

Swindon Borough Council

Cabinet

Wednesday, 4 December 2019

Committee Room 6, Civic Offices

At 6.00 p.m. or at the Conclusion of the Cabinet Open Forum

Conservative Councillors

David Renard (Chair)

Oliver Donachie

Brian Ford

Dale Heenan

Russell Holland

Mary Martin

Cathy Martyn

Maureen Penny

Gary Sumner

Keith Williams

Committee Officer: Douglas Campbell (Telephone 07779 413886)

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(Telephone 01793 445500)

AGENDA

NOTE:

A Cabinet Open Forum is held at 6:00 p.m. prior to the start of each scheduled Cabinet Meeting. The Open Forum is similar to the 'public question time' that happens at most Council meetings. It provides the chance to meet with Cabinet Members as well as Corporate Directors and Directors to discuss matters relevant to the Cabinet and its responsibilities. It provides an opportunity to raise issues and give views. The Cabinet Meeting will commence at the Forum's conclusion.

1. Apologies for Absence.

2. Declarations of Interest.

Members are reminded that at the start of the meeting they should declare any known interests in any matter to be considered, and also during the meeting if it becomes apparent that they have an interest in the matters being discussed.

3. Minutes. (Pages 5 - 10)

To receive the minutes of the meeting held on 16th October 2019.

4. **Public Question Time.**
See explanatory note below. Please phone the Committee Officer whose name and number appears at the top of this agenda if you need further guidance.
5. **Budget Management 2019/20** CDFA (CB: RH) **All Wards**
Report to follow.
6. **Capital Monitoring Quarterly Reports - second quarter 2019/20** CDFA (CM: RH) **All Wards** (Pages 11 - 32)
7. **Treasury Management Performance 2019/20** CDFA (CM: RH) **All Wards** (Pages 33 - 38)
8. **Housing Revenue Account - Housing Development Sites** CDCH (CM: CM) **LF; WP** (Pages 39 - 50)
9. **Swindon Borough Local Plan Review - Regulation 19 Consultation (submission draft) (Minute for Confirmation)** HP&RS (CM: GS) **All Wards** (Pages 51 - 60)
10. **Corporate Customer Feedback Policy** HCSRBS (CM: KW) **All Wards** (Pages 61 - 94)
11. **Amending the Diversity Impact Assessment Process to strengthen Swindon Borough Council's role as a Corporate Parent** ODL (CM: KW) **All Wards** (Pages 95 - 100)
12. **Adult Community Learning Plan 2019-21 (Minute for Confirmation)** HSELL (CM: RH) **All Wards** (Pages 101 - 110)
13. **Natural England District Licensing Project for Great Crested Newts Habitats** HP&RS, HPA (CM: GS,KW) **All Wards** (Pages 111 - 120)
14. **Carriage Works Regeneration - Phase II** HTCD (CM: DH) **CE** (Pages 121 - 126)
15. **Nythe Road/Oxford Road Capacity Enhancement Scheme: New Eastern Villages (NEV)** CDCH (CM: MP, GS) **SM** (Pages 127 - 134)

Date of Despatch: 27 November 2019

Key:

Officers:

CDCH	-	Corporate Director Communities and Housing
CDFA		Corporate Director of Finance and Assets (Section 151 Officer)
HCSRBS	-	Head of Customer Services, Registrars and Bereavements
HP&RS		Head of Planning, Regulatory Services and Heritage
HPA		Head of Property Assets
HSSELL		Head of Skills, Employment & Lifelong Learning
HTCD		Head of Town Centre Development
ODL		Organisational Development Lead

Wards

CE	Central
LF	Lydiard and Freshbrook
SM	St Margret and South Marston

Cabinet Members Responsible for the Service Area concerned:

DR	-	David Renard	Leader of the Council and Chair of Cabinet
RH	-	Russell Holland	Deputy Leader of the Council, Vice-Chair of Cabinet, and Cabinet Member for Commercialisation, Education and Skills
OD		Oliver Donachie	Cabinet Member for Economy and Place
BF	-	Brian Ford	Cabinet Member for Adults and Health
DH	-	Dale Heenan	Cabinet Member for the Town Centre
MM	-	Mary Martin	Cabinet Member for Children's Services
CM		Cathy Martyn	Cabinet Member for Housing and Public Safety
MP	-	Maureen Penny	Cabinet Member for Highways and the Environment
GS		Gary Sumner	Cabinet Member for Strategic Planning
KW		Keith Williams	Cabinet Member for Corporate Services and Operational Excellence

Diversity Impact Assessments

Diversity Impact Assessments (DIA's) are important to ensure the services we deliver are helping us to meet our vision to make Swindon an equal society ; we are also required by the Equality Act 2010 to demonstrate the equality analysis we have undertaken to support decision making, DIAs are our method of doing this.

Diversity Impact Assessments produced in respect of items to be considered at this meeting can be inspected via the following link:

http://www.swindon.gov.uk/info/20029/people_and_communities/309/diversity_impact_assessments

Public Question Time - Swindon Borough Council remains committed to increasing its accountability to the public and to promoting active citizenship. 15 minutes will be allowed at the start of all Council meetings for questions to the Chair from the public about the work of the Committee (except for confidential matters, and matters relating to planning and licensing applications). We will give priority to those who submit questions in writing at least two days before the meeting. Questions must be relevant, clear, and concise. You may not use Public Question Time as an opportunity to make speeches or statements.

Questions in writing should be sent to the Committee Officer whose contact details appear on the agenda above or to the Chief Legal Officer, we will publish it, along with the answer, alongside the Minutes. The process associated with asking a public question is set out in the "Public Question Time at Council

Meetings Protocol and Guidance" available on the Council's Website.

(<http://www5.swindon.gov.uk/moderngov/ecCatDisplay.aspx?sch=doc&cat=13338&path=0>) or from the Committee Officer named above.

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CABINET

WEDNESDAY, 16 OCTOBER 2019

PRESENT:- Councillors David Renard (Chair), Oliver Donachie, Brian Ford, Dale Heenan, Russell Holland, Mary Martin, Cathy Martyn, Maureen Penny, Gary Sumner and Keith Williams

Councillor Janine Howarth attended the meeting in respect of Minute 43
Councillor Basil Solomon attended the meeting in respect of Minute 43
Councillor Bob Wright attended the meeting in respect of Minutes 39, 42, and 43

34. Apologies for Absence.

There were no apologies.

35. Declarations of Interest.

The Chair reminded members of the need to declare known interests in any matters to be considered at the meeting.

36. Minutes.

Resolved – That the minutes of the meeting held on 4th September 2019 be confirmed and signed as a correct record.

37. Public Question Time.

There were no public questions.

38. Exempt Items - Exclusion of Press and Public.

Resolved – That, in accordance with Section 100A(4) of the Local Government Act 1972, the public be excluded during the discussion of the matters referred to in the item listed below, on the grounds that it involves the likely disclosure of exempt information, as defined in the respective paragraph of Part 1 of Schedule 12A of the Act, and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Item Nos.	Paragraph No.	Minute Nos.
9	3	42
10	3	43

39. Budget Management Update

Councillor Russell Holland, the Deputy Leader of the Council and Vice Chair of Cabinet, and the Director of Finance submitted a joint report providing Cabinet with the 2019/20 revenue budget forecast out-turn. The report also sets out the Corporate Management Team's ongoing work to mitigate any potential overspend as well as seeking Members' support for proposed virements.

Councillor Holland thanked officers for their work in reducing the projected year-end overspend but advised Cabinet that more work was required to ensure that the deficit was eliminated by then.

Councillor Wright asked questions relating to the process by which Members would know which posts were being held vacant. The Deputy Leader responded at the meeting and Councillor Dale Heenan, Cabinet Member for the Town Centre, agreed to respond to any written question from Councillor Wright that referred to specific posts within his portfolio area.

Resolved:

- 1) That the 2019/20 revenue budget forecast out-turn for each service area set out in Table 1 of the main report and Appendix 1 be noted;
- 2) That the Corporate Management Team's continued implementation of plans to mitigate the current forecast overspend be noted;
- 3) That the update on the Spending Round 2019 be noted; and
- 4) That the virements set out in Appendix 2 be approved.

The reasons for the decision and alternative options are as set out in the report to the meeting.

40. Polling Districts and Places Review (Minute for confirmation)

The Leader of the Council along with the Electoral Registration Officer and Returning Officer submitted a joint report requesting authorisation from Cabinet and Council to make changes to the polling station arrangement in the Mannington and Western, Ridgeway, Wroughton and Wichelstowe Wards. The report also sought authorisation to retain other polling stations without any amendment as well as to set all polling places as coterminous with the polling district.

The Leader of the Council drew Cabinet's attention to the specific changes and invited Members to note that ward councillors had been consulted. Councillor Brian Ford, Cabinet Member for Adults and Health welcomed the solution that was being proposed for the Wroughton and Wichelstowe Ward.

Resolved

That Council be requested to:

- 1) Endorse the recommendation that no changes be made to those polling stations within the borough as identified in Appendix C to the main report.
- 2) Endorse the recommendation to changes to polling within the borough as identified in Appendix C to the main report.
- 3) Endorse the recommendation to changes to polling stations within the Wroughton and Wichelstowe Ward as identified in Appendix E to the main report.
- 4) Endorse the recommendation to changes to polling stations within the Ridgeway Ward as identified in Appendix F to the main report.
- 5) Endorse the recommendation to changes to polling stations within the Mannington and Western Ward as identified in Appendix G to the main report.
- 6) Adopt the recommendation to set all polling places as coterminous with the polling district as identified in Appendix C to the main report.
- 7) Note that, subject to Council's approval any changes arising from this review would be implemented at elections held after 1st December 2019.

The reasons for the decision and alternative options are as set out in the report to the meeting.

41. Health & Care Board Swindon

The Cabinet Member for Adults and Health along with the Corporate Director Adult Social Services and Health submitted a joint report seeking approval to establish “the Health and Care sub-Committee” of Cabinet to form part of the new Health and Care Board for Swindon. The Board would progress joint commissioning arrangements between Swindon Borough Council and Swindon Clinical Commissioning Group and its successor.

Councillor Ford explained that the Board would be necessary to ensure decisions about health spending in Swindon would be taken locally once three Clinical Commissioning Groups, including the Swindon CCG, had merged. Board decisions would be taken by two separate sub-committees – one from the Council, one from the CCG – meeting at the same time and both would have to agree in order to proceed.

Councillor Wright asked how the proposal would ensure that councillors had the ability to challenge any decisions by the Board before they were implemented. Councillor Dale Heenan, Cabinet Member for the Town Centre, used the analogy that the Council’s process would be similar to that used by the Cabinet Panel on School Organisation. The Leader of the Council, Councillor Ford, and Councillor Oliver Donachie, the Cabinet Member for Economy and Growth responded at the meeting.

Resolved

- 1) That the establishment of a new Health and Care Sub-Committee, with the Leader of the Council as the Chair of the sub-Committee and with delegated decision-making powers, in accordance with Article 7.01 of the Constitution be agreed.
- 2) That the Terms of Reference for the Sub-Committee as set out in Appendix 1 to the main report be agreed and that the Leader’s scheme of delegation to the Cabinet sub-Committee in accordance with Article 7.06 of the Constitution, as set out in Appendix 2 to the main report be noted.
- 3) That the Cabinet Member for Adults and Health and the Corporate Director Adult Social Services and Health be requested to bring a report to Cabinet setting out the principles of a new Section 75 Agreement and any risk share issues to commence on the expiry of the existing agreement in March 2020.
- 4) That the Chief Legal Officer be authorised, in consultation with the Leader of the Council, the Cabinet Member for Adults and Health, the Director of Finance, and the Corporate Director Adult Social Services and Health to:
 - a) Review the existing Section 75 Agreement and determine terms for a new s75 agreement and
 - b) Subject to recommendation 3 above, be authorised to enter into a new section 75 at the expiry of the existing Agreement in light of the emerging changes.

The reasons for the decision and alternative options are as set out in the report to the meeting.

42. Investment Opportunity - Industrial Premises, Stratton St Margaret.

The Leader reminded the all those present of the importance of maintaining confidentiality for both this item and the subsequent one (Minute 43 refers).

The Deputy Leader of the Council and Cabinet Member for Finance, Education, and Skills, the Director of Finance and the Head of Property Assets submitted a joint report seeking authority to acquire the freehold interest in a property in Stratton, Swindon. The report set out how the proposed acquisition of the freehold of this property was subject to the existing occupational leases by the Council and would secure a good income stream in line with its commercial investment strategy. The report was submitted as a matter of special urgency with the consent of the Chair of Scrutiny, in accordance with Paragraph 17, Access to Information Procedure Rules, Part 4 of the Constitution.

Councillor Holland introduced the joint report and requested that Cabinet accept the updated information that was attached as addendum. Members concurred with this.

Councillor Wright asked a series of questions about how this proposal related to the Commercial Investment Strategy criteria and the business model that would apply if the acquisition took place. The Deputy Leader and the Head of Property Assets responded at the meeting.

Resolved

- 1) That the Chief Legal Officer be authorised, in consultation with the Head of Property Assets, to complete the acquisition of the freehold interest in the property identified at paragraph 3.1 of this Report on the terms outlined in paragraph 3.8 of this Report, and on such other detailed terms and conditions as she may agree in order to protect the Council's interest.

The reasons for the decision and alternative options are as set out in the report to the meeting.

43. Acquisition of Property in Park South, Swindon

The Deputy Leader of the Council and Cabinet Member for Finance, Education, and Skills, the Director of Finance and the Head of Property Assets submitted a joint report seeking authority to acquire the freehold interest in a property in Park South, Swindon. The joint report set out how the acquisition of the freehold of this property, subject to the existing occupational leases, would secure a good income stream for the Council. It would also enable the Council opportunity to address some of the long-standing maintenance and repair issues affecting the property.

Councillor Holland introduced the report and set it in the context of the agreed Commercial Investment Strategy.

Ward Councillors Janine Howarth and Basil Solomon along with Councillor Bob Wright asked questions concerning the condition of the property and actions that the Council might take should it be acquired. The Leader, the Deputy Leader, and the Head of Property Assets responded at the meeting. Councillor Dale Heenan, Cabinet Member for the Town Centre, asked colleagues to consider if there were

similar properties in the Borough that the Council might wish to acquire. The Deputy Leader responded at the meeting.

Resolved

- 1) That the Chief Legal Officer be authorised, in consultation with the Head of Property Assets, to complete the acquisition of the freehold interest in the property identified at paragraph 3.1 of this Report on the terms outlined in paragraph 3.8 of this Report, and on such other detailed terms and conditions as she may agree in order to protect the Council's interest.

The reasons for the decision and alternative options are as set out in the report to the meeting.

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Capital Monitoring Quarter 2 2019/20

Cabinet

Date: 4th December 2019

Authors:	Cabinet Member for Finance, Education and Skills Corporate Director of Finance and Assets (Section 151 Officer)
Wards:	All
Parishes Affected:	All

1. Purpose and Reasons

- 1.1 This report presents the second quarter's monitoring position for the Council's capital programme and some proposed changes to the programme.
- 1.2 The effective management of financial resources through robust financial management processes underpins the Council's ability to achieve its plans and priorities.

2. Recommendations

Cabinet is recommended to:

- 2.1 Note the forecast capital expenditure set out in Table 1 & 2 and Appendices 1 and 2.
- 2.2 Note the changes detailed at paragraphs 3.2 to 3.3.
- 2.3 Approve the additions to the programme noted at section 3.4.
- 2.4 Note the contents of Appendix 3 regarding the 2018-19 Community Infrastructure Levy (CIL) and to approve that this be published on the Council's website;
- 2.5 Approve the annual retention of 5% of the total annual CIL receipts to cover administration costs per paragraph 3.5 to 3.12 below;
- 2.6 Note the intention to allocate CIL receipts to support capital programme proposals that will be taken to Cabinet in February 2020 as part of the annual capital budget setting process.

3. Detail

Capital Programme – 2019/20 monitoring

- 3.1 Table 1 below shows the current status of the 2019/20 capital budget and forecast outturn position. The significant budget movements are detailed in paragraphs 3.3 to 3.5 below. Table 2 shows how the capital programme is being funded.

Further information on the subject of this report can be obtained from Ian Burbidge on Direct Dial No. 07769 281641 or Email iburbidge@swindon.gov.uk

Capital Monitoring Quarter 2 2019/20

Cabinet

Date: 4th December 2019

Table 1 - Budget Forecasts and Variances

Service Area	Total Scheme Budget £000's	Projected Out-turn £000's	Projected Overspends £000's	Projected Underspends £000's
Resources	53,973	53,654		(319)
Economy	111,991	111,991		
Children Services	31,591	31,591		
Adult Services	8,330	8,330		
Communities & Housing	113,209	113,878	670	(1)
Total General Fund	319,094	319,444	670	(320)
HRA	73,736	73,736		
Completed Schemes	45,480	45,480		
Total Existing Programme	438,310	438,660	670	(320)
New Approvals	157	157		
Revised Total programme	438,467	438,817	670	(320)

Table 2 - Capital Programme funding

	Total Funding Required £000's	Funded to 31/3/19 £000's	Funding still required £000's	Additional Funding Required £000's	Revised Total Funding £000's
Capital Receipts	6,294	5,014	1,280		6,294
Section 106 Deposits	23,990	7,474	16,516	(1)	23,989
Grant Funding	153,965	38,427	115,538		153,965
Revenue Contributions	3,247	127	3,120	157	3,404
HRA balances	77,731	23,608	54,123		77,731
Salix funding (Interest free loan)	6,000		6,000		6,000
Invest to save borrowing repaid from future revenue budgets	5,916		5,916		5,916
Increase in Borrowing Requirement	161,167	48,033	113,134	351	161,518
Total to be financed	438,310	122,683	315,627	507	438,817

Further information on the subject of this report can be obtained from Ian Burbidge on Direct Dial No. 07769 281641 or Email iburbidge@swindon.gov.uk

Capital Monitoring Quarter 2 2019/20

Cabinet

Date: 4th December 2019

Projected Variances

- 3.2 Cabinet is asked to note the following new variances to projects within the capital programme. Appendix 1 contains a summary of the current capital programme & Appendix 2 contains the details of the individual schemes in the capital programme, together with their forecast closing position.
- 3.2.1 Line 18 – Stronger Together – Underspend of £319k. This relates to a historical budget that is no longer required and is therefore available to partly offset the current overspend in the capital programme.
- 3.2.2 Line 128 – Wellington Street Improvement Scheme – overspend of £110k. As reported last quarter there were a number of factors that resulted in an increase in the cost of the scheme. Potential mitigations to the overspend are being sought with partners involved in the project.

