, Bluehouse Lane, Oxted on the 27<sup>th</sup> May 2021 at 9.21pm.

**PRESENT:** Councillors Allen, Bourne (in place of Crane), Caulcott, Connolly, Hammond, Lee, Mansfield, North, O'Driscoll, Stamp, Swann and Wren

**APOLOGIES FOR ABSENCE:** Councillor Crane

#### 1. ELECTION OF CHAIR FOR 2021/22

**RESOLVED** – that Councillor Wren be elected Chair of the committee for the 2021/22 municipal year.

#### 2. ELECTION OF VICE-CHAIR FOR 2021/22

**RESOLVED** – that Councillor Swann be elected Vice-Chair of the committee for the 2021/22 municipal year.

(In accordance with Standing Order 25, Councillor Connolly wished it recorded that she voted against this appointment.)

#### 3. APPOINTMENT OF THE REGULATORY SUB-COMMITTEE FOR 2021/22

**RESOLVED** – that the Regulatory Sub-Committee be appointed as follows:

Independents and OLRG Alliance

Councillor Wren (principal member)

Conservatives

Councillor Connolly (principal member)

Liberal Democrats

Councillor Lee (principal member)

*(In the event of one or more of the three principal members being unable to attend a hearing, their places shall be filled by selecting substitutes from the Community Services Committee.)*

Rising 9.22 pm

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## Community Services Quarter 4 20/21 Performance Report

### Community Services Committee Tuesday, 22 June 2021

Report of: Executive Head of Communities

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Purpose: For information

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Publication status: Open

Wards affected: All

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#### **Executive summary:**

- The appendices to this report contain data on the Committee's key performance indicators and risks for Quarter 4 2020/21, to enable the Committee to monitor how the Council is delivering the services for which it is responsible.
  - Appendix A contains the new parking enforcement performance indicators.
  - The report includes the Council's new scoring risk matrix and Appendix B has been revised to transfer the more operational risks to a new internal Officer register.
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**This report supports the Council's priority of:** Building a better Council

**Contact officer** William Mace – Programme Management Officer  
wmace@tandridge.gov.uk

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#### **Recommendation to Committee:**

'A' - That the Quarter 4 2020/21 performance and risks for the Community Services Committee be noted.

'B' – That Members agree to include, or not include, a table on the number of parking permits issued in the District, as a new regular indicator in the report (Section 2.4).

## Reason for recommendations:

To support the Committee to monitor and manage its performance and risks.

### 1. Introduction and background

- 1.1. Since April 2020 performance and risk reports have been presented to each policy committee at the end of each quarter. The reports include a covering report and an appendix with individual performance charts and commentary for each performance indicator, and the committee's risk register.

### 2. Notes on performance and risk data

- 2.1. See Appendix A and Appendix B for the Community Services Quarter 4 (2020/21) performance data and risk register respectively.
- 2.2. Wherever possible the most recent data has been included in the appendices, regardless of whether it technically falls into the reported quarter. However, due to the committee report timelines, there may be occasions where data is not available in time for the committee report. In these cases, the data will be provided in the next scheduled report.
- 2.3. As part of the Council's risk management improvement work a new scoring matrix is in operation, see below. In addition, risks that are mostly operational in nature have been removed from the committee risk register, leaving those that are of more strategic interest to the members of this committee.

<b>Likelihood</b>	<b>Very Likely</b>	<b>4</b>	4	8	12	16
	<b>Likely</b>	<b>3</b>	3	6	9	12
	<b>Possible</b>	<b>2</b>	2	4	6	8
	<b>Unlikely</b>	<b>1</b>	1	2	3	4
			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
			<b>Low</b>	<b>Medium</b>	<b>High</b>	<b>Very High</b>
			<b>Impact</b>			



- 2.4. Parking permit data: In previous meetings, Members have expressed an interest in seeing information on parking permits in the District. After reviewing the data, Officers could include the table below as a “for information” indicator. Recommendation ‘B’ reflects this option.

<b>TANDRIDGE PARKING PERMITS</b>	<b>Number of permits</b>	<b>Number on waiting list</b>	<b>Maximum number of permits</b>
<b>On-street</b>			
Court Farm Road - Zone B - 0	19		*
Court Farm Road - Zone B - 1	5		*
Hillbury Road - Zone A - 0	24		**
Hillbury Road - Zone A - 1	9		**
Station Road - Zone C - 0	13		*
Station Road - Zone C - 1	2		*
Westerham Road - Zone D - 0	18		*
Westerham Road - Zone D - 1	8		*
Zone OX1 - Amy Road & Ellice Road - 0	12		*
Zone OX1 - Amy Road & Ellice Road - 1	3		*
<b>Off-street</b>			
Gun pit road, Lingfield	4		8
Hillside, Whyteleafe	5		5
Station Road / Whyteleafe Rec	20	34	20
Town end, Caterham	11		11
Mill Lane, Hurst Green	1		6
Ellice Road, Oxted	79	10	80
<b>Other</b>			
Carer's permits and other	23		
<b>Grand Total:</b>	<b>256</b>		
* - No Maximum: The number of vehicles at property minus the number of off-street parking spaces at property.			
** - One vehicle with no off street space = maximum one permit, two or more vehicles with one off street space = maximum			

### 3. Quarter 4 headlines

#### 3.1. Performance

- 3.1.1. At present we are migrating between two different performance reporting systems for the new waste collection service, and as such it has not been possible to report on Quarter 4, though there were some significant disruptions.
- 3.1.2. The set of parking enforcement indicators that were agreed at the last committee have now been incorporated into Appendix A.

#### 3.2. Risk

- 3.2.1. The risk register has been reviewed and the risks that are more operational in nature have been removed and will be monitored by Officers internally. However, this does not preclude these risks from being escalated back to the committee register in the future, or new risks being added. There are now three risks with a red rating:
- Trespass on council land leading to damage and nuisance;
  - Incident due to illegal activities in our public toilets;

- Loss of Goods Vehicle Operating Licence at the depot (due to lack of resilience).

3.2.2. See Appendix B for details.

## **4. Key implications**

### **4.1. Comments of the Chief Finance Officer**

4.1.1. Costings for projects are individually costed as projects come forward and monitored throughout the life of the project. It is possible that the impact of Covid-19 will add additional costs to projects and delay the speed of implementation.

4.1.2. The key risks, their likelihood, impact and mitigation are identified in the Risk appendix.

### **4.2. Comments of the Head of Legal Services**

There are no direct legal implications arising from this report, but the report does provide Members with an overview of the achievement of targets in the past quarter and highlights risk management considerations where appropriate.

### **4.3. Other corporate implications**

4.3.1. Not applicable.

### **4.4. Equality**

4.4.1. This report contains no proposals that would disadvantage any particular minority groups.

### **4.5. Climate change**

4.5.1. This report contains no proposals that would impact on the Council's commitment to climate change.

## **5. Appendices**

5.1. Appendix 'A' – Quarter 4 2020/21 Performance Charts

5.2. Appendix 'B' - Community Services Risk Register

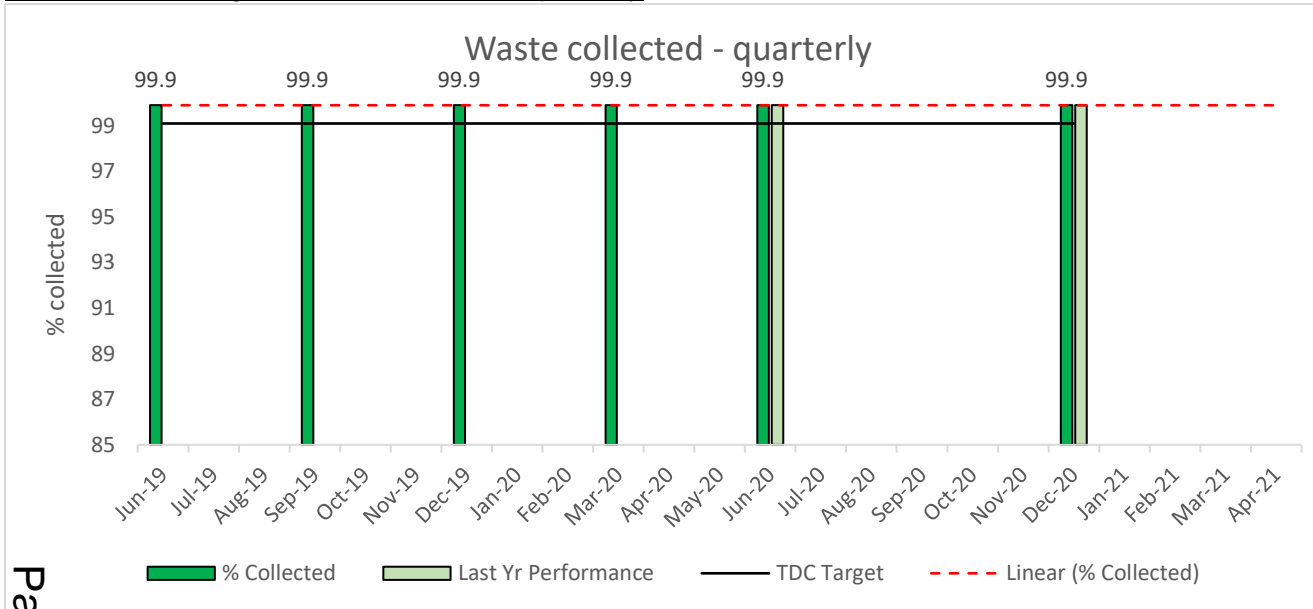
## **6. Background papers**

6.1. None.

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**APPENDIX A - Community Services Performance Charts**