Variations to current approvals

- 3.3 Cabinet is asked to approve the following changes to the existing programme:
- 3.3.1 Line 15 – A419 Sound Barrier Feasibility. Following public consultation on the emerging proposals for White Hart Junction, it has been confirmed that noise mitigation is required on the A419 northbound on-slip, and along Merlin Way. Members have requested the reallocation of £15k originally identified to undertake feasibility work relating to a solar noise barrier along the A419 to this scheme. The funding is from Community Payments made from Swindon Chapel Farm Solar, and will contribute towards feasibility, design and delivery of these two interventions at WHJ as noted below:
- Noise barrier for new A419 northbound on-slip
 - Noise bund and associated planting along Merlin Way
- 3.3.2 Line 33 – Southern Connector Road. The Council has received confirmation that the HIF bid for £19m of grant to support the construction of this road has been successful and this is reflected in the current budget for this project.

Addition to current programme

- 3.4 Cabinet is asked to approve the following addition to the existing programme:
- 3.4.1 Line 39 & 43 – Carriage Works. Additional resources of £37k have been identified to support this scheme, these will be used to address any further issues that arise as this scheme progresses.
- 3.4.2 £120k for Independent Living Units funded from future revenue savings. Children's have identified 3 foster carers who are willing to have

Further information on the subject of this report can be obtained from Ian Burbidge on Direct Dial No. 07769 281641 or Email iburbidge@swindon.gov.uk

Capital Monitoring Quarter 2 2019/20

Cabinet

Date: 4th December 2019

independent living units installed in their gardens as part of a pilot scheme. This will release capacity in their homes to enable them to take on an additional foster placement. It is anticipated that these units will reduce the need for external foster placements and thus will generate savings of c£90k p.a. The department will make repayments of £26.5k p.a. for 5 years (being the expected useful life of the units).

Community Infrastructure Levy (CIL) Monitoring 2018/19

- 3.5 The Community Infrastructure Levy 'CIL' is a mandatory charge on relevant development. The Council has been operating a CIL since 6th April 2015. It is a regulatory requirement of Regulation 62 of the *Community Infrastructure Levy Regulations 2010* (as amended) known as 'the CIL Regs', for the Council to produce an annual CIL Finance Report, the content of which is controlled by the regulations.
- 3.6 Appendix 3 presents the information that the Council is required to publish as CIL Charging authority in a CIL Finance Report before 31st December 2019 for the previous financial year 2018/19.
- 3.7 Cabinet is requested to note the contents of Appendix 3 and approve that they be published on the Authority's website thus discharging the Council's legal reporting requirements.

5% of CIL receipts for Administration

- 3.8 The CIL regulations allow for up to 5% of the total annual CIL receipts to be retained to provide the resources required to manage the overall CIL process.
- 3.9 Cabinet is requested to approve the annual retention of 5% of the total annual CIL receipts.

CIL Infrastructure Account (CIL General Fund)

- 3.10 The majority of CIL Receipts are retained by the Council to help fund the provision and maintenance of its infrastructure. These receipts are held in a CIL Infrastructure Account (CIL regulations refer to this as the General Fund).
- 3.11 The Council has discretion around how this is spent and can allocate it to either a single project, or to multiple projects. The expenditure should be aligned with infrastructure identified on the adopted CIL Regulation 123 Funding List which is drawn from the Infrastructure Delivery Plan that supports the adopted Local Plan 2026 (Council Minute 97, 2014/5 refers).
- 3.12 Cabinet is asked to note the intention to allocate CIL receipts to support capital programme proposals that will be taken to Cabinet and Council in February 2020 as part of the annual capital budget setting process.

Further information on the subject of this report can be obtained from Ian Burbidge on Direct Dial No. 07769 281641 or Email iburbidge@swindon.gov.uk

Capital Monitoring Quarter 2 2019/20

Cabinet

Date: 4th December 2019

4. Alternative Options

- 4.1 Cabinet could choose not to approve the proposed additions to the capital programme.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 The general fund is currently projecting a net overspend of £350k against the existing approved capital budget. Budget managers are exploring options to address £110k of the overspend. This would leave a net borrowing requirement of £240k, which would increase annual capital financing costs in future years by £19.3k. Should the mitigating action be unsuccessful this would rise to £28.1k (based on a typical 25 year repayment profile).
- 5.2 The £120k for the Children's independent living units will be repaid over 5 years and will produce revenue savings after repayment of capital of c£63k p.a. The £37k additional funding for the carriage works will come from within existing resources of the Council.

Legal and Human Rights Implications

- 5.3 All legal and human rights considerations have been taken fully into account in compiling this report. It is considered that the recommendations of this report are compatible with Convention rights.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.4 There are no such direct implications.

Diversity Impact Assessment

- 5.5 A Diversity Impact Assessment (DIA) has not been done as this report does not make any new recommendations that would have a detrimental impact on services.

Risk Management

- 5.6 None other than those highlighted in the body of the report. Individual schemes will have individual Risk Assessments and DIAs, these can be obtained from the project managers.

6. Consultees

- 6.1 The Corporate Director of Finance and Assets (Section 151 Officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all reports.

Further information on the subject of this report can be obtained from Ian Burbidge on Direct Dial No. 07769 281641 or Email iburbidge@swindon.gov.uk

Capital Monitoring Quarter 2 2019/20

Cabinet

Date: 4th December 2019

7. Background Papers

7.1 None

8. Appendices

8.1 Appendix 1 – Capital Programme Overview

8.2 Appendix 2 – Detailed Capital Budget

8.3 Appendix 3 – Community Infrastructure Levy Report

9. Key Decision/Decision in Cabinet Work Programme

9.1 This is a key decision and is included in the Cabinet Work Programme for September 2019.

Appendix 1 - Capital Programme Overview

Fund	Tier 1 Pillar	Tier 2 Function	Function Ref	Heads of Service	Project Budget £'000	Project Actual Spend £'000	Projected Out-turn £'000	Projected Variance £'000	Projected Variance - last report £'000	Movement since last report £'000
Capital	Resources	Digital Services & Corporate Programmes Property & Assets Performance, Organisational Improvement & Communications	PFW11	Vacant	6,556	1,613	6,556	(319)		(319)
			PFW12	Rob Richards	46,242	3,391	45,923			
			PFW13	Sam Mowbray	1,175	520	1,175			
	Economy	Strategic Growth Town Centre	PFW22	Philippa Venables	96,599	22,573	96,599	(319)		(319)
			PFW24	Emma Gee	15,392	7,978	15,392			
	Children Services	Routes to Employment & Libraries Skills & Attainment Children, Families & Community Health Services	PFW30	Sally Burnett	235		235		34	(34)
			PFW31	Vacant	30,240	21,367	30,240			
			PFW32	Lee-Anne Farach	1,116	203	1,116			
	Adult Services	Adults	PFW40	Angela Plummer	8,330	1,200	8,330		6	(6)
					8,330	1,200	8,330			
	Communities & Housing	Streetsmart & Supported Employment Highways & Transport Planning, Regulatory & Heritage Services	PFW50	Ian James	6,650	5,744	6,650	670	560	110
			PFW52	Tim Price	89,157	34,732	89,827			
			PFW58	Richard Bell	17,402	4,351	17,401			
	HRA	HRA Capital Financing	PFW90	Mike Ash	73,736	20,256	73,736	669	336	333
					73,736	20,256	73,736			
					45,480	44,372	45,480			
	Completed Schemes	Completed Schemes (GF & HRA)	PFW99	Various				(2,051)		2,051
				45,480	44,372	45,480				
Grand Total					438,310	168,300	438,660	350	(1,675)	2,025

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Appendix 2 - Detailed Capital Programme

Line Ref	Description	Budget Manager	Total Budget	Spent to 31/3/19 £'000	2019/20 Spend to date £'000	Forecast 2019/20 Spend £'000	Forecast 2020/21 Spend £'000	Forecast 2021/22 Spend £'000	Forecast 2022/23 Spend £'000	Total Forecast Spend All Years £'000	Variance from Budget £'000
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Resources

Digital Services & Corporate Programmes

1	Avaya Telephony Stabilisation	Philip Murkin	330		141	330				330	
2	Contribution to superfast broadband	Vacant	240			240				240	
3	NWOW IT	Rob Brown	574	544	26	30				574	
4	Skype for Business project	Philip Murkin	127	51		76				127	
5	IT Infrastructure	Philip Murkin	1,100	814	10	286				1,100	
6	HR & Finance System	Kim Chequer	3,500				3,500			3,500	
7	Corporate EDRMS	Philip Murkin	493					273	220	493	
8	Digital Strategy Seed Fund	Philip Murkin	100			40	60			100	
9	Council Chamber IT	Philip Murkin	92		28	92				92	
Strand Total			6,556	1,409	205	1,094	3,560	273	220	6,556	

Digital Services & Corporate Programmes	PFW11	6,556	1,409	205	1,094	3,560	273	220	6,556	
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Property & Assets

10	Barbury Castle toilets - new scheme	Rob Richards	100				100			100	
11	Headland Site Development	Rob Richards	514	14	(22)	449	50			514	
12	Removal Treatment of Asbestos in Council Buildings	Rob Richards	251		16	51	100	100		251	
13	General Enhancement Works Corporate Buildings	Kathy Sherratt	2,118		371	1,000	1,118			2,118	
14	Feasibility Studies	Rob Richards	233		48	75	75	83		233	
15	A419 Sound Barrier - Feasibility	Tim Mann	15			15				15	
16	Surplus Buildings Demolition	Helen Haines	484		8	142	342			484	
17	Village Centre Development	Rob Richards	520	449	57	71				520	
18	Stronger Together	Rob Richards	319								(319)
19	Redevelopment of Dorcan House / Eldene Shopping Centre	Rob Richards	575	331	11	75	169			575	
20	Equity Share Properties	Kathy Sherratt	250	144			106			250	
21	Health Hydro Improvements	Rob Richards	1,500			150	700	650		1,500	
22	Link Centre	Rob Richards	165		51	165				165	
Strand Total			7,042	938	540	2,193	2,760	833		6,723	(319)

Commercial Investments

23	Kimmerfields - Zurich	Rob Richards	36,000						36,000	36,000	
24	Barnfield Solar Scheme	Ian Burbidge	3,200	1,874	37	995	332			3,200	
Strand Total			39,200	1,874	37	995	332		36,000	39,200	

Property & Assets	PFW12	46,242	2,812	577	3,188	3,091	833	36,000	45,923	(319)
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Performance, Organisational Improvement & Communications

25	Hay Lane Gypsy Site Drainage	Michael Ash	272	161	5	111				272	
26	Estates Rationalisation	Sam Mowbray	843	13	290	830				843	
27	CCTV	Mark Walker	60	50		10				60	
Strand Total			1,175	225	295	950				1,175	

Performance, Organisational Improvement & Communications	PFW13	1,175	225	295	950					1,175	
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Resources Total		53,973	4,445	1,077	5,233	6,651	1,106	36,220	53,654	(319)
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Line Ref	Description	Budget Manager	Total Budget	Spent to 31/3/19 £'000	2019/20 Spend to date £'000	Forecast 2019/20 Spend £'000	Forecast 2020/21 Spend £'000	Forecast 2021/22 Spend £'000	Forecast 2022/23 Spend £'000	Total Forecast Spend All Years £'000	Variance from Budget £'000
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Economy

Wichelstowe

28	District Centre	Rob Powe	15,254	10,176	1,781	3,478	1,600			15,254	
	Strand Total		15,254	10,176	1,781	3,478	1,600			15,254	

NEV

29	NEV Dft Business Case	Sam Howell			3						
30	Gablecross Junction	Sam Howell	8,412	902	219	3,216	3,417	877		8,412	
31	Package 2 - Nythe Road Junction and Piccadilly Roundabout	Sam Howell	2,930	199	194	323	2,408			2,930	0
32	White Hart Junction	Sam Howell	30,104	1,593	459	9,800	18,711			30,104	0
33	Southern Connector Road	Sam Howell	30,572	1,880	315	874	9,075	18,743		30,572	
34	Great Stall Bridge	Sam Howell	157	157						157	
35	Footpath 5	Sam Howell	250	67		183				250	
	Strand Total		72,425	4,797	1,189	14,396	33,611	19,620		72,425	0

Other

36	Rapid Transit - QBC Wichelstowe, North and UTM	James Jackson	8,920	4,023	606	2,000	2,897			8,920	
	Strand Total		8,920	4,023	606	2,000	2,897			8,920	

Strategic Growth			96,599	18,997	3,576	19,874	38,108	19,620		96,599	0
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Town Centre

37	Mechanics Institute	Emma Gee	12	12						12	
38	Kimmerfields Compulsory purchase	Emma Gee	3,000	231	1,379	1,696	500	573		3,000	
39	No 3 Carriage works @ Railway Village	Emma Gee	1,299	1,275		24				1,299	
40	Aspen House	Rob Richards	339	236	23	103				339	
41	Faringdon Road 1-3	Emma Gee	1,247	1,183	49	64				1,247	
42	No 5 Carriage works @ Railway Village	Emma Gee	1,385	1,358	(3)	27				1,385	
43	No 11 Carriage works @ Railway Village	Emma Gee	1,210	80	288	1,074	56			1,210	
44	No 7 & 9 Carriage works @ Railway Village	Emma Gee	2,400	127	24	552	1,627	94		2,400	
45	Kimmerfields - site access road	Emma Gee	1,500	107	76	300	500	593		1,500	
46	Fleming Way Bus Boulevard	Philippa Venables	3,000	1,035	549	1,000	965			3,000	
	Strand Total		15,392	5,644	2,385	4,841	3,648	1,260		15,392	

Town Centre			15,392	5,644	2,385	4,841	3,648	1,260		15,392	
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Economy Total			111,991	24,641	5,961	24,714	41,756	20,880		111,991	0
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Line Ref	Description	Budget Manager	Total Budget	Spent to 31/3/19 £'000	2019/20 Spend to date £'000	Forecast 2019/20 Spend £'000	Forecast 2020/21 Spend £'000	Forecast 2021/22 Spend £'000	Forecast 2022/23 Spend £'000	Total Forecast Spend All Years £'000	Variance from Budget £'000
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Children Services

Routes to Employment & Libraries

47	Libraries RFID	Alyson Jordan	149			149				149	
48	Library Shelving West Swindon	Alyson Jordan	15			15				15	
49	Library Management System	Allyson Jordan	71			71				71	
Strand Total			235			235				235	

Routes to Employment & Libraries	PFW30		235			235				235	
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Schools Maintenance

50	DFC Allocations to Schools	Helen Haines	287			287				287	
51	Healthy Pupils	Gareth Cheal	104		50	104				104	
52	Capita One education	Vacant	410			410				410	
53	Condition Works	Helen Haines	1,565		524	1,565				1,565	
Strand Total			2,366		574	2,366				2,366	

Schools New Build

54	William Morris Primary School	Nic Newland	8,900	2,924	4,026	5,956	20			8,900	
55	Oliver Tomkins Primary School and Nursery	Gareth Cheal	40	40						40	
Strand Total			8,940	2,964	4,026	5,956	20			8,940	

Non Schools Buildings

56	Plas Pencelli Lodge Extension	Nic Newland	264	264	(7)					264	
57	EOTAS	Nic Newland	2,711	2,705	6	6				2,711	0
Strand Total			2,975	2,969	(1)	6				2,975	0

Mainstream Schools Extension

58	North Swindon Primary School 1FE - Orchid Vale PFI Expansion	Helen Haines	3,510	3,481	53	29				3,510	
59	Bridlewood	Nic Newland	350	4	110	336	10			350	
60	South Marston Primary School	Nic Newland	3,100			50	1,500	1,550		3,100	
61	Wanborough Primary School	Gareth Cheal	48	48						48	
Strand Total			7,008	3,533	163	415	1,510	1,550		7,008	

Special Schools Extension

62	Crowdy's refurbishment	Nic Newland	6,136	5,944	(27)	192				6,136	
63	Brimble Hill	Gareth Cheal	101	1		100				101	
64	PRU Conversion - St Lukes	Gareth Cheal	225			225				225	
65	Capital Works - St Lukes	Ian Burbidge	775	371	103	404				775	
Strand Total			7,236	6,316	76	920				7,236	

Early Years

66	Early Years places - Tick Tock Nursery - Mobile Replacement	Nic Newland	144	144						144	
67	Early Years provision - Grow 2gether disadvantaged 2 Year Olds	Gareth Cheal	175	175						175	
Strand Total			319	319						319	

SEND Funds

68	Special Education Needs and Disability Capital Investment Fund	Gareth Cheal	1,396		427	744	326	326		1,396	
Strand Total			1,396		427	744	326	326		1,396	

Skills & Attainment	PFW31		30,240	16,101	5,265	10,406	1,856	1,876		30,240	0
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Children, Families & Community Health Services

69	Children's ICS Project	Philip Murkin	1,116	185	19	599	333			1,116	
Strand Total			1,116	185	19	599	333			1,116	

Children, Families & Community Health Services	PFW32		1,116	185	19	599	333			1,116	
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Children's Services Total			31,591	16,286	5,284	11,240	2,189	1,876		31,591	0
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Line Ref	Description	Budget Manager	Total Budget	Spent to 31/3/19 £'000	2019/20 Spend to date £'000	Forecast 2019/20 Spend £'000	Forecast 2020/21 Spend £'000	Forecast 2021/22 Spend £'000	Forecast 2022/23 Spend £'000	Total Forecast Spend All Years £'000	Variance from Budget £'000
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Adult Services