**CS1a – Percentage of waste collected - quarterly**



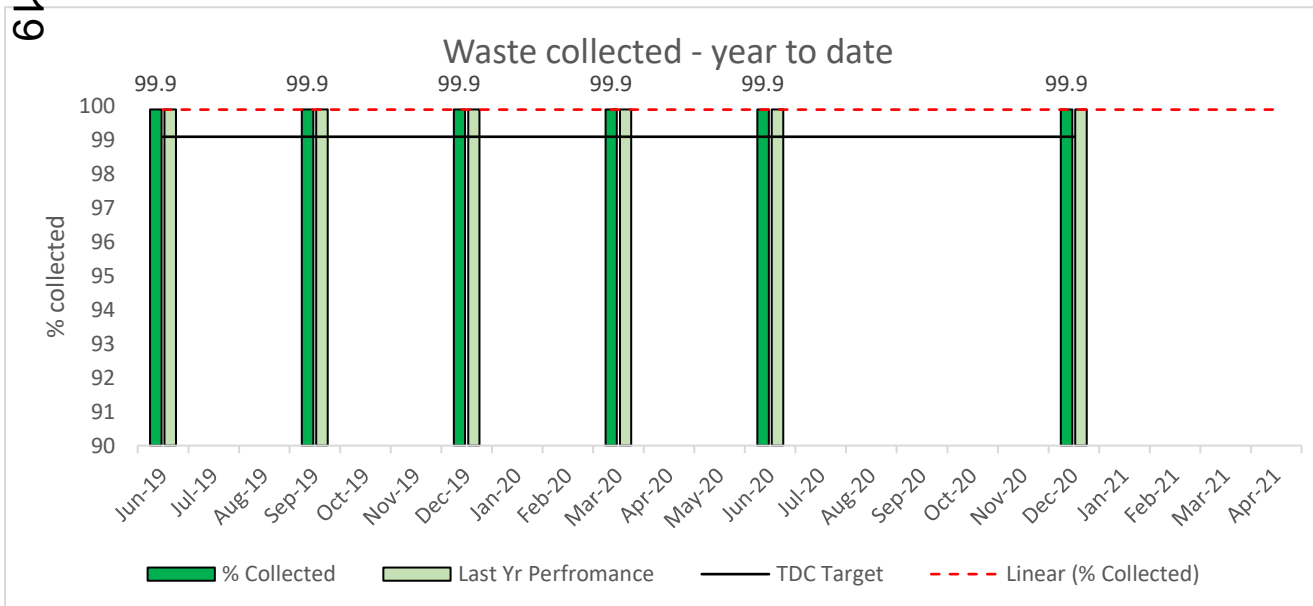
**Performance Summary**

- At present we are migrating between two different performance reporting systems, and as such it has not been possible to report on Quarter 4, though there were some significant disruptions. The performance reporting under the new contract is being developed in-line with the defined timescales set out in the specification and contract.

- Target: 99%.

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**CS1b - Percentage of waste collected - year to date**

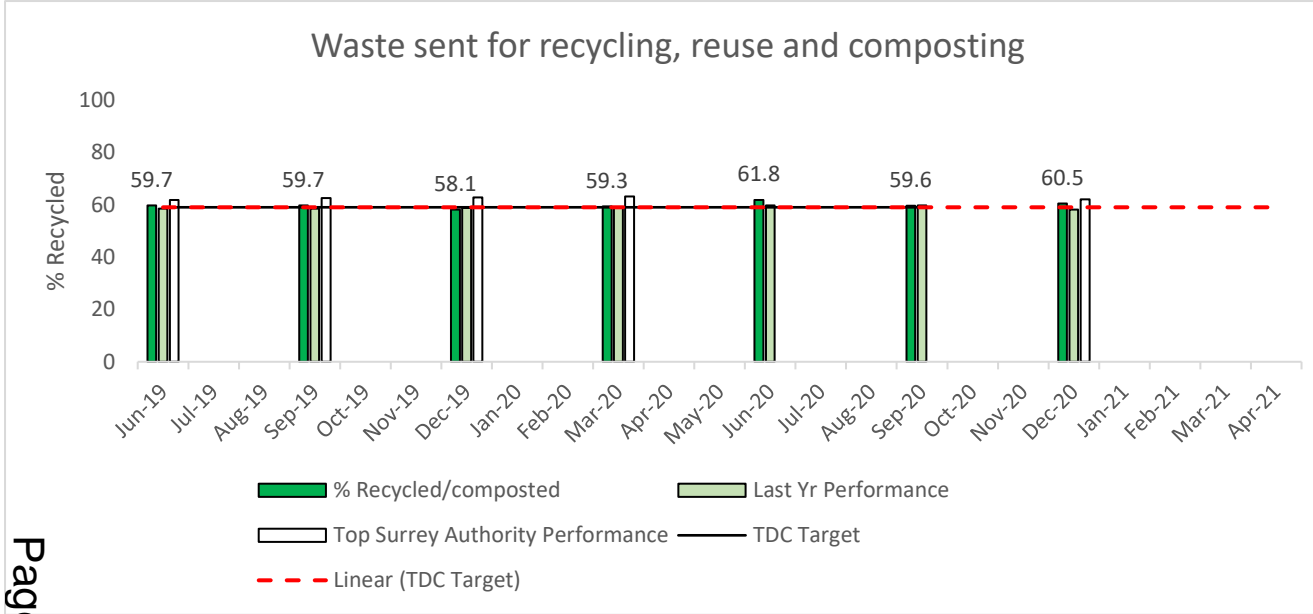


**Performance Summary**

- See above (CS1a).
- Target: 99%.

**APPENDIX A - Community Services Performance Charts**

CS2 - The percentage of household waste that is sent for reuse, recycling or composting.

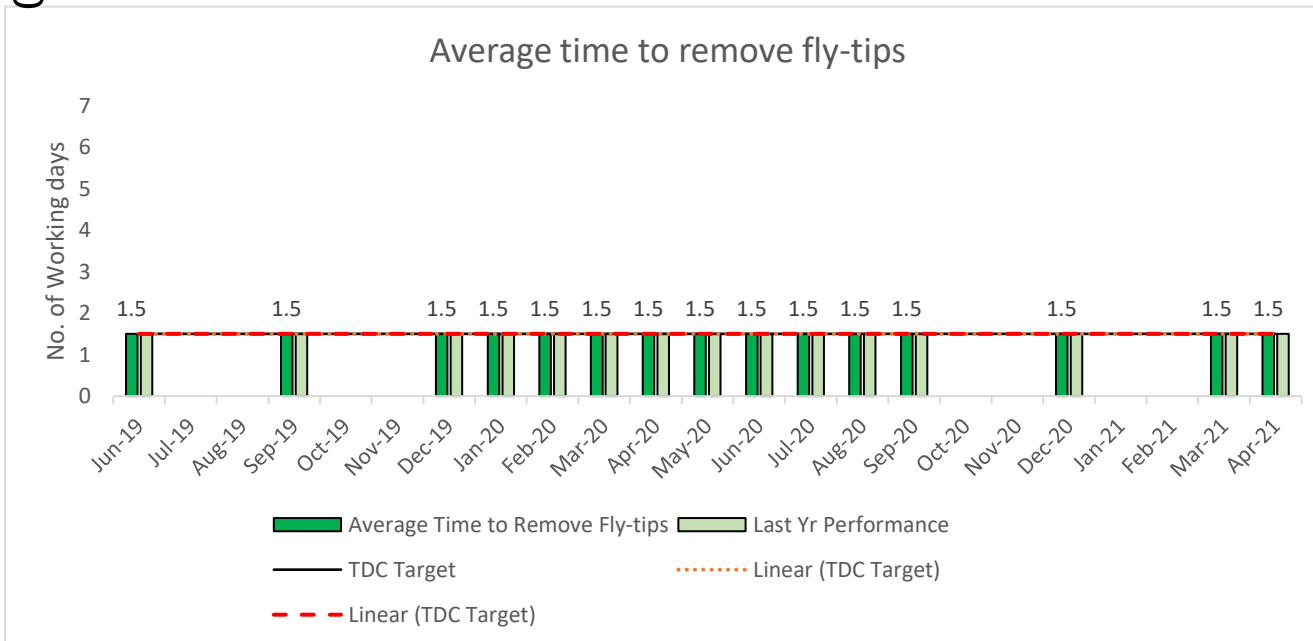


Performance Summary

- We have only had Quarter 3 information signed off for recycling performance. The Locality Services Manager estimates that Quarter 4 would be in the region of 59.1% based on last year's figure. This would provide an end of year average of 60.3%, which is 0.3% above our target.
- Note: data is subject to annual audit by the Department for Environment, Food and Rural Affairs and their subsequent sign-off (October / November).
- Target: 59%.