Social Care IT

70	Estate Rationalisation - CSS systems upgrade	Angela Plummer	671	373		156	142			671	
Strand Total			671	373		156	142			671	

Housing & Supported Living

71	ASC & Health Community Equipment Store IT	Angela Plummer	250			250				250	
72	ASC Equipment	Angela Plummer	426			426				426	
73	H&SC Joint Working Projects	Angela Plummer	350	260		90				350	
74	Shared Living Accommodation	Angela Plummer	120			120				120	
75	Extra Care Sheltered Accommodation	Angela Plummer	153	41		112				153	
76	Disabled Facilities Grants	Damon Green	1,151		361	1,151				1,151	
Strand Total			2,450	301	361	2,148				2,450	

New Provision

77	Fessey Extension	Angela Plummer	5,000	4	14	100	2,450	2,446		5,000	
Strand Total			5,000	4	14	100	2,450	2,446		5,000	

Building Upgrades

78	Whitbourne / Fessey Renovations	Angela Plummer	210	124	24	86				210	
Strand Total			210	124	24	86				210	

Adults		8,330	801	399	2,490	2,592	2,446			8,330	
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Adults Services Total		8,330	801	399	2,490	2,592	2,446			8,330	
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Line Ref	Description	Budget Manager	Total Budget	Spent to 31/3/19 £'000	2019/20 Spend to date £'000	Forecast 2019/20 Spend £'000	Forecast 2020/21 Spend £'000	Forecast 2021/22 Spend £'000	Forecast 2022/23 Spend £'000	Total Forecast Spend All Years £'000	Variance from Budget £'000
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Communities & Housing

Depot Improvements

79	Waterside Depot - Road Layout	Lance Greenhagh	5,900	5,245	293	655				5,900	
Strand Total			5,900	5,245	293	655				5,900	

Non-HRA Vehicles

80	SCS Fleet Vehicles	Ian McKinnon	750	166	41	584				750	
Strand Total			750	166	41	584				750	

Streetsmart & Supported Employment	PFW50	6,650	5,411	333	1,239					6,650	
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Local Transport Plan - Maintenance

81	Abbey Farm Transport Projects	Philip Martlew	32			32				32	
82	Blunsdon High Street	Philip Martlew	68			68				68	
83	Highway Maintenance	Tim Mann	1,051		253	1,051				1,051	
84	Rights of way Improvement Plan	Tim Mann	121		10	121				121	
85	Structural Maintenance	Tim Mann	753		62	753				753	
86	Backlog/Routine Improvements	Tim Mann	262		75	262				262	
87	Road Markings	Tim Mann	39		1	39				39	
88	Cooperative Intelligent Transport Systems	James Jackson	238	125	40	112				238	
89	Pavement Condition Management	Tim Mann	305		8	305				305	
90	Passenger Transport	Tim Mann	4		12	4				4	
91	Sustainable Transport	Tim Mann									
92	Surface Water Management (SWP) Bruce St/Lagoon flood Mitigation & SWM Plans	Tim Mann	457		20	457				457	
93	Thamesdown Drive Speed Amelioration	Philip Martlew	273	231		43				273	
94	North Star roundabout and Cocklebury Roundabout Great Western Way	Tim Mann	1,669	4			1,665			1,669	
95	Transfer Bridges	Tim Mann	3,700	204			3,496			3,700	
96	Brimble Hill	Philip Martlew	84	84						84	
97	Regent Circus Improvements	Philip Martlew	167			167				167	
98	Oakhurst Way Pedestrian Crossing	Philip Martlew	73	38		35				73	
99	Greenbridge Road Mini Roundabout	Tim Mann	38	6		32				38	
100	Tadpole Farm Transport Projects	Tim Price	96		4	96				96	
101	Flemming Way & Whalebridge	Philip Martlew	238			238				238	
102	Ermin Street, Blunsdon	Philip Martlew	245			245				245	
Strand Total			9,913	692	484	4,060	5,161			9,913	

Local Transport Plan - Integrated

103	Local Safety Schemes	Tim Mann	883		212	883				883	
104	Traffic Management	Tim Mann	187		19	187				187	
Strand Total			1,070		231	1,070				1,070	

Maintenance

105	Non Highways Structures (Bridges within Parks)	Tim Mann	370		15	370				370	
106	Highways Maintenance - NON LTP	Tim Mann	721		159	721				721	
107	Footway Maintenance	Tim Mann	357		(17)	357				357	
108	Flood Defence Grant	Tim Price	141	115		27				141	
109	Asset Liability Management (Moredon Road decommissioning)	Tim Price	155	104	10	51				155	
110	Concrete Column Replacement	Tim Mann	2,506			2,506				2,506	
111	Local Sustainable Transport Fund	James Jackson			5						
112	Highways Asset Management Grant Elements 1 and 2	Tim Price	217	217	2					217	

Line Ref	Description	Budget Manager	Total Budget	Spent to 31/3/19 £'000	2019/20 Spend to date £'000	Forecast 2019/20 Spend £'000	Forecast 2020/21 Spend £'000	Forecast 2021/22 Spend £'000	Forecast 2022/23 Spend £'000	Total Forecast Spend All Years £'000	Variance from Budget £'000
113	Strategic Highways Model update	Philip Martlew	400	334		66				400	
114	Highways Infrastructure	Tim Mann	1,241	973	502	268				1,241	
115	Wanborough Footpaths Upgrade	Philip Martlew	121	121						121	
Strand Total			6,230	1,864	677	4,366				6,230	

Car Parks

116	Union Square Phase One	Tim Mann	15,000	14,837		163				15,000	
117	Car park Lighting	Giles Davis	420			420				420	
118	Unallocated Car Parking Capital Budget	Tim Mann	749		13	749				749	
Strand Total			16,169	14,837	13	1,332				16,169	

Street Furniture & Lighting

119	Street Lighting	Tim Mann	424		70	424				424	
120	Traffic Signals - NON LTP	Tim Mann	240		183	240				240	
121	Gateway signage (incl car park directions)	Philip Martlew	400	74	1	326				400	
122	LED Street Lighting	Tim Price	7,600	7	27	7,593				7,600	
123	Kingsdown Crossroads Traffic Signals	Philip Martlew	81	62		20				81	
Strand Total			8,745	143	280	8,602				8,745	

Transport

124	Wichelstowe - J16 works	Tim Mann	12,840	11,913	290	1,487				13,400	560
125	Hodson Road embankment stabilisation	Tim Mann	349	28	4	321				349	
126	Wroughton Park and Ride	Tim Mann	120	88		32				120	
127	Wichelstowe Southern Access	Tim Mann	28,700	922	666	10,170	17,608			28,700	
128	Wellington Street Improvement Scheme	Syed Shah	852	364	610	598				962	110
129	Sheppard Street Improvements	Tim Price	23			23				23	
130	Mead Way Junction Improvements	Tim Mann	4,025	587	35	2,750	688			4,025	
131	Town Centre Parking Strategy	Philip Martlew	50	4		46				50	
132	Tadpole Farm Rapid Transit Corridor	Philip Martlew	72			72				72	
Strand Total			47,030	13,907	1,605	15,497	18,295			47,700	670

Highways & Transport	PFW52	89,157	31,443	3,289	34,928	23,456			89,828	670
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Landscaping & Open Space

133	Play Areas	Martin Hambidge	784	784						784	
134	Moredon Recreation - Multi Sports Hub	Russell Weymouth	3,650	83	(6)	375	2,750	442		3,650	
135	Blunsdon MUGA	Russell Weymouth	348	10	10	338				348	
136	St Andrews - public open space	Ian Burbidge	190			190				190	
137	Mouldon Hill Country Park	Russell Weymouth	687		15	221	466			687	
138	St Marks Recreation Ground	Russell Weymouth	787	760	5	26				787	
139	Northern Development Area - Protected species reserve	Russell Weymouth	68	17		10	15	15	11	68	
140	Green Spine	Russell Weymouth	10	6		4				10	
141	Tree and landscape improvements	Russell Weymouth	19	1		18				19	
142	Common Farm GWCF	Russell Weymouth	97		4	74	23			97	
143	East Wichel Major Open Space	Russell Weymouth	391	35	8	170	187			391	
144	Havelock Square	Russell Weymouth	908	871	(11)	37				908	
145	Great Western Community Forest	Russell Weymouth	322		17	160	100	62		322	
146	County Ground Athletics Track Resurface and Clubhouse	Russell Weymouth	1,323	553	296	770				1,323	
147	Angel Ridge Maintenance & Play Area	Rob Core	58	43		15				58	
148	Highdown Play Area	Russell Weymouth	39			39				39	
149	Pentylands Country Park	Russell Weymouth	35			25	10			35	

Line Ref	Description	Budget Manager	Total Budget	Spent to 31/3/19 £'000	2019/20 Spend to date £'000	Forecast 2019/20 Spend £'000	Forecast 2020/21 Spend £'000	Forecast 2021/22 Spend £'000	Forecast 2022/23 Spend £'000	Total Forecast Spend All Years £'000	Variance from Budget £'000
150	Landscape improvements ay Greenbridge & Blagrove	Russell Weymouth	258	222		25	11			258	
151	Spring Gardens Refurbishment	Russell Weymouth	106	31		75				106	
152	1 - 7 Purton Road	Russell Weymouth	79			79				79	
	Strand Total		10,159	3,417	338	2,651	3,561	518	11	10,159	

Heritage

151	Museum Artifacts Storage	N Western	200	65		135				200	
152	SMAG	Richard Bell	5,000	199		400			4,401	5,000	
153	Lydiard House - car park	Annie Griffin	150	4	34	146				150	
154	Lydiard House - Maintenance	Rob Richards	850	39			811			850	
155	Lydiard House - Pool	Annie Griffin	100			100				100	
156	SMAG Improvements (Apsley House)	Rob Richards	400			400				400	
157	Wroughton War Memorial	Russell Weymouth	25	25						25	
158	WW1 Memorial Restoration Project	Ian Surtees	30	29						29	(1)
159	STEAM - Operations & Retail Management System	Ian Surtees	39	37		2				39	
160	Reception remodelling at Steam Museum	Ian Surtees	17	16		1				17	
161	STEAM Museum Frontage Improvements	Ian Surtees	104	101		3				104	
	Strand Total		6,915	514	34	1,187	811		4,401	6,914	(1)

Planning

162	Housing Renewal Grants	Damon Green	254		57	254				254	
	Strand Total		254		57	254				254	

Regulatory IT

163	Regulatory & Statutory Services Case Management System	Philip Murkin	75	38	9	37				75	
	Strand Total		75	38	9	37				75	

Planning, Regulatory & Heritage Services	PFW58	17,402	3,969	438	4,129	4,373	518	4,412	17,401	(1)
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Communities & Housing Total		113,209	40,823	4,060	40,296	27,829	518	4,412	113,878	669
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Line Ref	Description	Budget Manager	Total Budget	Spent to 31/3/19 £'000	2019/20 Spend to date £'000	Forecast 2019/20 Spend £'000	Forecast 2020/21 Spend £'000	Forecast 2021/22 Spend £'000	Forecast 2022/23 Spend £'000	Total Forecast Spend All Years £'000	Variance from Budget £'000
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HRA

Planned Maintenance Programme

164	Aids & Adaptations	Gerry O'Connor	1,560		260	1,560				1,560	
165	Bathrooms	Gerry O'Connor	1,709		14	1,709				1,709	
166	Central Heating	Gerry O'Connor	1,014		526	1,014				1,014	
167	Contingent Major Repairs	Gerry O'Connor	649		81	649				649	
168	Electrics	Gerry O'Connor	519		111	519				519	
169	Environmental & Communal Areas	Gerry O'Connor	224		12	224				224	
170	Exceptional Extensive	Gerry O'Connor	821		(1,047)	821				821	
171	External / Entrance Doors	Gerry O'Connor	7			7				7	
172	External Walls	Gerry O'Connor									
173	Improvements	Gerry O'Connor	2,584		83	2,584				2,584	
174	Kitchens	Gerry O'Connor	1,804		551	1,804				1,804	
175	Planned Maintenance	Gerry O'Connor	2,127		54	2,127				2,127	
176	Related Assets	Gerry O'Connor									
177	Roofs	Gerry O'Connor	2,203		(324)	2,203				2,203	
178	Windows	Gerry O'Connor	1,115		233	1,115				1,115	
179	HRA - Scooter stores sheltered	Gerry O'Connor	359		(1)	359				359	
180	Fire Safety - Residential Flats	Gerry O'Connor	603		(75)	603				603	
Strand Total			17,300		477	17,300				17,300	

Small New Build Schemes

181	Townsend House	Nick Kemmett	2,000	2,000						2,000	
182	Bembridge Cl / Sycamore Gr	Nick Kemmett	2,030	2,004	(25)	26				2,030	
183	Ventnor Close	Nick Kemmett	1,730			880	850			1,730	
184	Huntley Close	Nick Kemmett	1,400			700	700			1,400	
185	Ashley Close	Nick Kemmett	807			400	407			807	
Strand Total			7,967	4,003	(25)	2,006	1,957			7,967	

Queens Drive

186	Queens Drive	Nick Kemmett	30,500	886	736	1,295	11,099	11,086	6,134	30,500	
Strand Total			30,500	886	736	1,295	11,099	11,086	6,134	30,500	

Acquisitions

187	HRA Acquisitions Programme	Nick Kemmett	17,000	11,745	2,424	5,255				17,000	
Strand Total			17,000	11,745	2,424	5,255				17,000	

High Rise Blocks

188	Refurbishment High-Rise Blocks	Gerry O'Connor	100			100				100	
Strand Total			100			100				100	

Vehicles

189	HRA Vehicle Acquisitions	Gerry O'Connor	869			869				869	
Strand Total			869			869				869	

HRA Total			73,736	16,634	3,612	26,826	13,056	11,086	6,134	73,736	
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Line Ref	Description	Budget Manager	Total Budget	Spent to 31/3/19 £'000	2019/20 Spend to date £'000	Forecast 2019/20 Spend £'000	Forecast 2020/21 Spend £'000	Forecast 2021/22 Spend £'000	Forecast 2022/23 Spend £'000	Total Forecast Spend All Years £'000	Variance from Budget £'000
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Completed Schemes

General Fund

190	Parcels 2 & 3	Paul Smith	974	974						974	
191	Housing Parcel Feasibility	Paul Smith	53	53						53	
192	Drakes Meadow Park	Jonathan Coates	5,789	5,789						5,789	
193	Cavendish Square Acquisition	Jonathan Coates	3,316	3,315		1				3,316	
194	NWOW Co-Location	Rob Richards	671	671						671	
195	Barbury Castle Café - Old Scheme	Rob Richards	27	27						27	
196	Office Accom - Wyvern House	Rob Richards	338	338						338	
197	Lysander House	Rob Richards	7,950	7,887		63				7,950	
198	Net Work Rail Land Purchase	Jonathan Coates	5,556	5,555		1				5,556	
199	Grounds Maintenance Equipment	Rob Core	962	822		139				962	
Strand Total			25,636	25,432		203				25,636	

HRA

200	Sussex Square	Nic Newland	8,943	8,680		264				8,943	
201	Hawthorn, Gorse Hill	Nick Kemmett	4,845	4,715	8	130				4,845	
202	Royal British Legion, Penhill	Nick Kemmett	2,224	2,123	(6)	101				2,224	0
203	Cranmore Ave, Park South	Nick Kemmett	1,400	1,348	(30)	52				1,400	
204	Brookfield, Highworth	Nick Kemmett	566	566						566	0
205	Penhill United Reform Church	Nick Kemmett	1,866	1,551	(15)	315				1,866	
Strand Total			19,844	18,983	(43)	862				19,844	0

Completed Schemes Total		45,480	44,415	(43)	1,065					45,480	0
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Total GF		319,094	86,996	16,781	83,973	81,018	26,827	40,632	319,444	350
Total HRA		73,736	16,634	3,612	26,826	13,056	11,086	6,134	73,736	
Completed Schemes		45,480	44,415	(43)	1,065				45,480	0

Overall Total		438,310	148,045	20,351	111,864	94,075	37,912	46,765	438,660	350
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Appendix 3 – Community Infrastructure Levy Report

Table 1: CIL Receipts received in 2018/19

	Received in 2018/19
CIL General Fund*	£1,340,117.44
CIL Administration (= to 5% of total CIL)	£84,064.41
CIL Recovered Neighbourhood Proportion (NP) and Non-Parish <i>(at the time of receipt)</i>	£0.00
CIL NP Received for Parish/Town Councils	£249,995.13
<i>CIL Passed to other persons</i>	£0.00
Total CIL receipts received in 2018/19	£1,674,176.98

Note: Total CIL for 2018/19 is minus CIL-2018-0025 9 Groundwell Road Repayments Refunded in 2018/19 General Fund= £6,154.21 & Admin Fee=£384.62 & NP= £1,153.91

Table 2: Breakdown of CIL Received in 2018/19 by Parish/Town Council

CIL NP Received in 2018/19 for Parish/Town Council Apportionment	Value of CIL Parish NP by PC/TC (£)
Blunsdon PC	£55,054.53
Central Swindon North PC	£46,873.64
Central Swindon South PC*	£56,050.95
Chiseldon PC	£225.00
Highworth TC	£16,937.02
Nythe Eldene & Liden PC	£1,013.27
St. Andrews PC	£29,449.26
Stratton St Margaret PC	£1,630.23
Wanborough PC	£4,911.87
West Swindon PC	£6,690.17
Wroughton PC	£31,159.28
<i>All other Parish Councils</i>	£0.00
Total CIL NP Receipted in 2018/19	£249,995.22

*Total CIL NP is minus the *£1,153.91 that was refunded to payee as the CIL was paid in error but includes the £8,264.81 refunded to developer from CIL-2017-001 Minerva House.*