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CS3 - Average time to remove fly-tips (working days)

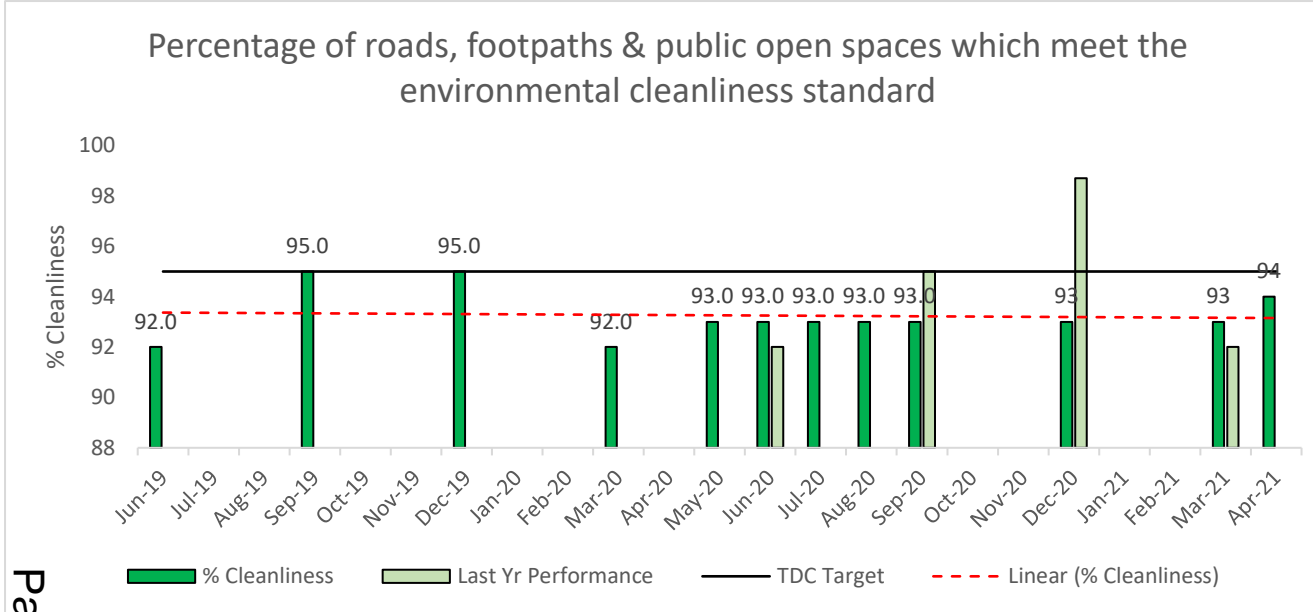


Performance Summary

- Consistent performance into Quarter 4 2020/21.
- Note: this indicator does not measure waste left outside properties that is due to be collected by regular household waste service. Further, if a case is reported, and then further reports received on the same case, the duplicate cases are closed immediately as the case has already been logged on the system.
- Target: 1.5 days.

## APPENDIX A - Community Services Performance Charts

### CS4 – Percentage of roads, footpaths and public open spaces, which are TDC’s responsibility which meet the environment cleanliness standard

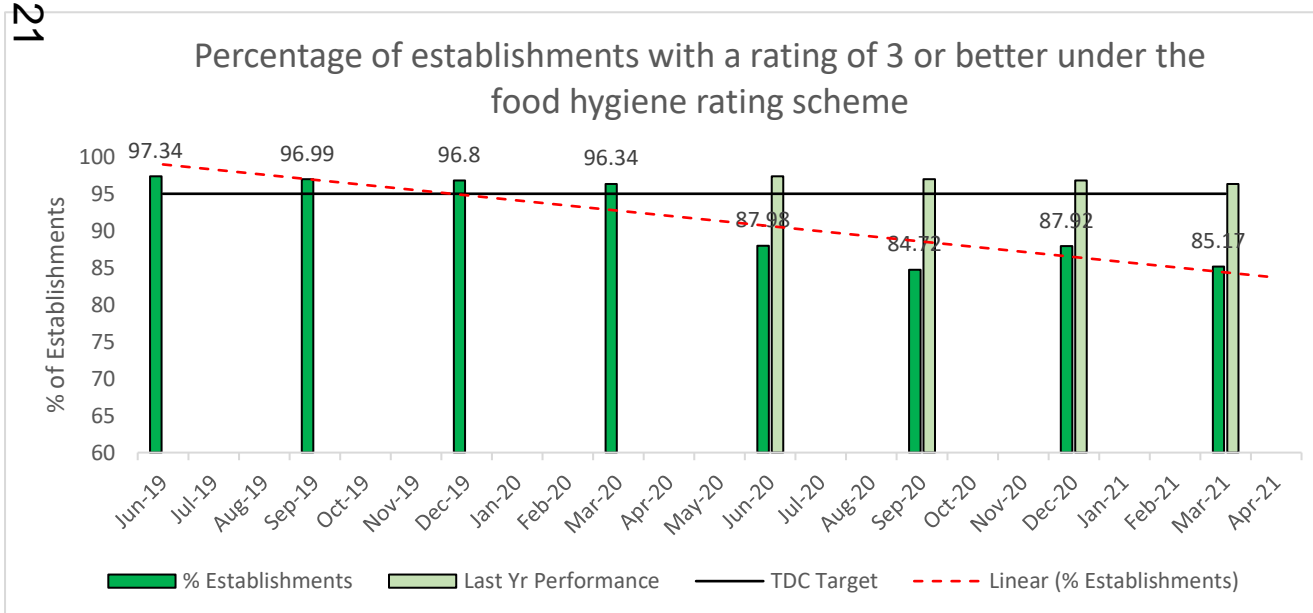


#### Performance Summary

- Performance is marginally closer to target as we enter Quarter 1 of 2021/22.
- Target: 95%.

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### CS5 – Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme

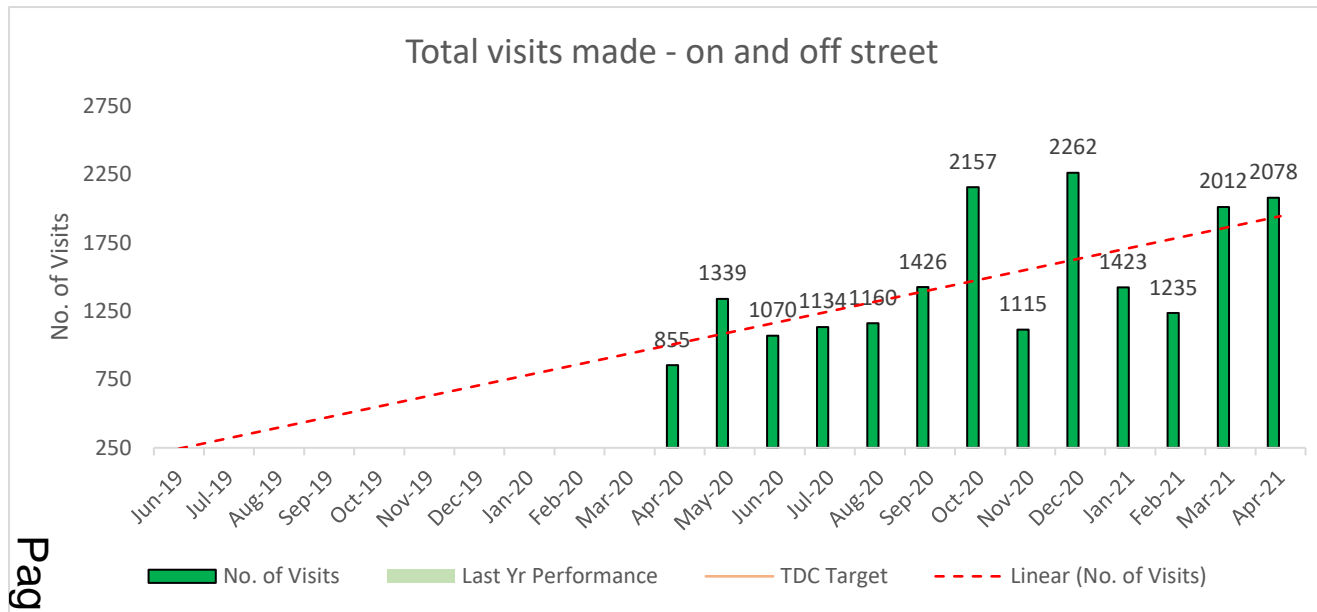


#### Performance Summary

- The continued significant reduction in this KPI is due to the restrictions on officer site visits and the operation of food businesses during the COVID-19 periods of lockdown, which has meant that during the last quarter face-to-face inspections at Mole Valley could only be carried out between 01/09/20 to 19/10/20 and 15/12/20 to 18/12/20 and at Tandridge up until 18/12/20 and no face-to-face inspections have been possible during this quarter.
- In line with the Food Standards Agency’s (FSA’s) guidance to local authority Food Enforcement services during the pandemic, overdue inspections of high risk food businesses and the inspection of newly registered food businesses, have and continue to be screened to identify any potential public health/consumer protection concerns and prioritised for either remote telephone intervention and/or inspection when permitted/
- Target: 95%.