Table 3: £CIL Passed to Parish Councils in 2018/19

CIL NP Passed to Parish Councils 2018/19	Value of CIL Parish NP (£)
Blunsdon PC	£41,586.54
Central Swindon North*	£46,117.70
Central Swindon South PC	£22,242.81
Haydon Wick PC	£1,962.40
Highworth TC	£1,765.27
St Andrews	£29,449.26
Stratton St Margaret PC	£14,314.15
Wanborough PC	£4,911.87
West Swindon PC	£6,690.17
Wroughton PC	£12,589.18
Total CIL NP Passed to Parish/Town Council in 2018/19	£181,629.35

** This excludes NP Receipts transferred incorrectly to CSNPC in Oct 2018 linked to CIL-2017-001S-16-2089 Minerva House that was repaid to SBC by Parish in Jan 2019 = £8,264.81*

Appendix 3 – Community Infrastructure Levy Report

Amount of money applied to repay borrowed	£1,340,117.44
Total CIL Receipts recovered from NP and originally paid to Parish & retained for Non-Parish Areas	£0.00
Items to which CIL Receipts recovered from NP and originally paid to Parish or retained for Non-Parish Areas have been applied	None N/A
The expenditure on each item o which CIL Receipts recovered from NP and originally paid to Parish or retained for Non-Parish Areas have been applied	£0.00 (N/A)
TOTAL CIL General Fund Unallocated at end of 2018/19 to carry forward to 2019/20	£0.00
Other Matters in lieu of CIL Payments	
Infrastructure Payments	None
Land Payments	None
Notices Served to recover CIL From Local Councils (Parishes)	None
Total Value of Notices Served to recover CIL From Local Councils (Parishes)	£0.00 (N/A)
Value of Repayment Request from Local Councils (Parishes) not yet recovered	None
Items of infrastructure to which infrastructure payments relate	None
The amount of CIL allocated to each item of infrastructure to which infrastructure payments relate	£0.00 (N/A)

Table 4: Cumulative CIL Receipts to end of 2018/19

Type of CIL Receipt	CIL Receipts Financial Year 2015-16 (£)	CIL Receipts Financial Year 2016-17 (£)	CIL Receipts Financial Year 2017-18 (£)	CIL Receipts Financial Year 2018-19 (£)	CIL Receipts Cumulative Running total to date (£)
CIL General Fund	£32,484.06	£495,935.69	£568,077.53	£1,340,117.44	£2,436,614.72
CIL Administration	£2,030.25	£30,948.17	£36,771.56	£84,064.41	£153,814.39
CIL Neighbourhood Proportion	£6,090.76	£92,079.50	£130,581.96	£249,995.13	£478,747.35
Totals	£40,605.07	£618,963.36	£735,431.05	£1,674,176.98	£3,069,176.46

(4)(d)(i) CIL received in 2018/19 retained at end of 2018/19

£131,152.88

(4)(d)(ii) CIL received in previous financial year retained at end of 2018/19

£0.00

Appendix 3 – Community Infrastructure Levy Report

Table 5: CIL Allocation and Expenditure at end of 2018/19

Project No.	Name of CIL Funded Project	Total Value of CIL Receipts Allocated (£) (Cumulative)	Expenditure in 2017-18 (£)	Expenditure in 2018-19 (£)	Total Expenditure to date (£)	Allocated but unspent balance (£)
	<i>CIL Administration*</i>	£153,814.41	£69,750.00	£84,064.41	£153,814.41	£0
1	Household Waste Recycling Centre	£949,688.00	£949,688.00	0	£949,688.00	£0
2	M4 Jun 16 Upgrade (4)(c)(iii)	£1,486,926.44	£146,809.00	£1,340,117.44	£1,486,926.44	£0
Total			£1,096,497.00	£1,340,117.44	£2,436,614.44	£0

**The total CIL Admin spent in 2017/18 covers the cumulative CIL Admin costs from the first 3-yrs charging as the CIL Regs allow for, and is equal to 5% of total receipts over that period.*

The expenditure total for 2017/18 is tracking just the projects and not the CIL Admin for reporting purposes

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Mid-Year Treasury Performance 2019/20

Cabinet

Date: 4th December 2019

Author: Cabinet Member for Finance, Education and Skills
Corporate Director of Finance and Assets (Section 151 Officer)

Wards: All

Parishes Affected: All

1. Purpose and Reasons

- 1.1 This report sets out the mid-year Treasury Management performance for 2019/20.
- 1.2 The effective management of financial resources through robust financial management processes underpins the Council's ability to achieve its plans and priorities.

2. Recommendations

Cabinet is recommended to:

- 2.1 Note the mid-year Treasury Management performance.

3. Detail

- 3.1 The CIPFA Treasury Code of Practice recommends that Treasury Management performance is reported at least twice a year. This report sets out the mid-year performance for the Council to the end of September 2019.
- 3.2 The Treasury Management Strategy Statement, (TMSS), for 2019/20 was approved by this Council on 21st February 2019 (Council minute 85 refers). There are no policy changes to the TMSS.
- 3.3 The Council is involved in two types of treasury activity, both of which are affected by the economic environment:
 - 3.3.1 Borrowing **long-term** (greater than 1 year) for capital investment purposes, and **short-term** (less than 1 year) for temporary cash flow purposes;
 - 3.3.2 Investment of surplus cash.
- 3.4 The performance in respect of each of these two activities is summarised below.

Borrowing
- 3.5 The Council has taken out 3 new long term Public Works Loan Board (PWLB) loans in the first 6 months of this financial year.

Further information on the subject of this report can be obtained from Ian Burbidge on Direct Dial No.07769 281 641, or Email imburbidge@swindon.gov.uk.

Mid-Year Treasury Performance 2019/20

Cabinet

Date: 4th December 2019

- 3.6 In addition to long-term borrowing, the Council also undertakes short-term borrowing in order to smooth out peaks and troughs in its daily cash flow. As at the 30th September 2019, the Council had £7m worth of short-term borrowing. It should be emphasised that as short-term borrowing is undertaken in respect of daily cash flow activities, this figure can fluctuate significantly from day to day dependent on income received or payments due out.
- 3.7 The Council's total long-term borrowing increased from £326.3m on 31st March 2019 to £340.5m on 30th September 2019. This was due to a combination of £750k of loans maturing plus £15m of new loans having been taken out. The overall average long-term borrowing rate has dropped by 0.07% to 3.29% from the 1st April 2019 position. The table below provides more details of these new loans.

NEW LOANS					
Lender	Date of Loan	Principal	Type	Interest Rate	Maturity
PWLB	12/6/19	£5.00m	Fixed interest rate	1.94%	14 years
PWLB	12/6/19	£5.00m	Fixed interest rate	1.99%	15 years
PWLB	5/9/19	£5.00m	Fixed interest rate	1.48%	15.5 years
Total		£15.00m		1.80%	14.8 years

- 3.8 There is a significant further long-term borrowing requirement to fund the capital programme and any further loans will be taken out in accordance with the approved Treasury Management Strategy taking into account prevailing interest rates and future projections.
- 3.9 On the 9th October the Government announced an immediate increase of 1% on the cost of borrowing from the PWLB. As a result other sources of funding may be more cost effective in the future and the Council will consider all appropriate options to meet borrowing requirements.

Investments - Lending

- 3.10 As at the 30th September 2019, total investments stood at £51.59m. The average investment balance over the 6 months was £57.34m returning an average rate of **1.84%**.
- 3.11 There are three main categories of investment:
- 3.11.1 Liquid Investments – investments that are accessible with no penalty and are used primarily to smooth the peaks and troughs in the Council's daily cash flow. These include money market funds, instant access accounts, short notice deposit accounts and any balances in our own bank account. The average balance on these funds was £12.3m over the first 6 months of the year achieving an average investment rate of 1.00%.

Further information on the subject of this report can be obtained from Ian Burbidge on Direct Dial No.07769 281 641, or Email imburbidge@swindon.gov.uk.

Mid-Year Treasury Performance 2019/20

Cabinet

Date: 4th December 2019

3.11.2 Fixed Term investments – these are locked in for a specific period of time. These investments are made with banks for a fixed term up to 2 years. The average balance of these investments over the first 6 months was £29.8m, achieving an average rate of 0.98% comparing favourably with the benchmark 3 Month LIBOR rate of 0.76%.

3.11.3 Local Authority Property Fund (“LAPF”) - £15m is invested in this fund with an average rate of return of **4.23%** over the 6 months to September 2019.

3.11.4 The LAPF gives local authorities an exposure to a diversified portfolio of commercial property throughout the UK and its objectives are to generate long-term growth in capital and an attractive income over time (5 years or more). The trustees of the fund are the Local Authorities' Mutual Investment Trust (LAMIT), a body controlled by representatives of the Local Government Association, the Convention of Scottish Local Authorities, the Northern Ireland Local Government Officers' Superannuation Committee and investors in the Fund.

3.11.5 The Council also has 1 investment property that is held within the general property portfolio. The rental income is shown within the property budget.

3.12 The Council's overall debt and investment position as at 30th September 2019 compared with 31st March 2019 is shown in the table below:

Analysis of Borrowing and Investments

BORROWING PORTFOLIO	31-Mar-19 Principal	Rate/ Return	Average Life yrs.'	30-Sep-19 Principal	Rate/ Return	Average Life yrs.'
Fixed rate funding:	£m			£m		
-PWL	£296.25	3.26%	17.7	£310.50	3.19%	17.0
-Market	£30.00	4.30%	30.6	£30.00	4.30%	30.1
<i>Of which</i>				£m		
-HRA	£115.53			£115.53		
-General Fund	£210.72			£224.97		
Long Term Borrowing	£326.25	3.36%		£340.50	3.29%	
PFI liabilities	£49.56			£49.56		
Total long term debt incl. PFI	£375.81			£390.06		
-Short Term Borrowing	£15.00	0.90%	0.2	£7.00	0.63%	0.1
Total Investments	(£45.70)	2.06%		(£51.59)	0.96%	
Net Borrowing	£315.11			£345.47		

Further information on the subject of this report can be obtained from Ian Burbidge on Direct Dial No.07769 281 641, or Email imburbidge@swindon.gov.uk.

Mid-Year Treasury Performance 2019/20

Cabinet

Date: 4th December 2019

Compliance with Treasury Limits

- 3.13 During the 2019/20 Financial Year to date, all Treasury activity has been carried out within the Council's Treasury limits and Prudential Indicators, as set out in the Council's Treasury Management Strategy.

Housing Revenue Account (HRA) current position

- 3.14 The table below provides a summary of the HRA debt position together with the estimated debt and reserves position as at 31/3/19. The HRA budget assumes a £5m repayment of its outstanding loans at the end of March 2019. The HRA loans attract interest at 3.32%. HRA reserves attract interest based on the pooled investment income rate for the entire Council portfolio.

HRA INDICATORS	31-Mar-19 Original £m	30-Sep-19 Actual £m
HRA CFR 31st March	£109.02	£109.02
HRA Average investment balance	£19.00	£16.48
Number of HRA dwellings	10,300	10,287
Debt per dwelling	£10,584.47	£10,597.84

- 3.15 Members will be aware that HRA borrowing should be carried out in a prudent manner.

4. Alternative Options

- 4.1 Any alternative options for specific areas are set out within the report.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 These have been reflected in the body of the report.

Legal and Human Rights Implications

- 5.2 All legal and human rights considerations have been taken fully into account in compiling this report. It is considered that the recommendations of this report are compatible with Convention rights.

Further information on the subject of this report can be obtained from Ian Burbidge on Direct Dial No.07769 281 641, or Email imburbidge@swindon.gov.uk.

Mid-Year Treasury Performance 2019/20

Cabinet

Date: 4th December 2019

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 There are no such direct implications.

Diversity Impact Assessment (DIA)

- 5.4 There is no impact on DIA associated with management of the Councils cash balances.

Risk Management

- 5.5 There are no direct risks arising from this report.

6. Consultees

- 6.1 The Corporate Director of Finance and Assets (Section 151 Officer)s and Chief Legal Officer (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

- 7.1 None

8. Appendices

- 8.1 None

9. Key Decision/Decision in Cabinet Work Programme and Forward Plan

- 9.1 This is not a key decision and is included in the Cabinet Work Programme / Forward Plan for December 2019.

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Affordable Housing Development and Regeneration Programme

Cabinet

Date: 4th December 2019

Author: Cabinet Member for Housing and Public Safety
Corporate Director for Communities and Housing

Wards: Walcot and Park North, Lydiard and Freshbrook

Parishes Affected: Central Swindon South, West

1. Purpose and Reasons

- 1.1 The report seeks approval from Cabinet to allocate the proposed housing site at Bromley Close in order for the Council, through the Housing Revenue Account (HRA), to continue developing social housing for the residents of Swindon. The identified site has been selected following Member engagement and the initial undertaking of due diligence by the Council's Planning Department in terms of constraints.
- 1.2 This report also serves to inform Cabinet of the intended development of the site at Windmill Hill and how this will be brought forward, as well as an update for Members on the intention of developing an options appraisal regarding a High-Rise strategy within the Walcot and Park North Wards.
- 1.3 The details of this report will continue to deliver towards the Council's Priority 1: 'To improve infrastructure and housing to support a growing, low carbon economy' and contribute to delivering Pledge 6: 'Ensure there is a range of good quality housing options in Swindon, including affordable opportunities to buy and rent' and: 'Through the Local Plan review, identify brown field and green field sites for housing to deliver homes...'

2. Recommendations

Cabinet is recommended to:

- 2.1 Approve the allocation of the land at Bromley Close, detailed on the plan attached at Appendix 1, as a future housing development site to be delivered through the HRA.
- 2.2 Delegate the Head of Property Assets in consultation with the Chief Legal Officer to take all necessary steps to appropriate the land at Windmill Hill, detailed on the plan attached as Appendix 2, from the General Fund to the HRA at a value to be determined, to enable it to be developed through the HRA with potential collaboration with the Swindon Housing Company.
- 2.3 Approve a budget of £50K, to be allocated from the HRA, to progress the detailed feasibility and design for the sites at Bromley Close and Windmill Hill, as well as the work to progress the development of Milverton and Torrington Courts.

Further information on the subject of this report can be obtained from Michael Ash, Director of Housing - mash@swindon.gov.uk.

Affordable Housing Development and Regeneration Programme

Cabinet

Date: 4th December 2019

3. Detail

Bromley Close

- 3.1 The site known as Bromley Close is a Council owned site that has been assessed for its development potential through the HRA. The site is located in the Ward of Walcot and Park North. Ward Members have been consulted and are supportive of a consultation with residents on future options. Ward Members have asked to be kept informed as scheme layouts and design emerge.
- 3.2 The site has been allocated within the SHELAA as a housing development site and accords with the principles of planning policy as an acceptable housing site in terms of strategic location.
- 3.3 The Head of Property Assets has undertaken a desk top study of the land title and has not identified any constraints that would preclude development, although further due diligence will be undertaken, should Cabinet approve this proposal.
- 3.4 A business case detailing the design and costings of a residential development at the site will be brought back to Cabinet for approval.

Windmill Hill

- 3.5 This site is located within the Lydiard and Freshbrook Ward and is a site that has previously been considered by the Council's owned Housing Company. Following extensive appraisals it is now considered to be more suited to a development of affordable housing.
- 3.6 The site is held within the General Fund and will therefore need to be appropriated to the HRA. The Head of Property Assets will determine the value of the site to establish an appropriate consideration.
- 3.7 The feasibility for this site has already been undertaken and an indicative scheme produced. The scheme comprises of 71 units, which is made up of 7 two bed bungalows, 10 two bed houses, 24 three bed houses and a block of 30 flats of both one and two bed units. A business case detailing the design and costings of the residential development at the site will be brought back to Cabinet for approval.

Milverton and Torrington Courts

- 3.8 The Council, through the HRA, owns high-rise blocks called Milverton and Torrington Courts which are located in the Walcot and Park North Wards. These are 2 of 7 high rise blocks that the Council, through the HRA, owns. Milverton and Torrington Courts are regarded as being in most need of action due in particular to the deterioration of the external fabric of the buildings. They are now

Further information on the subject of this report can be obtained from Michael Ash, Director of Housing - mash@swindon.gov.uk.

Affordable Housing Development and Regeneration Programme

Cabinet

Date: 4th December 2019

suffering problems of water ingress through the mortar of the building during prolonged periods of wet weather.

- 3.9 The two blocks were built in the mid 1960's and now require significant investment in terms of either modernisation or complete replacement. There are 82 units in total between the two blocks, with 9 privately owned and 73 socially rented.
- 3.10 The blocks both house telecommunications equipment on the roofs of the towers which provide network coverage for the area. This equipment will need to be removed and / or repositioned should the towers be demolished. There are license arrangements in place with the telecommunication providers and officers will continue to work with the providers on a suitable solution.
- 3.11 In the event of Torrington Court and/or Milverton Court being demolished then there are implications due to the Council requiring residents to vacate residential properties. Tenants dependent on tenancy status are entitled to compensation for the loss of their homes, which would be included in the Council's costs for the project. There are 7 leaseholders in Torrington Court and 1 in Milverton Court, which, if a sale price cannot be agreed would need to be compulsorily purchased. This work would be done by the Council's Legal team and all relevant legislation will be complied with.
- 3.12 Ward Members have been consulted and are supportive of a consultation with residents on future options. Ward Members have asked to be kept informed as scheme layouts and design as they emerge. Prior to the formalisation of a preferred option, Housing Services held a local community engagement event on Wednesday 16th October 2019 to discuss the current options for the blocks. These include:
 - 3.12.1 A full refurbishment of the entire blocks. Refurbishing the flats interiors and communal areas and cladding the outside of the building, whilst the tenants remain in situ.
 - 3.12.2 Regeneration. Demolishing the existing high-rise buildings and replacing them with new build properties.
- 3.13 146 households were invited to comment, with 27 (16.4%) responses in total being received, 22 of those by way of attendance to the event and 5 by way of email or telephone.
- 3.14 The 27 respondents were asked what refurbishment works they would like to see if the buildings were to be renovated. 11 agreed that a full refurbishment of the towers internal and external fabric was required, with specific mention of the need to replace the bathrooms, kitchens, windows and heating systems. Improvements to the communal areas was also considered necessary and 4

Further information on the subject of this report can be obtained from Michael Ash, Director of Housing - mash@swindon.gov.uk.

Affordable Housing Development and Regeneration Programme

Cabinet

Date: 4th December 2019

comments considered that the tower blocks were beyond refurbishment. Other comments received referred to the environment giving rise to anti-social behaviour and not being suitable for children. Only 1 resident suggested that no works to the towers blocks were necessary.

- 3.15 Of the 27 responses received, 19 (70.3%) of those were in favour of demolishing the tower blocks and redeveloping.
- 3.16 Further resident consultation will be carried out in November 2019 to build on the comments already received. It is also intended to assess other Council owned sites for development in order to provide potential adequate housing provision for the tenants of the high-rises to be re-housed should a re-development take place.
- 3.17 In order to undertake and develop the work stipulated within Section 3 of this report, a budget of £50K is requested from the Housing Revenue Account.

4. Alternative Options

Do not pursue this specific project (Do nothing):

- 4.1 The Council could decide not to develop the sites for housing purposes. This would retain the areas of land which could be used for alternative uses or development for the future. Alternative sites for development are available but are yet to be fully explored and brought forward through the current analysis process. The decision not to agree the future development of these sites would therefore result in a delay whilst other sites are brought forward for consideration and scrutiny.

Sell the land as development sites:

- 4.2 The identified sites could be advertised on the open market and sold for residential development, following receipt of a planning permission, to a prospective developer. Whilst the sites would likely be built upon, there is no guarantee of this nor of when the site will be developed or the nature or use of any such development.
- 4.3 If the land was sold with the benefit of planning permission by the Council, it would result in an additional capital financial receipt to the Council.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 The HRA will fund the cost of the appropriation of land at Windmill Hill from the General Fund to the HRA. The detailed design at Windmill Hill and the remaining feasibility work for Bromley Close and the high rise buildings will cost an

Further information on the subject of this report can be obtained from Michael Ash, Director of Housing - mash@swindon.gov.uk.

Affordable Housing Development and Regeneration Programme

Cabinet

Date: 4th December 2019

estimated £50,000. This will be funded from current in year HRA revenue savings. Approval of any further work following feasibility will be the subject of a further approval.

- 5.2 Works for the projects will be tendered out in line with Council contract standing orders.

Legal and Human Rights Implications

- 5.3 The Council is able to dispose of land. However, the Council cannot dispose of the land for less than the best consideration without the approval of the Secretary of State. The Council must be satisfied at the time of the transfer of the land that it has obtained the best consideration reasonably attainable for the disposal.
- 5.4 The Council's title to the land will need to be investigated prior to any agreement to transfer to ensure that there are no impediments to the proposed transfer. If any of the land is public open space, the Council will need to advertise the proposed disposal of it and consider any objections received in accordance with the requirement of the Local Government Act 1972.
- 5.5 The Chief Legal Officer is currently instructed by the Head of Property in negotiating a new 10 year lease in regards to the telecommunication equipment on Milverton Court. The draft for this lease contains a provision for a break, on 18 months' notice, where there is a genuine plan for redevelopment. The negotiation of this break clause is key to ensuring the timely delivery of any proposed redevelopment.
- 5.6 It is considered that the proposal within this report is compatible with Convention Rights.

Diversity Impact Assessment (DIA)

- 5.7 A Diversity Impact Assessment has been carried out on the Housing Development Programme, and there are no adverse implications for consideration.
- 5.8 The site at Windmill Hill will see the development of 7 assisted living bungalows which will help support independent living for the elderly and disabled.
- 5.9 A copy of the DIA is available from the report author.

Risk Management

- 5.10 A Risk Assessment has been completed. No significant risks or issues were found. A copy of the Risk Assessment is available from the report author.

Further information on the subject of this report can be obtained from Michael Ash, Director of Housing - mash@swindon.gov.uk.

Affordable Housing Development and Regeneration Programme

Cabinet

Date: 4th December 2019

6. Consultees

- 6.1 Ward Members and Cabinet (through the Cabinet Member portfolio holder) have provisionally reviewed the list of sites forming this report.
- 6.2 The Director of Finance (Section 151 Officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all reports.
- 6.3 The Head of Property Assets has undertaken a desk top study of the land title and has not identified any constraints that would preclude development, although further due diligence will be undertaken, should Cabinet approve this proposal.
- 6.4 The Council's Planning Department has confirmed that the sites are contained within the SHELAA and allocated through the Local Plan review.

7. Background Papers

- 7.1 None.

8. Appendices

Appendix One

- 8.1 Location plan of Bromley Close.

Appendix Two

- 8.2 Location plan of Windmill Hill.

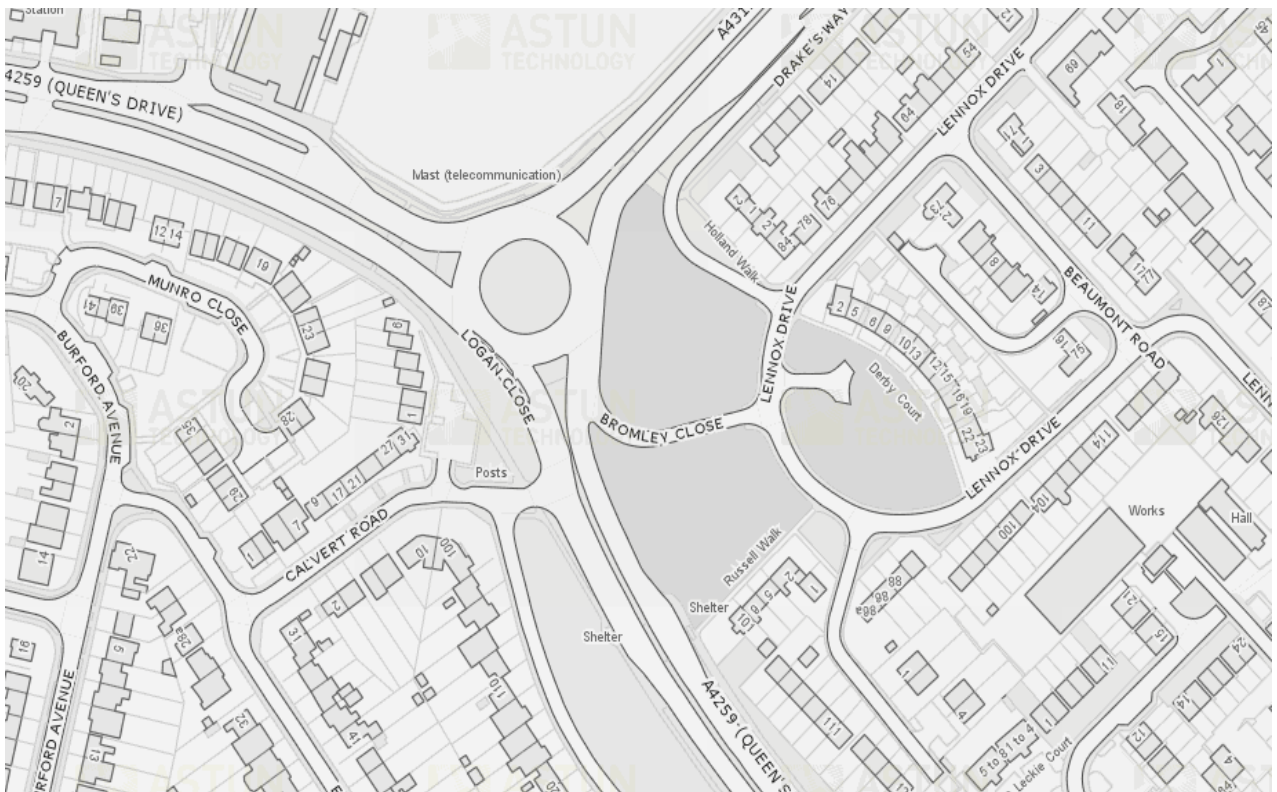
Appendix Three

- 8.3 Location plan of Milverton and Torrington Courts.

9. Key Decision/Decision in Cabinet Work Programme

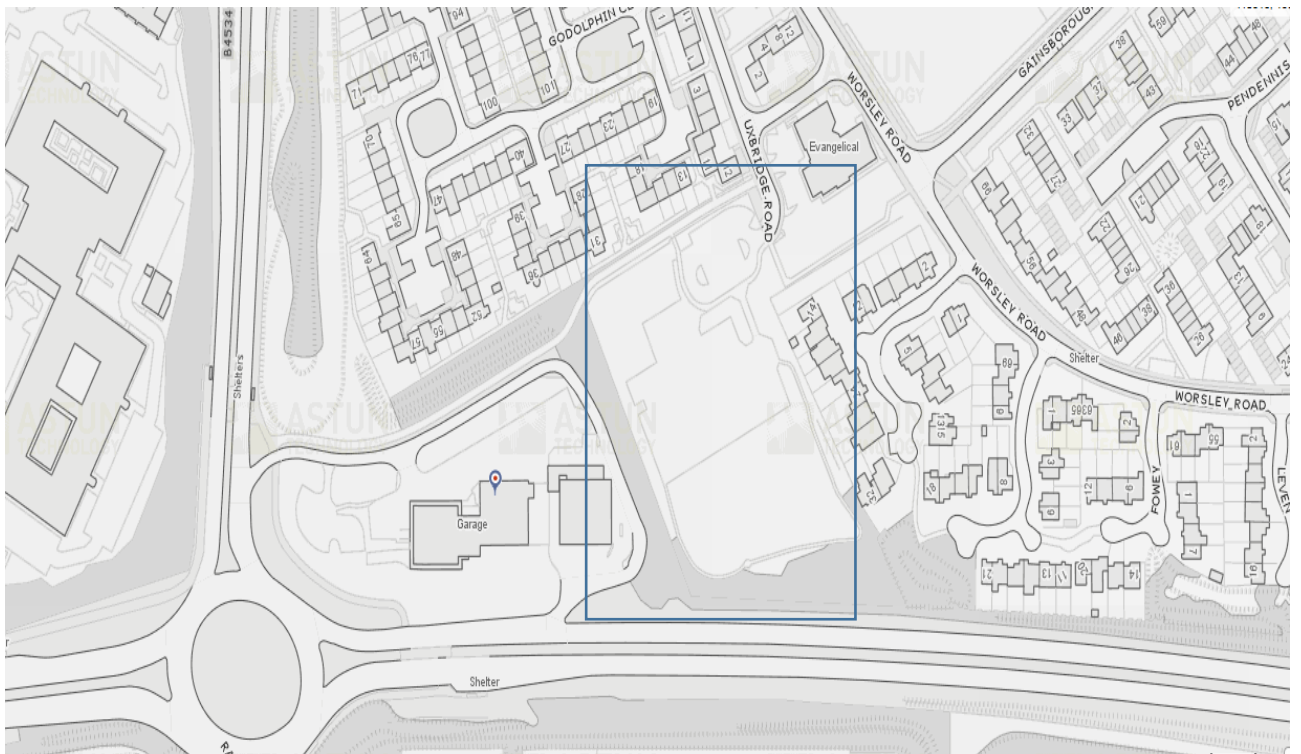
- 9.1 This is a Key Decision and is included in the Cabinet Work Programme for December 2019.

Appendix 1

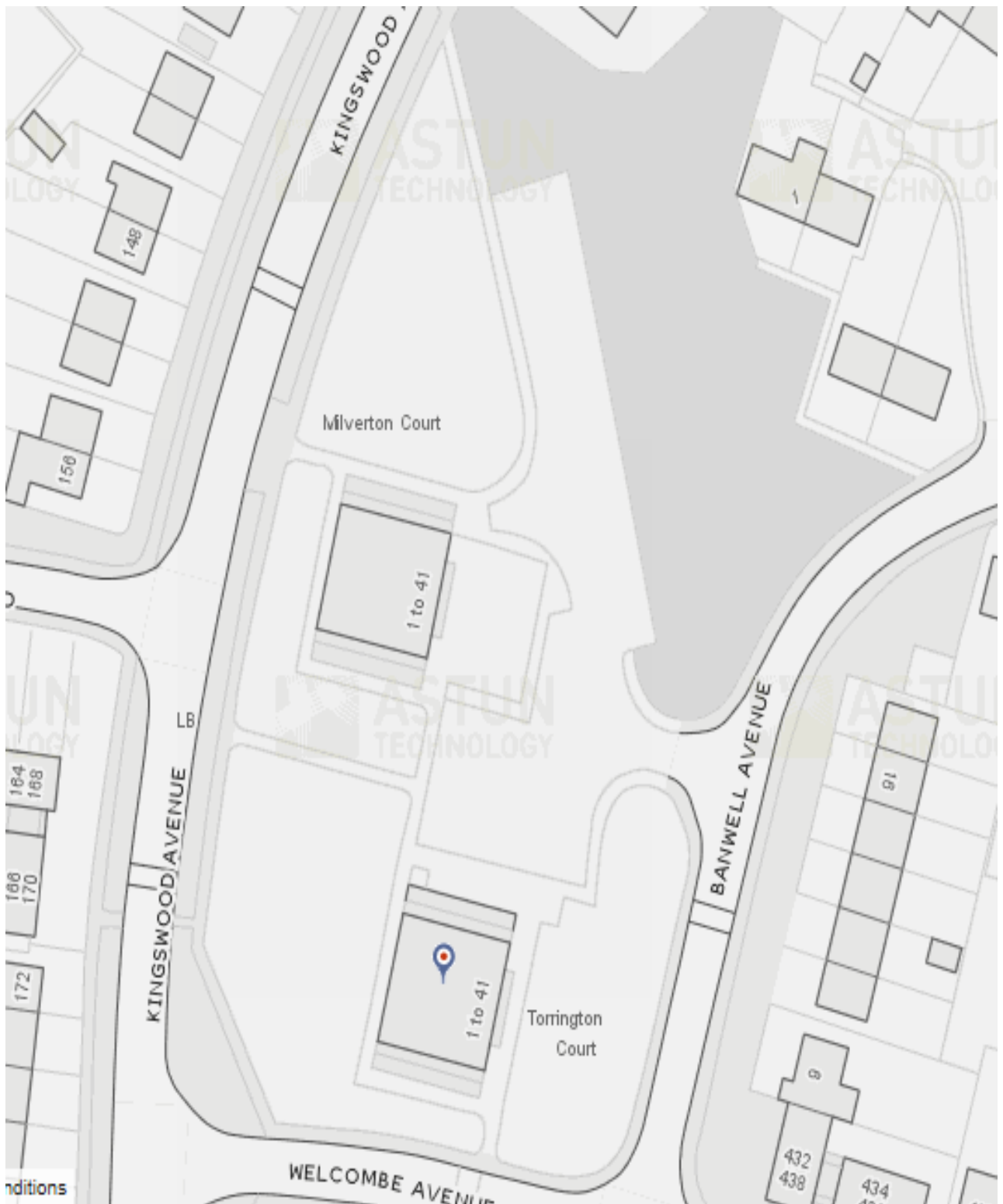


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Appendix 2



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Swindon Borough Local Plan Review – Regulation 19 Consultation

Cabinet

Date: 4th December 2019

Author: Cabinet Member for Strategic Planning /
Head of Planning, Regulatory Services and Heritage

Wards: All

Parishes Affected: All

1. Purpose and Reasons

- 1.1 To seek approval to undertake public consultation on the submission draft Swindon Borough Local Plan Review for a period of 6 weeks in accordance with Regulation 19 of The Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended).
- 1.2 Community engagement is an essential part of the Plan preparation. A specified period of public consultation is required to enable the wider community to assess the draft Local Plan prior to it being submitted for examination in 2020.
- 1.3 The Local Plan Review will have a key role in implementing many of the Corporate Plan's priorities and will be fundamental in delivering key elements of the Priority One: Improve infrastructure and housing to support a growing, low-carbon economy.

2. Recommendations

Cabinet is recommended to submit to Council that it:

- 2.1 Authorises the Head of Planning, Regulatory Services, and Heritage to undertake public consultation on the Draft Swindon Borough Local Plan Review as attached at Appendix 1 in accordance with the arrangements set out in paragraph 3.24.
- 2.2 Authorises the Head of Planning, Regulatory Services, and Heritage, in consultation with the Cabinet Member for Strategic Planning, and the Chief Legal Officer, to make minor non-material changes to the content of the documents if required, prior to publication.

3. Detail

- 3.1 The Council is required to have an up to date Local Plan to provide a planning framework to shape and guide future development through the determination of planning applications in the Borough.
- 3.2 The Swindon Borough Local Plan 2026 was adopted on March 26th 2015 (Council Minute 97, 2014/15 refers). The independent Local Plan Inspector in his report recommended an early review of the Plan to update the housing and employment land requirements.

Further information on the subject of this report can be obtained from Phil Smith, 01793 466443, psmith@swindon.gov.uk.

Swindon Borough Local Plan Review – Regulation 19 Consultation

Cabinet

Date: 4th December 2019

- 3.3 The revised Local Development Scheme was approved for publication in March 2019 (Cabinet Minute 76, 2019/20 refers). It sets out the timetable for the review of the Local Plan. In accordance with this timetable it is intended to undertake public consultation on the draft Local Plan in the winter of 2019/20.
- 3.4 Public consultation on the preferred and ‘emerging’ options for the Local Plan was undertaken between 29th July 2019 and 23rd September 2019 in accordance with Regulation 18 of The Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended), (Cabinet Minute 19, 2019/20 refers).
- 3.5 In total approximately 1,100 comments were received from about 400 individuals and organisations. Many of the individual comments received from residents were in relation to specific development site proposals, principally land at Marlborough Road, Badbury, sites at Wanborough and Wroughton, particularly land north of the Ridgeway School. The main issues raised were loss of open space and potential traffic implications. Other areas of concern related to the safeguarding of the canal route through Swindon Central Area and climate change policies.
- 3.6 A number of representations were received from landowners and developers promoting their particular land interests. Many developers also commented on the overall housing requirement in the Borough and development management design policies.
- 3.7 In a number of addition sites were submitted during the consultation for consideration in the Plan. These are listed at Appendix 3 to this Report and have been assessed through the Sustainability Assessment.