**APPENDIX A - Community Services Performance Charts**

**CS6 – Parking enforcement: Total visits made (on and off street)**

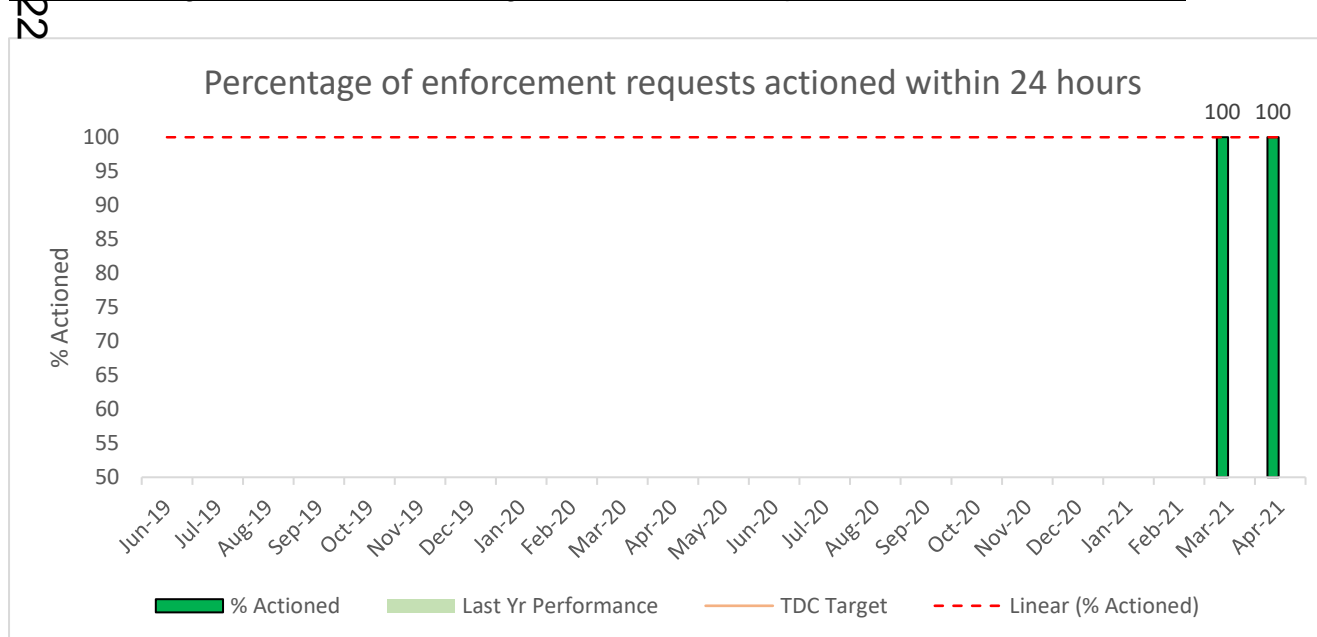


Performance Summary

- The number of parking enforcement visits throughout the district is increasing in line with the relaxation of Covid guidelines. The whole of the district is covered by the parking enforcement contract with Civil Enforcement Officers (CEOs) patrolling the entire district, but the team concentrates on areas of particular concern. By focussing the enforcement patrols, we are able to support high density areas that include town centres and the ongoing safety issues of illegal parking around schools.
- No target set.

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**CS7 – Parking enforcement: Percentage of enforcement requests actioned within 24 hours**

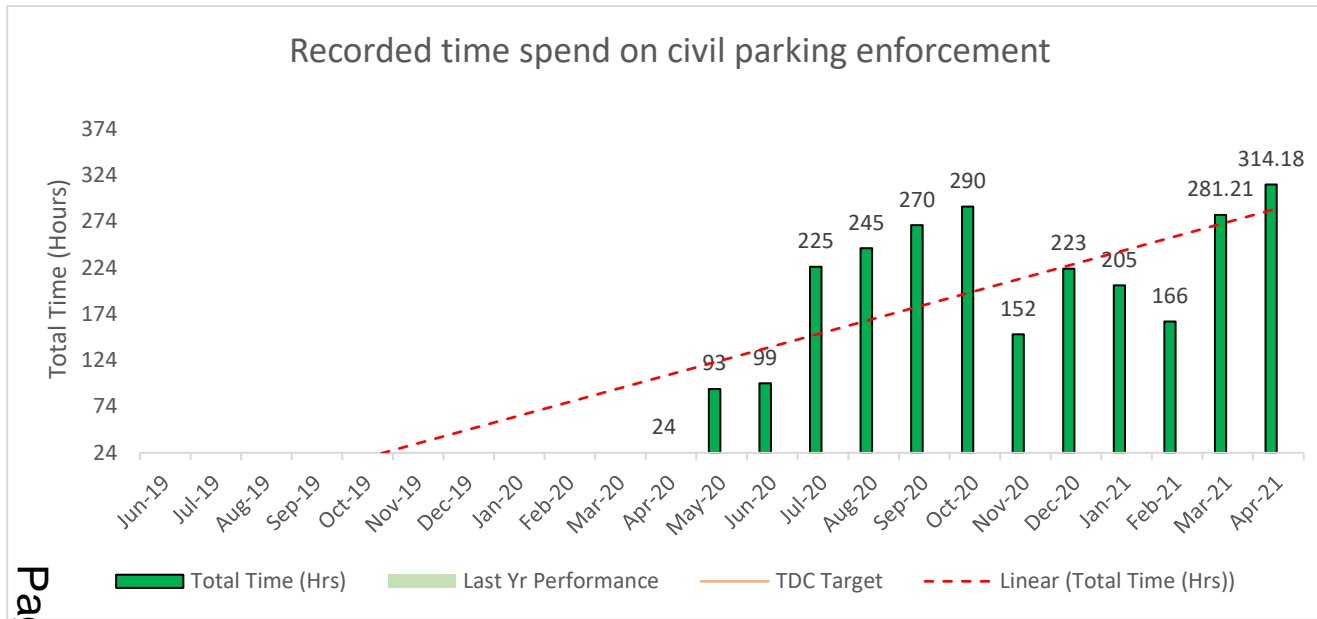


Performance Summary

- This indicator has been monitored from March 2021. Any requests made on a Saturday will be actioned the following Monday, unless a specific out of hours request has been made. Requests come from the police, members of the public, Tandridge District Council and elected Members. Requests can be made directly to Sevenoaks District Council or via Tandridge District Council.
- No target set.

**APPENDIX A - Community Services Performance Charts**

**CS8 – Parking enforcement: Recorded time spend on civil parking enforcement**

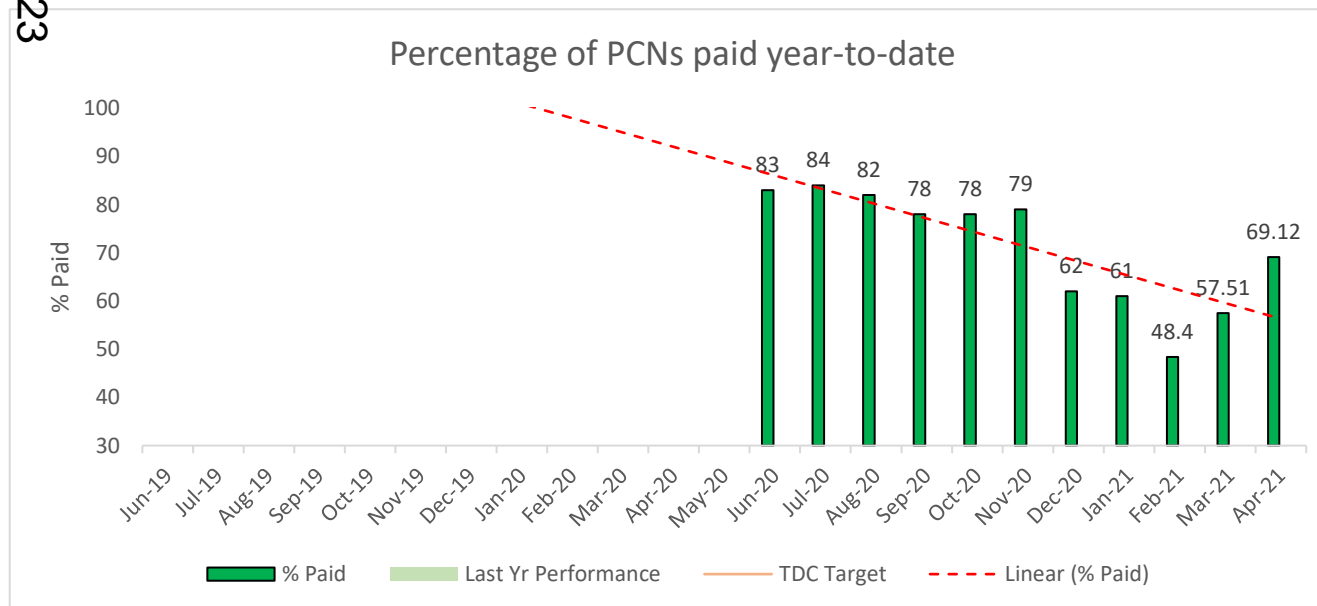


Performance Summary

- Time spent in the district is increasing in line with the relaxation of Covid restrictions.
- No target set.

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**CS9 – Parking enforcement: Percentage of PCNs paid year-to-date**



Performance Summary

- April's figure is an improvement on the previous month. Sevenoaks will continue to push for payment of fines.
- No target set.

## APPENDIX A - Community Services Performance Charts

### CS10 – Parking noticed issued by area

Area Name	Jan-21		Feb-21		Mar-21		Apr-21	
	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings
Bletchingley and Nutfield	3				6			
Burstow, Horne, Smallfield and Outwood	2				1		2	
Caterham (including Chaldon, Harestone, Portley, Queens Park & Valley)	43	95	120	7	192	7	217	4
Dormansland and Felcourt			2					
Felbridge								
Godstone & Bletchingley					3		1	
Limpsfield					20	1	15	
Lingfield and Crowhurst	1	3	3		27	1	7	2
Oxted North & Tandridge	1		57	1	81	2	101	
Oxted South							1	
Tatsfield and Titsey								
Warlingham East, Warlingham West and Chelsham and Farleigh	18		1	2	17	1	14	2
Westway								
Whyteleafe	23	1	39	3	38		74	7
Woldingham	2		3				2	
Totals:	93	99	225	13	385	12	434	15

### Performance Summary

- Although visits are made throughout the entire district, in some more rural areas where there are limited parking restrictions in place, the Civil Enforcement Officers have not seen any contraventions. If Members have any specific concerns about their Ward, please contact us.
- Officers are continuing to investigate if Caterham on the Hill and Valley can be separated in an efficient way.
- No target set.



APPENDIX B - Community Services Risk Register

Ref:	Risk cause and event	Risk consequences	Risk Owner	L	I	RAG	Mitigating actions and responsibility	Status update	Listed on corporate risk register?
1	Trespass on council land leading to damage and nuisance	* Repair costs. * Anti-social behaviour.	Head of Operational Services	4	3	12	* Continued review and implementation of infrastructure to prevent trespass. * Working with police to identify potential land. * Continue to work with neighbouring authorities. * Seek transit site locations. * Follow police protocol.	* Risk remains high due potential summer events. * Risk reviewed and no further mitigating actions identified. However, the Executive lead is seeking further information from partner agencies on one key site.	NO
2	Incident due to illegal activities in our public toilets	* Illegal activities on Council land. * Public conveniences closed. * Poor reputational impact.	Head of Operational Services	3	4	12	* Ongoing project to replace toilets in 21/22. * Working with the Police and Surrey County Council. * Seek best practice in capital replacement programme for public conveniences. * Continued liaison and monitoring with police. * Monitor social media activity.	* New mitigations added.	NO
3	Loss of Goods Vehicle Operating Licence at the depot (due to lack of resilience)	* Inability to carry out cess pool services impacting on public health. * Reputational impact.	Head of Operational Services	4	3	12	* Insufficient resource to carry out DVSA legal requirements to be in continuous control of fleet administration. * Fleet software provider unable to support software and contract cancelled. * Ensure compliance. * Training additional staff to support transport administration and compliance requirements.	* Risk remains high due to lack of resilience. Application for additional administration staff to support transport administration and compliance. * Fleet Software, exploring IT sharing agreement with Sevenoaks DC / alternatively a request will be prepared for the procurement of new software. * 2021/22 Training Plans, request for Transport Managers Certificate of Professional Competence for an additional member of staff to be qualified.	NO
4	Inability to carry out waste collection service in line with the performance management framework	* Waste left on the street. * Environmental impact. * Poor reputation for Council. * No alternative for residents.	Locality Services Manager	3	3	9	* Hierarchy of services has been agreed for when/if there is insufficient staff. * Process in place for Biffa to provide a daily update when staff absent, including the rectification proposals. * Monitoring availability of agency staff. * Surrey Waste Officers Group meet weekly to understand issues across the County and to horizon scan for any upcoming issues based on others experiences.	* Situation improved over mid-late May. Core services back on track, however there are outstanding improvements to be made to the more bespoke aspects of the service. * Covid concerns remain in the background, but improved since earlier in the year.	NO

APPENDIX B - Community Services Risk Register

5	Failure to mobilise waste contract	<ul style="list-style-type: none"> <li>* Failure of statutory duty requiring immediate rectification.</li> <li>* Major reputational damage in the local community.</li> <li>* Poor sanitation in the District due to lack of an alternative option.</li> </ul>	Executive Head of Communities	3	3	9	<ul style="list-style-type: none"> <li>* Increased supplier meetings initiated, and communications to residents, following unexpected emergence of teething issues associated with the new contract going "live".</li> <li>* Effective programme management in place.</li> <li>* Procurement process in place.</li> <li>* Regular contract meetings with the supplier.</li> </ul>	<ul style="list-style-type: none"> <li>* We are in the process of concluding the mobilisation of the contract, such as waiting on the delivery of all vehicles.</li> </ul>	YES
6	Failure of Freedom Leisure Contract	<ul style="list-style-type: none"> <li>* Loss of facilities in District.</li> <li>* Financial implications.</li> </ul>	Executive Head of Communities	2	4	8	<ul style="list-style-type: none"> <li>* Contractual due diligence.</li> <li>* Regular communication.</li> </ul>	<ul style="list-style-type: none"> <li>* Continuing to work with Freedom Leisure, who received £140,000 capital from central government funding (joint bid between the Council and Freedom).</li> <li>* Freedom now re-opening.</li> </ul>	NO
7	Inability to resource and respond to a major environmental health incident	<ul style="list-style-type: none"> <li>* Inability to respond.</li> <li>* Impact on District.</li> <li>* Sickness and illness to residents.</li> </ul>	Head of Operational Services	2	3	6	<ul style="list-style-type: none"> <li>* Maintain development of Environmental Health partnership with Mole Valley DC to provide resilience.</li> </ul>	<ul style="list-style-type: none"> <li>* No changes, tolerating residual risk as we would look to other Authorities and the private sector to support.</li> </ul>	NO
8	Impact on residential and commercial property from major flooding incident	<ul style="list-style-type: none"> <li>* Flood damage to properties and District infrastructure.</li> </ul>	Head of Operational Services	1	4	4	<ul style="list-style-type: none"> <li>* Work with Surrey CC, utility companies and local communities through Flood Action Groups and Emergency Planning to minimise incidence and enhance emergency response.</li> <li>* Council's emergency plan in place.</li> <li>* Council reviewing its internal processes to see if enhancements could be made to response/co-ordination/horizon scanning.</li> </ul>	<ul style="list-style-type: none"> <li>* Risk lowered due to entering summer season. Reviewed September and April.</li> <li>* Risked reviewed and no further mitigating actions identified. Therefore tolerating current risk level.</li> </ul>	NO
9	Failure of new parking enforcement contract for on-and off-street parking	<ul style="list-style-type: none"> <li>* Inability to manage parking throughout district.</li> <li>* Unable to meet obligations with Surrey County Council.</li> <li>* Not support local businesses by encouraging churn.</li> <li>* Poor reputation for the Council.</li> <li>* Financial impact through lack of PCNs being issued.</li> </ul>	Head of Operational Services	1	3	3	<ul style="list-style-type: none"> <li>* Contract management in place.</li> <li>* KPIs in place.</li> <li>* Procurement process followed.</li> </ul>	<ul style="list-style-type: none"> <li>* Risk being effectively managed through KPIs and regular contract meetings.</li> </ul>	NO
10	Inability to keep open town centres and open spaces safely in line with Government requirements	<ul style="list-style-type: none"> <li>* Unable to maintain 2 metres.</li> <li>* Poor pedestrian and traffic management.</li> <li>* Inconsiderate parking not being enforced.</li> <li>* Congestion.</li> <li>* Inability to clean parking machines.</li> <li>* Town Centre being forced to close.</li> <li>* Third wave of Covid-19.</li> </ul>	Executive Head of Communities	1	2	2	<ul style="list-style-type: none"> <li>* Adhering to Government advice.</li> <li>* Align with the Surrey economic recovery plan.</li> <li>* Working group in place.</li> <li>* Communications plan in place.</li> <li>* Signage deployed where appropriate.</li> <li>* Working with local BIDs, relevant Parish Councils and Chambers of Commerce.</li> </ul>	<ul style="list-style-type: none"> <li>* Reopening high streets fund being used to assist with safe reopening / recovery of urban centres. Risk lowered due to current national Covid status / roadmap stage.</li> </ul>	NO

## **CHANGES TO TAXI LICENSING NEW & RENEWAL SCHEME**

### **Community Services Committee – 22<sup>nd</sup> June 2021**

Report of: Alison Boote, Executive Lead Communities

Purpose: For decision

Publication status: Unrestricted

Wards affected: All

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#### **Executive summary:**

- Local Authorities are responsible for issuing hackney carriage and private hire licences that may last for 1,3 or 5 years. The Council currently issues each type of driver, vehicle and operator licence so that it expires at the same time of year. For example, a hackney carriage vehicle licence will always expire at the end of January, whilst a private hire vehicle licence will always expire the end of March. Licence fees are not charged pro rata and are non-refundable.
- It is proposed to move to a process whereby a licence will expire on the anniversary of the grant date (e.g. a full year, or multiple thereof). This change will be fairer to applicants who will benefit from the full licence term irrespective of when they apply. Revised licensing procedures will allow individual licences to be renewed at any time through the year without creating significant additional burdens on the authority.

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#### **This report supports the Council's priority of:**

Supporting economic recovery in Tandridge

**Contact officer** Jeannette Pickles, Taxi Licensing Officer  
[jpickles@tandridge.gov.uk](mailto:jpickles@tandridge.gov.uk)

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## **Recommendation to Committee:**

That the Committee approves the change in procedure so that all new hackney carriage and private hire licences expire at the end of the full licence term on the anniversary of grant in line with majority of local councils in the county of Surrey.

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## **Reason for recommendation:**

This change will assist the Council to support economic recovery in Tandridge as it will assist new applicants to benefit of a full term of the licence when paying the fixed licence fee. This could encourage new applicants to apply for a licence with the Council.