How many homes need to be planned for?

- 3.8 The Local Housing Need using the government’s standard methodology is 1,040 dwellings for the period 2018-36. The emerging strategies consultation proposed an additional 5% to increase the likelihood that the Council will be able to maintain a housing land supply. Following the consultation, to ensure further the maintenance of a 5-year housing supply through any slippage of the strategic allocations, a buffer of 20% is incorporated for a 5 year period. This equates to a total requirement of 20,450 additional dwellings in total for the Plan period.

Meeting identified needs

- 3.9 A very large number of new homes are already in the pipeline. Many of these new homes are planned within the large-scale new communities allocated for development in the Swindon Borough Local Plan 2026, including the New Eastern Villages and Kingsdown. In total 18,142 dwellings as at April 2019 are already committed by virtue of extant permission or allocations in the adopted local plan and made neighbourhood plans.

Further information on the subject of this report can be obtained from Phil Smith, 01793 466443, psmith@swindon.gov.uk.

Swindon Borough Local Plan Review – Regulation 19 Consultation

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- 3.10 In addition to the planned housing identified in the table above, a windfall allowance of 57 dwellings per annum for new housing on small sites of fewer than 5 houses from 2022/23 onward has potential to deliver another 798 dwellings by 2036¹. In total, therefore, 18,960 homes are already accounted for through consents, allocations and windfall assumptions.

The Spatial Strategy for Delivering the Residual Requirement

- 3.11 For avoidance of doubt the present spatial strategy of development at Swindon including large urban extensions is maintained for delivering the planned growth already identified in the current adopted Plan and carried forward to 2036. Swindon urban area remains the most sustainable location for development however there are limited opportunities within current urban boundary that are not already commitments. A number of additional sites have been assessed and the following are proposed as specific allocations within the Plan.

Urban site allocations

Site	No. of homes
Swindon urban area	
Former Stratton Education Centre	11
Land fronting Idovers Drive	8
Land east of 261 Marlborough Rd	12
Moredon Rec	60
Windmill Hill School, Uxbridge Rd	35
North Star House	250
Total	376

- 3.12 In respect of sites outside of the Swindon Urban Area the sustainability appraisal assessed a number of alternative strategies. The preferred approach to residential sites is a variant Option 2 (graduated dispersal) with housebuilding focussed on Swindon, Highworth and Wroughton. The outline reasons for selecting this approach are as follows:

¹ The basis for this windfall allowance is explained in the Swindon Borough Strategic Housing and Economic Land Availability Assessment 2019.

Swindon Borough Local Plan Review – Regulation 19 Consultation

Cabinet

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- 3.12.1 The strategy identifies a range of sites in a range of locations. Thereby supporting a wider range of builders and diversifying the development sites in the Borough, which are currently focussed on the large new communities, in particular the New Eastern Villages.
- 3.12.2 The strategy is considered most likely to encourage an increase in housebuilding in the short term and thereby to support the Borough's ability to maintain a five-year housing land supply.
- 3.12.3 By not focussing development in a single location, the strategy reduces exacerbating existing traffic and air quality issues, particularly around the motorway junctions and A419 corridor.
- 3.12.4 The graduated dispersal strategy makes best use of existing infrastructure reducing the need for significant new infrastructure, an important factor given the scale and expense of infrastructure required to deliver the new communities planned under the Local Plan 2026. This is particularly the case in Highworth and Wroughton, which both benefit from secondary schools with capacity, a range of town centre facilities, and established frequent bus services, which in the case of Wroughton can be upgraded.
- 3.13 As part of the graduated dispersal approach, the residual development requirement is focussed on the larger settlements of Wroughton and Highworth, which have the widest range of services and facilities and offer the best opportunities to encourage sustainable transport modes. A smaller quantum of housing is allocated to some of the Borough's better served smaller villages, proportional to their size.
- 3.14 Turning to consider individual sites, those sites listed in the Emerging Strategies consultation and those sites submitted subsequently to that consultation have been assessed for their sustainability. The following sites are proposed as specific allocations in the Plan:

Housing site allocations

Site	No. of homes
Highworth	
Land east of Roundhills Mead	250
Land at Shrivenham Road	200
Redlands Park, Phase 2	41
Land west of Lechlade Road	25

Further information on the subject of this report can be obtained from Phil Smith, 01793 466443, psmith@swindon.gov.uk.

Swindon Borough Local Plan Review – Regulation 19 Consultation

Cabinet

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Wroughton	
Land east of Swindon Road	300
Land to the north of Overtown Reservoir	8
Land East of Moormead Road	300
Other villages	
Land at School Close, Castle Eaton	12
Land west of New Town Lane, Bishopstone	9
Land at The Forty, Bishopstone	30
Hodson Road, Chiseldon	42
Croft Yard, Ham Road, Wanborough	8
Land west of Hewers Close, Wanborough	20
North of Mayfield, West of Kite Hill, Wanborough	20
Land at Lynt Road, Inglesham	6
Land west of Trenchard Road, Stanton Fitzwarren	5
Total	1276

3.15 In summary the housing supply to 2036 from the various sources is as follows:

		No. of homes
Commitments	Housing completions 2018-19	1,124
	Small site windfall allowance year 4 onwards	798
	Sites with planning permission (non-strategic)	2,287
	Neighbourhood Plan sites (non-permissioned)	42
	Wichelstowe remainder (part)	2,821
	Commonhead remainder	427
	Tadpole Farm remainder	629
	New Eastern Villages	8,936
	Kingsdown	1,650
Allocations	Swindon urban area	376
	Highworth	516
	Wroughton	608

Further information on the subject of this report can be obtained from Phil Smith, 01793 466443, psmith@swindon.gov.uk.

Swindon Borough Local Plan Review – Regulation 19 Consultation

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	Other villages	152
	Total	20,612

How much employment land needs to be planned?

- 3.16 The Swindon Employment Land Review 2017 provides a range of scenarios for 2016-2036 employment land requirements based on information supplied by the leading economic forecasting companies and past completion rates.
- 3.17 Based on this evidence it is considered that it is reasonable to consider an office land requirement of between 2.4ha and 10.2ha. This equates to a floor space requirement of 16,000sqm to 67,700sqm. In respect of industrial land requirements it is considered that it is reasonable to plan for an additional need of up to 56.7 hectares.

Meeting future Employment Land Needs

- 3.18 The Employment Land Review confirmed the existing employment zones should be protected for employment uses. In addition the revised Local Plan proposes additional protection for the core employment zones including the current site occupied by Honda (UK).
- 3.19 Taking into account commitments and existing allocations such as Kimmerfields, NEV and Wichelstowe there is sufficient land to meet future forecast requirements. The proposed approach is to supplement these with sites for smaller businesses that have prospects of being developed in the shorter term.
- 3.20 Proposed employment allocations are as follows:

Site	Size
The Carriageworks, Swindon	1.52ha
Land north of Barnfield Close, Swindon	0.75ha
Former Groundwell Park and Ride*	1.7ha

*Also suitable for residential development/mixed use development

Additional changes to the Local Plan

- 3.21 The Local Plan Review is also an opportunity to refresh those policies used to determine planning applications in light of revisions to the NPPF, best practice and experience in their operation. Such policies include design, open space provision, affordable housing and infrastructure.

Further information on the subject of this report can be obtained from Phil Smith, 01793 466443, psmith@swindon.gov.uk.

Swindon Borough Local Plan Review – Regulation 19 Consultation

Cabinet

Date: 4th December 2019

- 3.22 In light of the comments received it is proposed to reinstate existing Policy SD1 with clear links to how the Plan is meeting the climate change challenge. Additional changes are to retain the safeguarded route for the Canal through the central area and enhanced heritage policy to reflect the newly created Heritage Action Zone.

Next Steps

- 3.23 If agreed by Council, it is intended the public consultation would be undertaken for a period of 6 weeks from 17th December 2019 to 31st January 2020.
- 3.24 The consultation will be undertaken in accordance with Council's adopted Statement of Community Involvement in Planning and include:
- 3.24.1 Early notification of the consultation period to Parish and Town Councils following Cabinet approval;
 - 3.24.2 Letter or email to consultees on the planning policy consultation database, providing notification of the consultation;
 - 3.24.3 Online publication of all consultation documents on the Council's website.
 - 3.24.4 Publication of advertisement in local newspapers; and
 - 3.24.5 Documents being made available for viewing at the Council's main office and at public libraries.
- 3.25 It is also proposed to hold specific events for representatives of parish and town councils and their communities, particularly those areas highlighted in the options appraisal.

4. Alternative Options

- 4.1 The Borough Council could choose not to proceed as set out in the Local Development Scheme. However not proceeding as intended would lead to delay in producing an up-to-date Local Plan with associated risks, including a continuation of our lack of a 5 year housing land supply, the stifling of economic development and potential intervention by the Secretary of State

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 The costs of preparing the review of the Local Plan will be met from the Forward Planning budget, which is determined annually based on likely spend.
- 5.2 The Swindon Borough Local Plan is a strategic planning policy document, and as such, it does not necessarily commit the Council itself to funding proposals

Further information on the subject of this report can be obtained from Phil Smith, 01793 466443, psmith@swindon.gov.uk.

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contained within it. However, the Local Plan is a key document in securing Government funding for infrastructure and subsequent commitments on the Council for the expenditure of such funding.

Legal and Human Rights Implications

- 5.3 The preparation of the Local Plan Review have to be in accordance with relevant legislation, particularly the Planning and Compulsory Purchase Act 2004 as amended by the Localism Act 2011.
- 5.4 The content of this report will not have a direct implication on human rights issues.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.5 The Local Plan Review will be subject to a Sustainability Appraisal incorporating Strategic Environmental Assessment and Health Impact Assessment to ensure that the impact of proposals can be minimised with the least negative impact possible on the Plan area. Other planned development documents will be in accordance with the Local Plan.

Diversity Impact Assessment (DIA)

- 5.6 A DIA has been undertaken on the development plan documents and is available from Phil Smith (contact details at footnote). The DIA reveals that overall the Local Plan Review seeks to produce positive impacts for all those who live and work in the Borough by meeting identified housing and employment (land) needs to 2036 and through policies which seek to create an inclusive and accessible built environment, to engender positive health impacts and to provide suitable housing for specific equality groups such as older people, wheelchair users and gypsies and travellers

Risk Management

- 5.7 Delay to the Local Plan Review could undermine the Council's vision to create and realise Swindon's aspirations for development. Appendix 2 of the Local Development Scheme (March 2019) presents a detailed risk assessment to the Local Plan Review Production. Adequate resourcing and robust proportional evidence are identified as potential risks to the Local Plan Review. Should additional evidence come to light or be required this may delay submission of the Local Plan.

Further information on the subject of this report can be obtained from Phil Smith, 01793 466443, psmith@swindon.gov.uk.

Swindon Borough Local Plan Review – Regulation 19 Consultation

Cabinet

Date: 4th December 2019

6. Consultees

- 6.1 The Corporate Director of Finance and Assets (Section 151 Officer) and the Chief Legal Officer are consulted in respect of all reports.

7. Background Papers

- 7.1 None

8. Appendices

All appendices are available online at the Council's website or on request from Phil Smith, 01793 466443, psmith@swindon.gov.uk.

- 8.1 Appendix 1: Swindon Borough Local Plan 2036 Submission Draft for Consultation and Policies map, including appendices 1, 2, 3, 4, 6 and 7

8.1.1 Appendix 4 to Appendix 1

8.1.2 Appendix 5 to Appendix 1

8.1.3 Additional Appendix 6 to Appendix 1

8.1.4 Annex to Appendix 1: Policies Maps 1 to 5

- 8.2 Appendix 2: Swindon Borough Local Plan Sustainability Assessment

- 8.3 Appendix 3: Additional sites submitted autumn 2019

9. Key Decision/Decision in Cabinet Work Programme and Forward Plan

- 9.1 This is not a Key Decision and is in the Cabinet Work Programme and Forward Plan for December 2019.

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Customer Feedback and Complaints Handling Policy

Cabinet

Date: 4th December 2019

Author: Cabinet Member for Corporate Services and Operational Excellence
Head of Customer Services, Registrars and Bereavements

Wards: All Wards

Parishes Affected: All Parish Areas

1. Purpose and Reasons

- 1.1 This report sets out alterations to the Council's current Corporate Customer Feedback Policy following a recent review.
- 1.2 The Corporate Customer Feedback Policy was previously reviewed in February 2015 and therefore required reviewing following the outcome to the Annual LGO Report 2018-19.
- 1.3 This report relates to the Swindon Programme, which "sets out how the Council will meet this financial challenge through transforming the way we work and making our services, systems and processes more efficient for customers and staff".
- 1.4 As set out in Article 13 of the Constitution, securing good decisions and the effective delivery of services without generating complaints ensures the Council's compliance with the requirements of its decision making principles. High quality corporate functions, including how complaints are handled, are an essential component of successful delivery of the Council's Vision, Priorities, and Pledges.

2. Recommendations

Cabinet is recommended to:

- 2.1 Agree to rename the policy, the Customer Feedback and Complaints Handling Policy.
- 2.2 Agree that the purpose of the Customer Feedback and Complaints Handling Policy is to provide customers with clear guidance about how to achieve a prompt resolution to complaints in a fair and consistent fashion.
- 2.3 Authorise the adoption of the reviewed and updated Customer Feedback and Complaints Handling Policy as the Council's method for handling all relevant complaints to ensure that, where possible, complaints are resolved internally before such matters are referred to the Local Government Ombudsman (LGO).
- 2.4 Authorise the adoption of a new Customer Behavioural Policy to replace the Council's current Persistent and Vexatious Customer section within the current Corporate Customer Feedback Policy.

Further information on the subject of this report can be obtained from Amalia Morris, amorris@swindon.gov.uk.

Customer Feedback and Complaints Handling Policy

Cabinet

Date: 4th December 2019

- 2.5 Authorise the introduction of the above proposals as of 1st January 2020.

3. Detail

Corporate Customer Feedback Policy

- 3.1 The Council's Corporate Feedback Policy was last reviewed in February 2015 and was due to be reviewed following the outcome to the Annual LGO report 2018-19, where the Local Government Ombudsman noted that the Council needed to review its complaint procedures.
- 3.2 In June 2019, officers within Customer Services initiated a review of the Council's current Corporate Customer Feedback Policy.
- 3.3 Research was undertaken into other Councils' complaint policies and Local Government Ombudsman guidance was reviewed. These findings have been compared to the Council's current Corporate Customer Feedback Policy and are presented in the Corporate Customer Feedback Review (see Appendix 1).

General Complaint Review Working Group

- 3.4 Since June 2019, the Customer Services Department have held fortnightly working group meetings in order to review the Corporate Customer Feedback Policy. The group currently consists of a number of Leadership Support Officers and Officers from different service areas (including Education, Highways & Transport, Council Tax & Benefits and Central Admin).
- 3.5 A number of improvements regarding the current complaints procedures and the configuration of the case management system have been identified during the forum meetings.
- 3.6 The working group agreed and helped to produce an updated service area list, feedback contact list, complaint response templates, a proposed Customer Feedback and Complaints Handling Policy, a new Customer Behavioural Policy and a new Complaint Process (see attached Appendices 2&3).

Key Changes to the Policy

- 3.7 The policy will be renamed the Customer Feedback and Complaints Handling Policy
- 3.8 Following review of best practice and advice from the Local Government Ombudsman Guidance, the reviewed policy will include two stages. The first will be a stage one response from the appropriate service manager, and the second will be a stage two review and response by a Director or delegated Head of Service.

Further information on the subject of this report can be obtained from Amalia Morris, amorris@swindon.gov.uk.

Customer Feedback and Complaints Handling Policy

Cabinet

Date: 4th December 2019

- 3.9 The current policy includes a third stage that requires the Chief Executive to review a stage two complaint and respond, before it can be escalated to the Local Government Ombudsman. This stage can add up to 25 working days to the time taken to handle a complaint and very rarely leads to any change in the result for the complainant. As such, and following a review of best practice, this stage has been removed.
- 3.10 If a customer has decided not to escalate a complaint within 25 workings days of receiving a response then the complaint will be considered closed.
- 3.11 The Vexatious and Persistent Complainers section of the policy has been removed from the Customer Feedback and Complaints Handling Policy. A new Customer Behaviour Policy has been created, which has built upon the previously adopted procedures and provided more detail about the protocol to be followed by officers and Members (see Appendix 3).

Changes to Department Specific Policies

Housing Complaints Procedure

- 3.12 Officers from Customer Services and Housing, and members of the Housing Scrutiny Tenants Panel have met to review the Council's current Complaint Policy. All agreed that the current policy could be developed and that the current Housing Complaint Procedure should be amended from a four-stage process to three stages (see section 2 in Appendix 2).

Adults, Children's and Special Educational Needs Complaints Procedures

- 3.13 Officers from Customer Services and Adults and Children's Services agreed that each department's complaint processes could be developed and agreed to a two-stage process (see section 3 & 4 in Appendix 2).
- 3.14 For Adult Social Care complaints, the timescale at stage 1 has been changed from 25 working days to 10 working days. An extension of 10 working days will be available in complex cases.

Other Policy Changes

- 3.15 The new policy has been re-drafted and re-worded to make it easier for customers to read and understand (see appendix 2).
- 3.16 To allow the Customer Feedback and Complaints Handling Policy to be accessible to all, as per the Local Government Ombudsman Guidance, a new Easy Read leaflet will be produced to assist customers who may have learning difficulties.

Further information on the subject of this report can be obtained from Amalia Morris, amorris@swindon.gov.uk.

Customer Feedback and Complaints Handling Policy

Cabinet

Date: 4th December 2019

4. Alternative Options

- 4.1 The alternative option would involve the Council not agreeing to the above improvements following this review and for the Council to continue to use its current Corporate Customer Feedback Policy. Therefore, should this be the case, the Council could continue to receive an increase in complaints from customers and the Local Government Ombudsman.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no direct financial implications within this report.