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## **Introduction and background**

### **Current Scheme**

- 1.1 The Council grants licences for Hackney carriage drivers, Hackney carriage vehicles, Private hire drivers, Private hire vehicles and Private hire operators.
- 1.2 There is published guidance for the licensing of the above which sets out fixed durations of licences, as follows:  
  
*3. Duration of licences*  
*Hackney Carriage Vehicle Licences 1 February – 31 January annually*  
*Hackney Carriage Driver's Licences 1 January – 31 December annually*  
*All Private Hire Licences 1 April – 31 March annually*
- 1.3 As a result if a licence is applied for part way through the licence period, the licence will only be granted until the end of the period listed above.
- 1.4 For example, a driver who applied for a Hackney carriage driver licence in September would only be granted a licence to expire on 31<sup>st</sup> December.
- 1.5 All fees are not pro-rata'd and are non-refundable therefore the applicant would pay for a full year and be granted a 3 month licence. This is unfair to new applicants or for individuals who let their licence lapse and renew later.
- 1.6 For new applicants to be licensed as a new hackney carriage or private hire driver, they must complete several steps which are costly. This is before paying for the driver licence. The steps to apply for a driver licence are attached as Appendix 'A' for reference.
- 1.7 The licensing new and renewal process has remained unchanged for many years. This process allowed the Council to bulk process renewal application in a cost efficient manner at specific months of the year. However, this is a strain on Council resources, as currently peak periods often require additional resource allocation.

- 1.8 Because of the pandemic and the resultant economic downturn a number of licence holders chose to allow their licences to lapse rather than pay for a licence they would not use. As the situation improves, applications will be made to reinstate licences at the standard licence fee, however due to the current fixed expiry point, these licences will be granted for a period less than a year.

## **Proposed Scheme**

- 2.1 It is proposed for a change to a more business friendly process where a licence granted at any time during the year will thereafter be renewed on the anniversary of the start date.
- 2.2 This change is possible as a result of Environmental Health and Licensing recently investing in new software which will assist Officers to manage licence renewals effectively.
- 2.3 The new software will allow for automated renewals reminders to be sent by text, e-mail or post at any time of the year.
- 2.4 It is recognised that there will be no impact to the current licensed individuals who renew before the expiry of their current licence and are continuously licensed.
- 2.5 There will be minimal financial implication to the Council as this will only affect new applicants or individuals who allow their licence to lapse and renew later. These applications would represent a relatively small part of the licence applications processed each year, however the benefit felt by the individual licensee may be considerable.
- 2.6 Over time it is hoped that these changes will eventually reduce the high intensity period of licence renewals as the licence renewals slowly spread more throughout the year. This will allow resources to be allocated more effectively, reducing the additional resource requirements at current peak periods.
- 2.7 The taxi trade has suffered considerable difficulties during the COVID pandemic where lockdowns have halted business. Now that places are re-opening it is expected that individuals who allowed their licences to lapse to apply for new licences as they look to return to work.
- 2.8 The 'Taxi Licensing Fees 2021-2022' are attached as Appendix 'B' for reference to the cost of each licence.
- 2.9 If this proposal is agreed, the change will have an immediate effect for any future applications and the guidance will require a minor amendment to reflect this change.

## **Other options considered**

- 3.1 Alternatively, to consider to keep the renewal periods the same but to allow for the fees to be pro-rata'd. This option is not preferred as the majority of the costs incurred by the Council occur prior to or at the commencement of the licence, and short term licence at reduced fees risk the Council being underfunded.
- 3.2 Another option is for the current system to remain the same until a future review of the published guidance is completed. This option is not preferred as the proposed changes represent an opportunity to provide some limited financial benefit to the licensed trade at a time when they are will have suffered hardship as a result of the lockdown to businesses.

## **Consultation**

- 4.1. This proposal has been discussed with the taxi trade and operators in the district who are in support of this scheme.
- 4.2. All local councils in the county of Surrey have been contacted and 8 out of the other 10 local councils have responded and they all licence on a flexible basis.

## **Key implications**

### **Comments of the Chief Finance Officer**

The recommendations of the report will cause a timing difference in the year of change when we collect the cash in from licensing but as the amount of cash collected in is relatively small in the context of how much overall cash the council collects in a year it will not have an impact on the Councils cashflows. It is not expected that the recommendations will cause any changes to revenue.

There are no capital costs associated with this recommendation.

### **Comments of the Head of Legal Services**

There are no legal implications arising from this report. The report outlines that the Licensing team have undertaken a "lean review" to maximise efficiency in the taxi licensing processes, with emphasis in respect of the renewal application process. The proposed harmonisation as set out in the report would benefit the Council resources.

### **Equality**

This report does not disadvantage or discriminate against any different groups with protected characteristics in the community. The proposed scheme will benefit individuals to become licenced without a financial disadvantage.

## **Climate change**

There are no significant environmental / sustainability implications associated with this report.

## **Appendices**

Appendix 'A' - Steps to apply for a new private hire or hackney carriage driver licence

Appendix 'B' – Taxi Licensing Fees 2021/2022

## **Background papers**

None.

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**Steps to apply for a new private hire or hackney carriage driver licence**

Step	Fee	Complete ✓
<b>Licensed Area:-</b> Before beginning the licensing process, check applicants address and ensure that they state which area they will be working. Applicants that cannot satisfy the Licensing Authority requirements to “work the majority of their taxi journeys in the Tandridge area” should NOT be granted a drivers badge.		
<b>Step 1 Go to Council’s Website:</b> <a href="https://www.tandridge.gov.uk/Parking-streets-and-transport/Transport/Taxi-licensing-and-safety">https://www.tandridge.gov.uk/Parking-streets-and-transport/Transport/Taxi-licensing-and-safety</a> Read the following documents: <ul style="list-style-type: none"> <li>• <a href="#">Guidance for proprietors and drivers of Hackney carriage and private hire vehicles.</a></li> <li>• <a href="#">Policy regarding the relevance of convictions and other related information.</a></li> </ul> Applicants must satisfy the Licensing Officer that they have read and understood these documents before application commences.		
<b>Step 2 Fill in application form</b> <ul style="list-style-type: none"> <li>• Complete ‘NA1_New Driver Application Form’ email to <a href="mailto:taxilicensing@tandridge.gov.uk">taxilicensing@tandridge.gov.uk</a></li> <li>• Provide copy of passport and driving licence</li> </ul>		
<b>Step 3 Pay ‘New driver application’ Fee</b>	<b>£281.00</b>	
<b>Step 4 Knowledge Test</b> <ul style="list-style-type: none"> <li>• This will be a 40 minute multiple choice test which will comprise of 40 random questions on the local area, highway code and TDC procedures.</li> <li>• Book Test 01883 732850 and pay fee</li> </ul>	<b>£78.00 (£42.50 each retest)</b>	
<b>Step 5 Enhanced DBS</b> <ul style="list-style-type: none"> <li>• Contact <a href="mailto:taxilicensing@tandridge.gov.uk">taxilicensing@tandridge.gov.uk</a> with your email address</li> <li>• Pay fee</li> <li>• A Link will be sent to your email address, complete DBS form on-line</li> <li>• Book appointment 01883 732850 for your documents to be checked</li> </ul>	<b>£60.00</b>	
<b>Step 6 Download Medical Form (from TDC Website)</b> <ul style="list-style-type: none"> <li>• Medical Examination by YOUR GP (Doctor)</li> <li>• Completed Form to be delivered to Licensing Officer</li> </ul>	<b>Varied (Approx £100-£200)</b>	
<b>Step 7 Immigration, Passport and Right to Work Check</b> <ul style="list-style-type: none"> <li>• Produce documents to Licensing Officer</li> <li>• Work permit, visa and passport. National Insurance Number. Copy of recent Bank Statement. Driving Licence and Licence check code. Birth Certificate and or Marriage Certificate if available.</li> </ul>		
<b>Step 8 Driving Standards Agency Driving Test, with Test Centre</b> <ul style="list-style-type: none"> <li>• Book test with Blue Lamp Trust 0300 777 0157, <a href="mailto:info@bluelamprtrust.org.uk">info@bluelamprtrust.org.uk</a></li> <li>• Produce your DSA Test Certificate to Tandridge District Council, Taxi Licensing Officer</li> </ul>	<b>£87.00</b>	
<b>Step 9 Complete Online CSE Training</b> <ul style="list-style-type: none"> <li>• Go to Barnardo CSE Training <a href="https://taxielm.learnupon.com/users/sign_up">https://taxielm.learnupon.com/users/sign_up</a></li> <li>• Complete online training course and supply a copy of the certificate to the Licensing Department</li> </ul>	<b>£15.00</b>	
<b>Step 10 Recommendations / character witness</b> <ul style="list-style-type: none"> <li>• Complete recommendation section on application form</li> </ul>		
<b>Step 11 Licence Fee</b> (3 year licence for all new Applicants from Jan 2017) <ul style="list-style-type: none"> <li>• Pay Driver licence fee – Hackney carriage or private hire – see list of fees</li> <li>• 2 Passport photographs</li> </ul>	<b>See list of fees</b>	
<b>Does a vehicle also need to be licensed as a Hackney Carriage or Private Hire?</b>	<b>See list of fees</b>	

**All fees must be paid by Debit or Credit Card (no American Express accepted)**

Drivers Badges will only be issued when all forms and checks have been completed. Fees are not pro rata if you apply during a licensing year.

The Licensing Officer may apply Conditions to the Private Hire Licence as deemed necessary.

Applications for a Hackney Carriage or Private Hire Badge process can take up to 3 months to complete. This is dependent on eDBS checks, right to work checks including immigration checks (where applicable) and referees returning completed forms.