Legal and Human Rights Implications

- 5.2 Legal and Human Rights considerations have been taken fully into account in compiling this report. It is considered that the recommendations of this report are compatible with Convention Rights.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

Staff Implications

- 5.3 This report has implications on staff. Should a new Customer Feedback and Complaints Handling Policy be introduced, staff across the Council will require training and guides on the new complaints procedures. However, this has already been discussed with the Learning and Development Department to identify the best methods to provide this training.

Health & Social Implications

- 5.4 Measures have been taken prior to this report to ensure that the new Customer Feedback and Complaints Handling Policy is more accessible to all customers, including more vulnerable communities and groups who experience inequalities.

Crime and Disorder

- 5.5 This report includes the proposal for a new Customer Behavioural Policy that will strive to ensure both staff and public safety, should any customers become violent, abusive or behave inappropriately. Therefore, this policy will allow staff, managers and security to take the necessary measures and steps to reduce risk of violence, criminal damage and/or anti-social behaviour.

Other Implications

- 5.6 There are no other implications within this report.

Further information on the subject of this report can be obtained from Amalia Morris, amorris@swindon.gov.uk.

Customer Feedback and Complaints Handling Policy

Cabinet

Date: 4th December 2019

Diversity Impact Assessment

- 5.7 A Diversity Impact Assessment has been completed and no adverse impacts issues were identified on the basis of age, disability, sex, gender and race. For further information, a copy of the DIA can be obtained from Rob Brown via email rbrown2@swindon.gov.uk.

Risk Management

- 5.1 Poor performance and maladministration pose a reputational risk to the Council. This is mitigated by the overall performance of the Council and the systems it operates for responding to complaints and ombudsman investigations.

6. Consultees

- 6.1 The Corporate Director of Finance and Assets (Section 151 Officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all reports.
- 6.2 Corporate Directors, Directors or Heads of Service, other officers and relevant partners have been consulted on the purpose, content, and recommendations of the report. The Cabinet Member responsible has also been consulted.

7. Background Papers

- 7.1 None

8. Appendices

- 8.1 Appendix 1 – Complaint Policy Research
- 8.2 Appendix 2 – Proposed Customer Feedback and Complaints Handling Policy
- 8.3 Appendix 3 – Proposed Customer Behavioural Policy

9. Key Decision/Decision in Cabinet Work Programme and Forward Plan

- 9.1 This is not a Key Decision and is included in the Cabinet Work Programme and Forward Plan for December 2020.

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Customer Feedback Policy – Research

	Our current Policy (prior to review)	Bristol Council	Bath Council	Gloucestershire Council	Wiltshire Council	Vale of White Horse Council	Devon Council
Complaint Terminology	‘corporate complaints’	‘non-statutory complaints’	‘corporate complaints’	‘corporate complaints’	‘all other complaints’ and ‘corporate complaints’	‘General Complaints’	‘corporate complaints’
Stages	3 stages	2 stages	2 stages	2 stages	2 stages	2 stages	2 stages
Stage 1	Passed to service manager (responded in 10 days)	Preferably passed to a service manager or team manager/leader. (acknowledged in 3 days and responded in 15 working days)	Dealt with by relevant Council Service Team (acknowledged in 5 days, responded in 15 days)	Passed to team manager for resolution (acknowledged in 2 days and responded in 10 days)	(acknowledged in 2 days and responded in 20 days + 10 if required).	Passed to relevant service manager or head of service (acknowledged in 2 days and responded in 20 days)	Passed to the manager of the service you are complaining about (acknowledged in 3 days and responded to in 20 days)
Stage 2	Passed to Business Unit Director (responded in 10 days)	Customer Relations Team pass to relevant Service Manager or Service Director (acknowledged in 3 days and responded in 20 working days)	Customer Feedback team & another Service investigate the complaint by undertaking an independent review (acknowledged in 5 days, determined in 10 days & responded in 30 days)	Complaints Manager pass to senior manager for resolution (complaints manager agrees to review in 2 days and responded in 25 days)	Corporate complaints team (responded to in 30 days + 10 days if required)	Passed to the chief executive, within six weeks of the date of the stage one response - pass it a member of an independent head of service (responded in 20 days)	Customer Relations Team request that you contact them within 20 days from the date they receive response at Stage 1. Passed to Senior manager (acknowledged in 3 days and responded to in 25 days)

SWINDON BOROUGH COUNCIL

**CUSTOMER FEEDBACK AND COMPLAINTS
HANDLING POLICY**

Version 7

Revised November 2019

Swindon Borough Council
Customer Feedback and Complaints Handling Policy

Introduction

The Council is committed to providing a high quality service to all our customers and putting our residents at the heart of everything we do. This means all feedback is welcome and treated as an opportunity to identify areas to drive continuous service improvement and improve customer satisfaction.

We take all concerns seriously, aim to keep customers informed of progress, and reply within the agreed timescales.

We promise to listen, log any feedback correctly, and treat all feedback honestly, politely, confidentially and fairly without discrimination, in accordance with the Data Protection Act.

Compliments

We appreciate hearing when we have done a good job and record all statements of praise as a compliment. This could be an expression of satisfaction about any Council activity or service, or about an employee or representative of the Council.

Once we have received a compliment, the details are passed to the relevant manager, who ensures that the team or staff member concerned receives recognition and acknowledgment.

Comments and Customer Feedback

We recognise that customers may wish to raise a comment, observation, or provide us with feedback that is neither critical nor complimentary. This may also include suggestions for changing or improving our service. If requested, comments and general feedback will receive an acknowledgement within three working days and a full response within ten working days.

Complaints

We encourage all our staff to resolve any queries on the spot, as quickly and as positively as possible. In order to help us improve the Council for everybody, it is important that you let us know when you think we can do better or when the matter may require a further investigation. Therefore, if you are unhappy with a service you have received from the Council, you are entitled to make a complaint.

A complaint can involve one of the following statements:

- You are unhappy with the standard of service, action, lack of action or decision taken by the Council
- You are unhappy with the way in which the Council's staff or representatives have carried out their duties

Swindon Borough Council
Customer Feedback and Complaints Handling Policy

- The Council has failed to meet our standards of service, such as delivering to agreed timescales and quality of service
- The Council has failed to respond to the original problem or service request
- A member of staff has not carried out their duties to an acceptable standard or with the appropriate courtesy
- The Council has not treated the customer fairly, or without discrimination

All our staff are aware of the Customer Feedback Policy and will be able to assist you wherever possible to ensure that you receive a full response within the agreed timescale that is both accurate and unbiased.

All complaints should be submitted within 12 months of the incident that caused the problem or when the problem first occurred. However, we will exercise discretion to extend this, depending on the circumstances where it may have been difficult for the complaint to have been submitted earlier, and providing we are able to investigate the facts of the case.

If there are any reasons why we are unable to proceed with your complaint, we will explain this to you accordingly.

Areas that are excluded from this policy

There are some exclusions that apply when submitting a complaint, which relate to statutory, legal limitations and include the following:

- Requests for services are not classified as complaints (e.g. I want to report that a street light is not working)
- Appeals, which are dealt with as part of the standard appeals process (e.g. decisions about Policy Planning, Housing, Council Tax, Benefits etc.)
- Issues which are, or could be, the subject of court or tribunal proceedings, or which are likely to be put in the hands of the Council's insurers
- Complaints concerning a disagreement about, or refusal to accept, a lawful discretion that the Council is applying

Complaints relating to the following areas are subject to alternative policies:

- School Admissions appeals. Further information regarding this process can be found on our website or via the following link:
https://www.swindon.gov.uk/info/20071/school_places_and_admissions/973/school_admission_appeals
- Exclusion appeals. For more information regarding this process, please contact Nigel Pickering via email: npickering@swindon.gov.uk
- Complaints from employees, former employees and prospective employees (e.g. whistleblowing and personal issues) that are subject to other procedures and policies
- Complaints and comments regarding elected Members

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If your complaint or comment includes one of the above exclusions, we will explain this and advise you of any statutory procedures with regard to your comment/complaint.

Who to contact if you need further assistance

We fully appreciate and understand that some people may need advice and support from an independent advocate to make their complaint, to escalate an ongoing issue, or to understand our procedures and outcomes. We also understand that additional support may be required for people who are vulnerable, or have communication difficulties due to finding it difficult to express their views, or where English is not their first language.

If you should experience any issues when trying to make a complaint, or require any further assistance or adjustments, please contact our Customer Services Team who will be able provide you with the necessary help, advice and support you need.

The Customer Services Team can be contacted via:

Email: customerservices@swindon.gov.uk
Telephone: 01793 445500
Postal address: Customer Services Reception
Wat Tyler House
Princes Street
Swindon
SN1 2JG

Alternatively, you can visit us in person at the above address on Mondays, Wednesdays, Thursdays and Fridays from 9:00am to 5:00pm or on Tuesdays from 9:00am to 4:00pm.

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How to use the Customer Feedback Policy

Due to the varying nature of the services provided by the Council, there are slightly different procedures depending on the area of complaint. The majority of complaints will be dealt with via section 1 of the policy. Alternatively:

- If your complaint relates to our **Housing services**, please go straight to **Section 2**
- If your complaint relates to **Adult Social Care**, please go straight to **Section 3**
- If your complaint relates to **Children's Services**, please go straight to **Section 4**
- For **all other complaints**, please refer to **Section 1** on the following page

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Section 1 – General Complaints

Is it a complaint, or a service request?

Service requests and complaints are different. A service request is contact from a customer that brings a matter to the Council's attention for the first time, and requests a service offered by the Council. For example, reporting a missed bin or telling us about noise nuisance. For information about how to raise a service request please visit our website www.swindon.gov.uk.

A complaint is a where the customer expresses dissatisfaction about the standard of a service, actions, or lack of actions by the Council and/or its staff.

Stage 1 – Your initial complaint

If you are unhappy and wish to express your dissatisfaction about a service, action or lack of action by the Council and/or its staff, you can raise a complaint. In the first instance this will be a stage 1 complaint.

You can raise a complaint via the following channels:

- Online via the Council's website – www.swindon.gov.uk
- Email – customerservices@swindon.gov.uk
- Phone – 01793 445500
- Post - Customer Services Reception
Wat Tyler House
Princes Street
Swindon
SN1 2JG
- In person - at the above Customer Services address

Once we have received your complaint, you will receive an acknowledgment within three working days. A written record of your complaint can be provided on request, by contacting the Customer Services Team.

We will ask the relevant service manager to investigate and provide you with a response within ten working days. If the service manager is unable to provide you with a response within ten working days, they will update you on the progress and inform you that they are extending the timescale by an additional ten working days.

There may also be occasions where we may seek an alternative manager to respond to a complaint due to the nature of the complaint, or if we feel it would be inappropriate for the service manager to respond.

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Stage 1 - Complaint responses

When responding to a stage 1 complaint, the service manager or appropriate manager will apologise if a mistake has been made and provide an explanation about what went wrong. They will also provide or suggest a remedy that aims to put right what has gone wrong.

We hope that most complaints will be resolved at stage 1. If customers do not reply to the written stage 1 response within 25 working days, then we will consider the complaint closed. This period can be extended on request by the customer.

Stage 2 - Escalating your initial complaint

If you are unhappy or dissatisfied with the outcome to your stage 1 complaint, and the service manager is unable to resolve your concerns, you are entitled to escalate your complaint to stage 2 within 25 working days following your stage 1 response. This can be done via the contact details in your stage 1 response or by contacting Customer Services.

The Customer Engagement Team will contact you within five working days on receipt of your request to escalate your complaint and will confirm the associated details. Once the issues of the complaint have been agreed with you, we will ask the relevant Service Director (or delegated Head of Service) to investigate and provide a response within 25 working days.

If the complaint is complex, we may need more than 25 working days to respond. If this is the case, we will provide you with an update on the progress to your complaint and advise you if we need an additional ten working days.

If you are dissatisfied with a stage 2 response

If you remain dissatisfied with our response to your complaint at this point in the process, you will then be entitled to take your complaint to the Local Government and Social Care Ombudsman. The Local Government and Social Care Ombudsman can be contacted using one of the following options:

- Online via their website: www.lgo.org.uk/making-a-complaint
- Download the following complaint form '<https://www.lgo.org.uk/complaint-form>'
- Call the Customer Helpline on 0300 061 0614 from 8:30am to 5:00pm, Monday to Friday
- Send a text to the 'call back' service: 0762 481 1595
- Use a textphone via the Next Generation Text Service (formerly known as Text Relay and Typetalk)
- Submit your complaint in writing using the following address:
The Local Government and Social Care Ombudsman
PO Box 4771
Coventry

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CV4 0EH

Section 2 – Housing Complaints

Introduction

A separate procedure is required for Housing Complaints following the introduction of the Localism Act 2011. There are three stages, which are described below.

In addition, there is a Customer Resolution service, specifically set up for tenants who have issues to raise about the housing repairs service. This enables concerns to be dealt with at the earliest opportunity, and if the matter cannot be resolved to the tenant's satisfaction then the Housing Complaints procedure will come into play.

Stage 1 – Your initial complaint

As per our General Complaints procedure, you can raise a formal complaint via the following channels:

- Online via the Council's website – www.swindon.gov.uk
- Email – customerservices@swindon.gov.uk
- Phone – 01793 445500
- Post - Customer Services Reception
Wat Tyler House
Princes Street
Swindon
SN1 2JG
- In person – at the above Customer Services address

Please refer to our Stage 1 General Complaints procedure for our agreed timescales and response.

Stage 2 – Escalating your initial complaint

If you are unhappy or dissatisfied with the outcome to your stage 1 complaint and the service manager is unable to resolve your concerns, you are entitled to escalate your complaint to stage 2 within twenty-five working days following your stage 1 response.

Please refer to our stage 2 General Complaints procedure for our agreed timescales and response.

Stage 3 - Escalating your stage 2 complaint

Referral to Tenant Complaints Panel or the Local Government Ombudsman

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If you remain dissatisfied after a complaint has been through stages 1 and 2, you are entitled to appeal to the Tenant Complaints Panel.

Please note that this only applies to complaints relating to the Council's function as a landlord, which includes complaints regarding:

- Rents and service charges
- Leasehold services
- Tenancy matters
- Property condition – repairs and improvements
- Tenant behaviour – Anti-social Behaviour
- Estate management services
- Complaint handling

Complaints that are not dealt with by the Tenant Complaints Panel will continue to be dealt with by the existing Local Government Ombudsman (LGO). These include:

- Housing allocations
- Homelessness
- Right to Buy applications
- General housing advice

Tenant Complaints Panel

The panel comprises members of the Tenant Scrutiny Panel, who have been trained to review complaints once the complaint has completed all previous stages of the Complaints Procedure.

The Tenant Complaints Panel is registered with the Housing Ombudsman and is recognised by Swindon Borough Council. Its remit is to review the complaint and to determine whether the Council has:

- Applied its policies and procedures correctly
- Acted in a fair and reasonable way

If you wish to refer your complaint to the Tenant Complaints Panel, you must do so in writing or email and include the reasons why you feel your complaint has not been resolved.

Once your appeal has been received, you will be invited to a meeting with the panel. Any recommendations made by the panel are not legally binding, although they will be shared with both the Council and the complainant. The Panel will provide a response to you within twenty working days of receipt of the complaint.

For further information please contact Paul Wilkins (Housing Participation Officer) on 01793 463677 or via email: pwilkins@swindon.gov.uk

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Alternatively, if you do not wish to use the Tenants Complaints Panel you can refer directly to the Housing Ombudsman once eight weeks have passed since the final complaint response.

The Housing Ombudsman can be contacted using one of the following options:

- Visit their website: <https://www.housing-ombudsman.org.uk/>
- Call 0300 111 3000 (lines are open 9:15am – 5.15pm, Monday to Friday)
- Email info@housing-ombudsman.org.uk
- Submit your complaint in writing using the following address:
Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ

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Section 3 – Adult Social Care Complaints

Introduction

Adult Social Services encourage service users, families and/or representatives to speak to the relevant team manager of the service they are dealing with in the first instance regarding any concerns or issues they may have. We aim to resolve all concerns as quickly as possible through discussions with the team manager.

The complaints procedure that is followed in Adult Social Care and Health is set out in legislation, published in 2009. The Health and Adult Social Care complaint systems were integrated to enable a consistent and fair approach to complaint handling across health and social care services.

If you would like to make a complaint, you should do this as soon as possible. The Local Authority will investigate complaints that are made within 12 months from when the specific situation or event occurred.

If a complaint alerts the Council to possible abuse or neglect, we will advise the Adult Safeguarding Team who will decide how to investigate and monitor outcomes.

What complaints do Adult Social Services deal with?

Swindon Borough Council's Adults Social Services department deals with complaints in relation to:

- The charge you pay for services and how we have assessed the charge
- Safety and safeguarding
- Social Care & Learning Disability Services
- The quality of services which are funded by the Council and where the service provider has not been able to resolve the complaint. The Council can be asked to consider a complaint earlier where someone is in a very vulnerable situation.

If you have arranged care directly with a care provider and you are funding the care, or your family are paying, you should make your complaint direct to the Local Government Social Care Ombudsman. If you are not sure who should deal with your complaint, contact the Customer Services team (see page 4), who will be happy to direct you to the right place.

Please note that the Council may not be able to respond to a complaint if it is already under investigation through other procedures, for instance criminal or court proceedings or tribunals.

Please note: If your complaint is regarding Avon and Wiltshire Mental Health Partnership NHS Trust (AWP), you can either write to the Chief Executive or the Complaints & PALS Manager at:

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Avon and Wiltshire Mental Health Partnership NHS Trust

Email: awp.complaints@nhs.net or
awp.pals@nhs.net
Telephone: 01249 468261
Postal address: Jenner House
Langley Park Industrial Estate
Chippenham
Wiltshire
SN15 1GG

Who can make a complaint?

The following people can make a complaint:

- The person receiving the service (the service user)
- A relative or person acting on behalf of the service user with their consent
- A representative of the service user if they do not have capacity to make decisions or give consent

Stage 1 – Your Initial Complaint – Local Resolution

All complaints will be taken seriously and efforts will be made to try to resolve them for you as fairly, quickly and effectively as possible.