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**TAXI FEES FOR PERIOD OF 1ST APRIL 2021 – 31ST MARCH 2022**

**New Driver**

New driver application – non refundable search fee £281.00

Knowledge Test:

First Test £78.00

Subsequent Tests £42.50 each

Disclosure & Barring Service (Enhanced DBS) £60.00

**Hackney Carriage (HC)**

Hackney Carriage Drivers badge	(1 year)	£107.50
	(3 year)	£322.50

Hackney Carriage Vehicle	Under 10 years	£374.00
Over 10 years additional charge £90.00	Over 10 years	£464.00

25% discount for disabled adapted vehicles	Under 10 years	£280.50
25% discount for disabled adapted vehicles	Over 10 years	£348.00

**Private Hire (PH)**

Private Hire Drivers badge	(1 year)	£74.50
	(3 year)	£223.50

Private Hire Vehicle		£286.00
25% discount for disabled adapted vehicles		£214.50

Private Hire Operator licence 1-5 vehicles	(1 year)	£146.00
	(5 year)	£730.00

Private Hire Operator licence 6-15 vehicles	(1 year)	£234.50
	(5 year)	£1,172.50

**Other Fees**

Missed appointments	£24.50
Vehicle inspection retest fee	£24.00

Change of vehicle during plating year £69.00

Replacement vehicle plates	£20.50
Replacement Plastic Plate Holders	£9.00
Replacement Drivers Badge	£7.65

**NO FEES ARE REFUNDABLE / NO FEES ARE PRO-RATA'D**

HC driver licence period set to 1<sup>st</sup> January – 31<sup>st</sup> December

HC vehicle licence period set to 1<sup>st</sup> February – 31<sup>st</sup> January

All PH licence periods set to 1<sup>st</sup> April – 31<sup>st</sup> March

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## **Update on small grant allocations and the Tandridge Together Lottery**

### **Community Services Committee Tuesday, 22 June 2021**

Report of: Executive Head of Communities

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**Purpose:** To seek agreement on the timescales and criteria for the allocation of small grants from the Tandridge Together Community Fund for 2021/2022.

To inform the Committee of the small grants that were allocated from the Community Fund in 2020/2021.

To update the Committee on the performance of the Tandridge Together Lottery.

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Publication status: Open

Wards affected: All

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#### **Executive summary:**

- This report is being brought to Committee for a decision on the timescales, process and criteria for small grant allocations for 2021/2022. These grants play an important role in helping to support the health & wellbeing of some of the most vulnerable residents in the District.
- It is proposed that the current process for allocating small grants continues and that the Tandridge Health & Wellbeing Board assess applications and recommend funding allocations. It is felt that this Board is best placed to provide a robust and objective assessment process for applications.
- The small grants are allocated from the Tandridge Together Community Fund (TTCF) which is, in turn, funded by sales of tickets in the Tandridge Together Lottery. It is therefore important for the Committee to also monitor the progress of the lottery to ensure that there are adequate funds in the TTCF for future small grant allocations.
- Whilst there has been a slight decline in lottery ticket sales over the past two years, Officers are confident that weekly ticket sales are high enough

for the TTCF to provide a minimum of £20,000 to allocate in small grants for the 2021/2022 process.

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**This report supports the Council's priority of:** Building a better Council

**Contact officer** Nikki Tagg Projects Specialist (ntagg@tandridge.gov.uk)

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### **Recommendation to Committee:**

For the next allocation of the small grants:

- A the application process follows the timetable set out in paragraph 16
  - B the overall total small grants budget be determined in December 2021 based on the money in the Tandridge Together Community Fund. This will be a minimum of £20,000, with any shortfall being met from the Council's future budgets;
  - C the criteria for assessing grant applications for the 2021/2022 process be as per Appendix B; and
  - D the award of any grants to be considered by a sub-group of the Tandridge Health & Wellbeing Board before being taken to the full Board in January 2022 to agree a formal recommendation. The recommendations to be submitted to the Executive Head of Communities for formal agreement.
- 

### **Reason for recommendation:**

- The recommended approach for the allocation of small grants is similar to that of previous years. Officers believe the Tandridge Health & Wellbeing Board is well positioned to carry out an objective and thorough review of applications and to provide the Executive Head of Communities with a clear recommendation.
  - The proposed criteria have not significantly changed in the last few years. Each year the Council receives a good number of applications from a wide range of local organisations supporting all sections of the community.
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### **Introduction and background**

1. The Council historically provided small grants to local organisations to carry out activities which supported residents throughout the District. The total value of the small grants provided was on average £20,000 per year.
2. The Tandridge Together Lottery was launched on 22<sup>nd</sup> February 2018. It was agreed at this Committee in 2018 that, as part of the Council's Medium Term Financial Strategy (MTFS), a gradual reduction in grant funding provided by the Council would be replaced by funds raised from the lottery.

3. 10 pence from every ticket sale in the Tandridge Together Lottery goes into the Tandridge Together Community Fund to be allocated as small grants. People purchasing tickets for the lottery have the option to nominate a good cause to receive another 50 pence. If no good cause is chosen, then 60 pence from the £1 ticket goes into the Community Fund. Approximately one third of people do not choose a good cause.
4. The amount within the Community Fund is constantly changing and increasing as people purchase tickets. Due to this uncertainty, it was agreed at the Community Services Committee in June 2019 that the minimum amount allocated in small grants should be £20,000 with the Council making up any shortfall, if necessary, from future budgets.
5. The Tandridge Health & Wellbeing Board (THWB) began assessing applications for small grants on behalf of TDC in 2018 and at the Community Services Committee in 2018 it was agreed that the THWB should continue to assess and recommend funding allocations on an annual basis.
6. The THWB membership consists of a wide range of partners including Surrey County Council, Health, Education, the voluntary sector and leisure organisations. The Board is chaired and vice-chaired by Councillors from the Council.

### **Agreed grant allocations for the 2020 / 2021 process**

7. The applications for small grants opened between September and November 2020. A total of 47 applications were received from local voluntary and community organisations with applicants requesting grants ranging from £450 to the maximum £2,000. The total amount requested was £78,709.
8. The total budget from the Community Fund was £24,500 which included a donation of £1,500 from Ridge Radio who raised money for the Community Fund as part of their annual summer fundraising event.
9. A sub group of the Tandridge Health & Wellbeing Board met in December 2020 to review the applications and propose grant allocations. These were subsequently reviewed and agreed at the Health & Wellbeing Board meeting in January 2021. Whilst assessing the grant applications, consideration was given to ensure grants were given to organisations supporting residents throughout all parts of the District. Consideration was also given to ensure that as many vulnerable sectors within the community, for example the elderly, carers, young people with autism, people with physical disabilities, were met.

10. The following 17 local organisations were awarded a full or partial grant as part of the process. A complete list with additional information is included in Appendix B.
- Bletchingley Skills Centre
  - Kaleidoscope CIC
  - Caterham and Warlingham Citizens Advice Bureau
  - Creative Community Hurst Green
  - Crossroads Care Surrey
  - Delight
  - Oxted Young Persons Theatre
  - Outwood Parish Council
  - Stripey Stork
  - Surrey Hills Society
  - Tandridge Voluntary Action
  - The Breck Foundation
  - The Clockwork Charitable Trust
  - The Ryan MS Therapy Centre
  - The Kezi Silverstone Trust
  - The Woodhouse Centre
  - Viewpoint Centre CIO
11. Challengers were initially allocated £1,000 to contribute towards their Caterham Youth Scheme for disabled young people. Unfortunately, due to the Covid pandemic this scheme is no longer running and so they declined the grant. Their funding was reallocated and the above list takes this into account. All grant payments were made in the first quarter of 2021.
12. Due to the Covid-19 pandemic, a number of organisations who received a grant in the 2019/2020 process were unable to spend their grant in the allocation time period. Due to these special circumstances, all organisations were given an additional 12 months for the money to be spent on the agreed project.

### **Proposal for 2021 / 2022 small grant process**

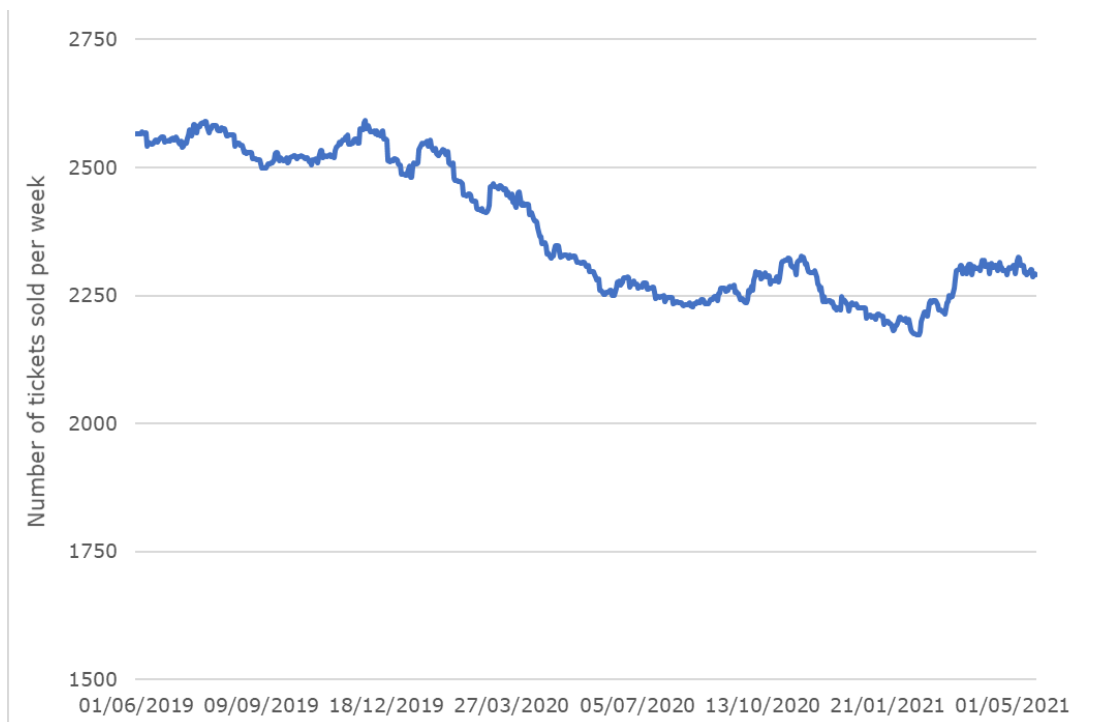
13. The criteria for the allocation of small grants was reviewed by the Tandridge Health & Wellbeing Board at their meeting on 14<sup>th</sup> April 2021. It was agreed that the current criteria, included in Appendix B, was comprehensive and should continue to be used. The only suggestion was that the following addition be made: "National charities and organisations must demonstrate that the grant will be used to support the Health & Wellbeing of residents living in Tandridge". This suggestion is in recognition that there may be national charity or organisation, without a presence in Tandridge, that may have developed a significant virtual offering over the past 12 months. It was agreed that these organisations should not be excluded if their offering was beneficial to, or supported, vulnerable residents in the district.



14. As with previous years, it is recommended that local organisations who have been successful in previous rounds of funding will be eligible to apply again in 2021/2022 if they meet the criteria.
15. It is also recommended that a maximum cap of £2,000 per application continues to apply.
16. The timescales of previous years have worked well and so the proposed timescales for the 2021/2022 process are:
  - Application forms to be made available from the beginning of September 2021
  - Deadline for the submission of applications end November 2021
  - Review of applications by sub-committee of Health & Wellbeing Board in November / December 2021
  - Recommendations referred to the Health & Wellbeing Board January 2022
  - Applications determined by Executive Head of Communities in February 2022
  - Decisions communicated to Community Services Committee in June 2022

### **Update on Tandridge Together Lottery**

17. The Tandridge Lottery was launched on 22nd February 2018. Tickets are £1 and there are weekly on-line draws with a top prize of £25,000. In August 2020 a resident from Oxted won the £25,000 jackpot and there have been 12 £2,000 winners to date since the lottery was launched.
18. As mentioned earlier in the report, 50 pence of each £1 ticket sold goes to the buyer's chosen good cause, with an additional 10 pence going into a "Community Fund" for TDC to distribute in the form of small grants.
19. Since its launch, 168 good causes have signed up ranging from school associations and local sports clubs to animal charities and village halls. Many of the good causes receive over £100 per month from ticket sales. Consistent marketing of the lottery has led to a steady increase in the number of causes signing up to be part of the lottery. On average, 10 new good causes are signing up per annum.
20. The increase in the number of good causes has not related to an associated increase in ticket sales. As can be seen in the graph below, there was a sharp decline in ticket sales at the beginning of the first lockdown in 2020, but ticket sales have slightly increase again since the beginning of 2021.
21. There are still over 1,000 players per week, purchasing on average 2 tickets per week.



22. The drop in ticket sales has had a direct impact on the total amount of money received in the Community Fund over the past few years as outlined in the table below. This, in turn, has a knock-on effect on the number of small grants that the Council can provide.

Financial Year	Contribution to Community Fund
2018 / 2019	£33,643
2019/ 2020	£30,102
2020 / 2021	£26,418

23. Whilst this number is decreasing, the Council is confident that at least £20,000 will be available in small grants for the 2021/2022 process. It should be noted that the Council always keeps a minimum amount in reserves in the Community Fund account. The reason a reserve is maintained is to accommodate any in year funding shortfalls. Also if the Council decided to cease operating the Tandridge Together Lottery there would be sufficient funds to balance off, and close down, the lottery.
24. It was always anticipated that ticket sales would be higher at the launch of the lottery, as people are initially enthusiastic about a new initiative, so we expected sales to drop off slightly. The pandemic has also had an impact on some resident's short, and possible longer term, finances. The Council carries out proactive marketing on it's social media channels and will carry out a sustained new campaign in the Autumn to target the good causes with low tickets sales, to attract new causes and to raise the profile of the benefits of buying tickets.

## **Other options considered**

25. If a sub-group of the Health & Wellbeing Board did not assess the applications, then either a group of Officers or a sub-group of the Community Services Committee would need to be established. The number of applicants, the time required to review the applications and the potential sensitive nature of the requests would make it impossible for them to be reviewed during a formal Committee Meeting.
26. It was felt that the Tandridge Health & Wellbeing Board was best positioned to carry out the initial review and that District Members were represented on the Board to present their views.

## **Key implications**

### **Comments of the Chief Finance Officer**

The recommendations of the report are funded from the successful Tandridge Together Lottery funds which are collected each year. The lottery has continued to generate funds throughout the COVID 19 period.

There are no capital implications contained within the recommendations.

### **Comments of the Head of Legal Services**

The Council has the power to award grants funded from the Tandridge Together Lottery Fund to organisations using its general power of competence in section 1 of the Localism Act 2011. In exercising the power, the Council must satisfy its public law duties. This means that in making the decision the Council must have taken into account only relevant considerations, followed procedural requirements, acted for proper motives and not acted unreasonably. The Tandridge Health & Wellbeing Board provides a consistent basis upon which grants are awarded and reviewed and is a clear statement of the criteria that the Council is applying when considering applications. Compliance is also essential if the Council is to defend any challenge to its decision-making process.

There are no other corporate implications arising from this proposal.

### **Equality**

By continuing to provide financial support to voluntary sector organisations, we are able to support the elderly and most vulnerable residents within the district. There are no proposals within this report to reduce the level of small grants provided.

### **Climate change**

There are no significant environmental / sustainability implications associated with this report

## **Appendices**

Appendix A - 2020/2021 allocation of small grants

Appendix B - The Tandridge Together Community Fund - proposed criteria for 2021/2022

## **Background papers**

None

**Appendix A : 2020/2021 allocation of small grants**

	<b>Organisation</b>	<b>Amount allocated</b>	<b>Use of funds</b>
1	Bletchingley Skills Centre	£2,000	Pay for a cookery tutor to provide long term independence for students
2	Caleidoscope CIC	£2,000	Deliver a programme for children with autism.
3	Delight	£1,774	Provide arts projects to disadvantaged and vulnerable children in Tandridge schools
4	Tandridge Voluntary Action	£2,000	Fund a part time befriending coordinator.
5	The Clockwork Charitable Trust	£2,000	Provide one-to-one counselling sessions for young adults suffering with depression and anxiety
6	Oxted Young Persons Theatre	£1,575	Provide free and assisted places for families on low income
7	The Kezi Silverstone Trust	£2,000	Assist funding weekly performing arts school for most vulnerable children.
8	Surrey Hills Society	£900	A project to engage young people suffering with poor mental health with outdoor and creative activities
9	Caterham and Warlingham Citizens Advice Bureau	£1,000	Contribute towards a specialist debt advisor.
10	Crossroads Care Surrey	£1,000	Provide outreach support for carers.
11	The Breck Foundation	£1,000	Deliver presentations to local schools around online grooming and exploitation.
12	The Ryan MS Therapy Centre	£1,500	Provide in-person and online physiotherapy sessions.
13	The Woodhouse Centre	£296	Pay for 8 heat pads for members of the Centre.
14	Viewpoint Centre CIO	£1,125	Staffing for courses which use interaction with horses to assist people who are socially excluded
15	Creative Community Hurst Green	£1,500	Install an accessible footpath at community garden

16	Stripey Stork	£1,000	Towards a donation's co-ordinator.
17	Outwood Parish Council	£1,500	Install a natural trim trail / playground in the woodland of Outwood Common.
	<b>TOTAL</b>	<b>£24,169.92</b>	

## Appendix B

### **The Tandridge Together Community Fund Proposed criteria for 2021/2022**

Applications for the 2021/2022 allocation will be welcomed from community and voluntary organisations which support the health and wellbeing of residents within Tandridge.

**1. Organisations must demonstrate that their activities meet one or more of the following objectives:**

The provision of support or services that:

- a. support people to be able to live independently for as long as possible
- b. support people to improve their emotional and physical health
- c. target services at under-represented and / or hard to reach groups
- d. effectively safeguard people from abuse, neglect or poor treatment
- e. reduce social isolation
- f. help reduce reliance on alternative, higher cost state interventions
- g. support and enable carers to carry on caring for as long as possible

**2. The Council will exclude any applications that link to:**

- a. rent / lease costs
- b. building maintenance
- c. vehicle maintenance / running costs

**3. Organisations must be able to demonstrate the impact that their project will have in terms of number of people to benefit and the outcomes that will be achieved.**

**4. Organisations, must demonstrate:**

- a. a genuine need for financial assistance
- b. that they are financially sustainable
- c. that they are fully constituted, with an equalities statement, health and safety policy and public liability insurance and bank account with two signatories

**5. The Council must not be the sole contributor towards the activity in question (i.e. funding should also be forthcoming from the organisation itself and/or other sources).**

**6. National charities and organisations must demonstrate that the grant will be used to support the Health & Wellbeing of residents living in Tandridge**

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