We aim to acknowledge your complaint within three working days.

Once we have received your complaint we will contact you, usually by phone, to talk to you for the following reasons:

- Make sure we understand your complaint fully
- Ask you what you would like to happen as a result of your complaint, and confirm other possible satisfactory outcomes
- Agree how long it will take for us to investigate your complaint and when to expect a written response

It might be helpful to have a meeting to talk about your complaint. If so, we will arrange this for you and the relevant officers will aim to resolve your issues raised in the complaint.

We will discuss with you whether it might help you to have assistance from a family member or friend, or we may be able to arrange an advocate to support you.

We will ask the relevant service manager to investigate and provide you with a response within ten working days. If the service manager is unable to provide you with a response

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within ten working days, they will update you on the progress and inform you that they are extending the timescale by an additional ten working days.

Stage 1 – Local Resolution – Response

The written complaint response should directly answer all issues raised in your complaint.

As a result of your complaint, we may identify some learning or service improvements for the organisation. If so, these will be noted in the response letter and we will ensure that the response letter avoids complex terminology or jargon. The Council's response to you will be signed by the Service Manager. Within the Council's response, you should be advised of your options available to you if you remain dissatisfied.

Stage 2 - Escalating your initial complaint

If you are unhappy or dissatisfied with the outcome to your stage 1 complaint and the service manager is unable to resolve your concerns, you are entitled to escalate your complaint to stage 2 within twenty-five working days following your stage 1 response.

The Adults and Children's Complaints Manager will contact you within five working days on receipt of your request to escalate your complaint and will confirm the associated details. Once the issues of the complaint have been agreed with you, we will ask the relevant Service Director to investigate and provide a response within twenty-five working days.

If the complaint is complex, we may need to more than twenty-five working days to respond. If this is the case, then we will provide you with an update on the progress to your complaint and advise you if we need an additional ten working days.

Stage 3 – Escalating your complaint to the Local Government and Social Care Ombudsman/ Health Service Ombudsman

Following receipt of your stage 2 response, if you remain dissatisfied you are within your rights to escalate your complaint to stage 3. To escalate your complaint please contact the Local Government and Social Care Ombudsman and/or Health Service Ombudsman.

The Local Government and Social Care Ombudsman makes final decisions on complaints that have not been resolved by the Council or NHS regarding children's and adult social care.

The Health Service Ombudsman investigates complaints about health services.

The Local Government and Social Care Ombudsman and the Health Service Ombudsman can be contacted using one of the following options:

- Online via their website: www.lgo.org.uk/making-a-complaint

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- Download the following complaint form '<https://www.lgo.org.uk/complaint-form>'
- Call the Customer Helpline on 0300 061 0614 from 8:30am to 5:00pm, Monday to Friday
- Send a text to the 'call back' service: 0762 481 1595
- Use a textphone via the Next Generation Text Service (formerly known as Text Relay and Typetalk)
- Submit your complaint in writing using the following address:
The Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

The Ombudsman will make an initial review of the complaint to ensure that attempts to resolve the complaint locally have been made. If not, the Ombudsman will refer the complaint back to the Council.

When the Ombudsman accepts a complaint for review, the Ombudsman will request a copy of the complaint file. The Ombudsman can decide a) there is no case to answer, b) the complaint is partially upheld, or c) the complaint is fully upheld.

If the Ombudsman decides that the Council has got things wrong, they may make recommendations for the Council to put them right. This can include explanations, apologies and recommendations for the service to learn and improve.

Patient Advice Liaison Service (PALS)

The PALS Team works alongside the Swindon Borough Council complaints team, and offers confidential advice, information and problem solving. You may prefer to work with the PALS Team to resolve your complaint in an informal way. PALS staff will work with the Council and other service providers to make sure that people are receiving the appropriate service.

PALS is impartial and will work with you to try to resolve a difficulty or problem and can act on your behalf if you wish. They will discuss with you the best ways to resolve your concerns or problems and will agree with you what action to take for your individual circumstances. They can also signpost to other sources of help if needed. You can provide feedback directly to PALS in writing, by email, by telephone or in person:

Email: feedback.swindonccg@nhs.net

Telephone: 0300 200 8844

Postal address: PALS and Complaints team
Priory Road Medical Centre
Priory Road
Park South
Swindon
SN3 2EZ

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Healthwatch Swindon

Healthwatch Swindon can put you in touch with the right organisation to listen to your concerns and make sure your voice is heard. The service is free, independent and impartial.

Healthwatch England have also worked with Citizens Advice to produce a series of guides to help you make a complaint or raise a concern.

Healthwatch Swindon is at: <http://www.healthwatchswindon.org.uk/content/advocacy>

Email: info@healthwatchswindon.org.uk
Telephone: 01793 497777
Postal address: Healthwatch Swindon
Swindon Advice and Support Centre
Sanford Street
Swindon SN1 1HE

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**Section 4 – Children’s, Families and Community Health Services Complaints
including Special Educational Needs and Disability Services**

Introduction

Complaints regarding looked after children or children who receive social care services should be considered independently under the Council’s Customer Feedback Policy. Complaints made by looked after children should be considered under The Children Act 1989 Representations Procedure (England) Regulations. Also, complaints in relation to specific schools or what occurs within them are the responsibility of the governing bodies, so will not be covered by this policy, unless specifically referred to the Council for a response.

If not covered by the above exceptions all other comments about Children’s Services will be recorded within the Comments and Feedback procedure, as stated on page 1 of this document. They will be recorded on the Customer Case Management System and will be dealt with within the target timeframes.

Complaints can be made verbally to a member of staff or in writing (including electronically). Complaints made to the local authority will be handled in a way that is accessible for children and young people and appropriate to the age and understanding of the child.

If a child or young person wishes to make a complaint, the Adults and Children’s Services Complaints Manager will record the complaint for them, provide them with information and advice about independent, confidential advocacy services, and will offer help to obtain an advocate.

The Complaints Manager will also ensure that a suitable person meets the child or young person with their advocate to discuss the complaints process and ensure that any questions or concerns are fully addressed. Where an advocate is being used, the Council will ensure that the advocate is acting with the informed consent of the young person. Alternatively, the young person is able to select an advocate of their own choosing in whom they have confidence e.g. a foster carer, teacher etc..

Please be advised that any complaints received regarding Children’s Adoption Services will be passed to Adopt Thames Valley, who will complete the complaint investigation and respond directly to you.

Adopt Thames Valley is a regional adoption agency (RAA), which is a partnership of several local authorities and one voluntary adoption agency across Berkshire, Oxfordshire and the Swindon area. Oxfordshire County Council is the host local authority for Adopt Thames Valley.

If a complaint is received that relates to the work of Adopt Thames Valley, you should contact Oxfordshire County Council Complaints Team in the first instance. If you make a complaint to Adopt Thames Valley staff, the staff are then required to refer the matter to be managed by the Oxfordshire County Council Complaints Team through the

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appropriate complaints process.

Contact details for Oxfordshire County Council Complaints Team:

Tel: 01865 323589
Mobile: 07717 420419 (to send us a text)
Email: commentsandcomplaints@oxfordshire.gov.uk
Postal address: Comments and Complaints Team
Oxfordshire County Council
Freepost RRYR-XTBE-GBTZ
County Hall,
New Road,
Oxford,
OX1 1ND

Stage 1 - Your initial complaint - Local Resolution

If you are unhappy and wish to express your concerns about these services, you can raise a stage 1 complaint, in the first instance. Your complaint will be raised with the relevant service manager or we may put you in contact with the appropriate team/service manager, depending on the circumstances and with your consent.

Once we have received your complaint, this should be acknowledged as soon as possible (within two working days) and a written response should be sent within ten working days. Within the statutory guidance for Children's Services Complaints, the Council are able to request a further ten working day extension.

Stage 2 – Escalating your initial complaint – Independent Investigation

If you are unhappy or dissatisfied with the outcome to your stage 1 complaint and the service manager is unable to resolve your concerns, you are entitled to escalate your complaint to stage 2 within twenty-five working days of receiving your stage 1 response.

Once we have received your request to escalate your complaint, you will receive an acknowledgement within five working days confirming the details of your complaint and suggested next steps.

An independent investigating officer and independent person will then be appointed and will investigate the complaint. Both the officer and independent person will produce an in-depth report, which includes a conclusion, any recommendations and/or outcomes regarding the original complaint.

Please note an advocate can be requested for a child or young person at any time during this complaint process.

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You should receive a formal response from the Director of Children's Services and a copy of the reports within 25 working days. If an extension to the investigation is required due to the complexity of the case or the availability of an independent person then you will be informed accordingly and this should be no more than 65 working days.

Stage 3 - Escalating your complaint to the Local Government and Social Care Ombudsman

If you are unhappy or dissatisfied with the outcome to your stage 2 complaint and feel Children's Services have still not resolved your complaint adequately, then you are entitled to escalate your complaint and request a review by contacting the Local Government & Social Care Ombudsman.

The Local Government & Social Care Ombudsman advise that you contact them within 12 months of receiving the stage 2 responses and that any complaints received after this timescale may not be accepted for investigation.

You can contact the Local Government & Social Care Ombudsman via one of the following channels:

- Online via their website: www.lgo.org.uk/making-a-complaint
- Download the following complaint form <https://www.lgo.org.uk/complaint-form>
- Call the Customer Helpline on 0300 061 0614 from 8:30am to 5:00pm, Monday to Friday
- Send a text to the 'call back' service: 0762 481 1595
- Use a textphone via the Next Generation Text Service (formerly known as Text Relay and Typetalk)
- Submit your complaint in writing using the following address:
The Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

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Section 5 – Additional items

Complaints regarding councillors

Complaints regarding councillors are managed differently due to the nature of these types of complaints. For more information or to submit a complaint about a Councillor, please contact the Committee and Members Services Team on: 01793 445500.

Equality and Diversity

Swindon Borough Council is committed to ensuring that we treat all our service users respectfully and fairly with regard to the protected characteristics of age, disability, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Your Personal Data

Swindon Borough Council will act as a “Data Controller” for any personal data that you provide to us. We will ensure that the data given to us is processed in line with our Data Protection Act 2018 (DPA 18) and the EU General Data Protection Regulations (GDPR).

To find out more about Swindon Borough Council’s data protection policies please contact our Data Protection Officer.

In the event that you wish to complain about the way that your personal data has been handled by Swindon Borough Council, you should write to the Data Protection Officer and clearly outline your case. Your complaint will then be investigated in accordance with our customer complaint procedure.

Email: dataprotection@swindon.gov.uk
Postal address: Data Protection Officer
Civic Offices,
Euclid Street,
Swindon,
Wiltshire,
SN1 2JH

Escalating a complaint regarding your personal data

If you remain dissatisfied with the way your personal data has been handled, you have the right to complain to the Information Commissioner’s Office at www.ICO.org.uk. You may refer the matter to the Information Commissioner’s Office, whose contact details are below:

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Postal address: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Email: casework@ico.org.uk

For information on data protection and your rights and remedies, please visit our website
www.swindon.gov.uk.

Customer Behavioural Policy

Introduction

Everyone has the right to be treated with respect and to feel safe.

At Swindon Borough Council, we ask all customers to refrain from unacceptable behaviour when contacting or receiving a service from us. We do not expect any of our staff to tolerate persistent and/or unreasonable behaviour from any of our customers. This type of behaviour might occur face-to-face, on the phone, online (including social media) or in writing.

We appreciate that customers can sometimes experience frustration or anger about situations they are facing, and that this may result in raised voices and loss of temper. However, such behaviour will be regarded as unacceptable if it persists or becomes abusive, violent, threatening or harassing.

Unacceptable or unreasonable behaviours

Examples of unacceptable behaviour may include:

- Being verbally abusive (verbal abuse such as personal insults)
- Being physically abusive (such as inappropriate contact)
- Being threatening (making threats to an individual, property or other person)
- Swearing (using foul language in any form of communication)
- Being offensive (being hostile, degrading or using intimidating behaviour/language about age, gender, disability, ethnicity, religion/belief or sexual orientation, including hate speech)
- Being persistent and/or harassing staff (unreasonable and frequent contact such as sending multiple emails, leaving multiple voicemails and sexual harassment)
- Making unreasonable and excessive demands
- Falsifying information
- Slander (spreading malicious rumours and making malicious comments)

We may deem complainants as persistent or unreasonable where previous or current contact with them shows that their behaviour meets one or more of the following criteria:

- Persist in pursuing a complaint where it has been fully investigated and full action has already been taken following the Council's procedure, but the complainant will not acknowledge this.
- Display unreasonable demands or expectations and fail to recognise that these are unreasonable. For example, insisting on responses to be provided more urgently than is reasonable, or sooner than the timescale stated in our complaints policy.
- Change the main issue of their complaint or continually raise new issues to prolong contact whilst the original complaint is still being addressed. The

Customer Behavioural Policy

Council will always take care not to discard new issues, which may be significantly different from the original complaint.

- Are unwilling to accept documented evidence to support an adequate response.
- Continue to focus on a 'trivial' matter to an extent that it is out of proportion to its significance. It is recognised that defining 'trivial' is subjective and careful judgment must be applied and recorded.
- Consume a disproportionate amount of time and resources.
- Make excessive telephone calls or send excessive numbers of emails or letters to members of staff.

Customer Rights

Like the Council's staff, customers have the right to be respected and feel safe. The Council is committed to abiding by the standards described in this policy, and train staff to communicate with customers in an appropriate way.

If you are unhappy about the service you have received, please refer to our Feedback Policy or ask a member of staff for the Council's Feedback Policy.

Unacceptable and Persistent Customer Behaviour Procedure

If a customer or complainant behaves in a way that is unacceptable, persistent or unreasonable and meets the above criteria, the Council may need take necessary action to protect our staff. In such cases, we will follow the below procedure.

Depending on the type of behaviour and our legal obligation to provide a service, we may need to:

- ask you to try to control your behaviour
- end our contact with you
- restrict who you can contact or how you can contact them
- involve the police

Please note that this procedure will only be used as a last resort and after all reasonable measures have been taken to try to resolve complaints in line with Council's Corporate Customer Feedback Policy.

We are able to use discretion when applying the above criteria, which identify potential 'persistent and vexatious' customers/complainants, and will decide on the appropriate action to be taken. The procedure will only be implemented following careful consideration by the Head of Customer Service and with the authorisation of the director of the business unit concerned, along with the relevant cabinet member.

Where customers/complainants have been identified as "persistent or vexatious" in accordance with this policy, the director will determine what action should be taken. They will circulate their decision to staff who have been involved with the customer or complainant. At this stage, it should be considered whether the council wishes to

Customer Behavioural Policy

suspend all contact with the customer or complainant whilst seeking advice from the Chief Legal Officer.

Should it involve the customer or complainant only being allowed to contact us through written correspondence, we will inform all front line service areas and security staff affected. We will keep a record on the relevant systems of the reasons why the customer or complainant has been deemed “persistent or vexatious” under the criteria.

The Head of Customer Service may decide to deal with the complaints in one or more of the following ways:

- Try to resolve matters before invoking this procedure, by drawing up an agreement with the complainant, which sets out a code of acceptable behaviour on the part of the Council and the complainant. This is in order for the Council to continue to investigate the complaint or customer’s request(s).
- Specify how future contact will be maintained between the Council and the complainant.
- Notify the complainant that the Council has fully investigated and responded to all issues and that continuing contact on the same matter has no further purpose. The complainant will also be notified that any further correspondence on the same matter will be acknowledged but not answered, unless any significant new matters are raised in writing.

The Council will notify the complainant in writing that they have been considered “persistent or vexatious” under the Council’s Customer Behaviour Policy and that, this sanction has been invoked as a last resort in order to conclude the matter. The notification should also include information on the customer’s right of appeal to the Standards Committee and state the period in which this decision will be reviewed.

Imposing Restrictions

Swindon Borough Council will ensure that the complaint is being, or has been, investigated properly according to the adopted complaints procedure.

In the first instance, the Head of Customer Services will issue a warning to the Complainant either in writing, or by e-mail, to explain why this behaviour is causing concern and ask them to change this behaviour and outline the actions that the Council may take if they do not comply.

If the disruptive behaviour continues, the Head of Customer Services will issue a reminder letter to the complainant advising them that the way in which they will be allowed to contact the Council in future will be restricted. The Head of Customer Services will make this decision in consultation with the Director and Cabinet Member for the relevant Service area, and inform the complainant in writing of what procedures have been put in place and for what period.

Customer Behavioural Policy

Any restriction that is imposed on the complainant's contact with the Council will be appropriate and proportionate and the complainant will be advised of the period of time over which that the restriction will be in place. In most cases, restrictions will apply for between three to six months, but in exceptional cases this may be extended. In such cases, the restrictions would be reviewed on a quarterly basis.

Restrictions will be tailored to deal with the individual circumstances of the complainant and may include:

- Banning the complainant from making contact by telephone except through a third party.
- Banning the complainant from sending emails to individuals and/or all Council Officers and insisting they only correspond by postal letter.
- Requiring contact to take place with one named member of staff only.
- Restricting telephone calls to specified days and/or times and/or duration
- Requiring any personal contact to take place in the presence of an appropriate witness.
- Letting the complainant know that the Council will not respond to or acknowledge any further contact from them on the specific topic of that complaint (in this case, a designated member of staff will be identified who will read future correspondence).

When the decision has been taken to apply this policy to a complainant, the Head of Customer Services will contact the complainant in writing to explain:

- Why the decision has been taken.
- What action has been taken.
- The duration of that action.

The Head of Customer Services will enclose a copy of this policy in the letter to the complainant.

Where a complainant continues to behave in a way that is unacceptable, the Head of Customer Services, in consultation with the Director and Cabinet Member for the relevant Service area, may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, other options will be considered, e.g. the reporting of the matter to the police or taking legal action. In such cases, the complainant may not be given prior warning of that action.

New complaints from complainants who are treated as abusive, vexatious or persistent

New complaints from people who have come under this policy will be treated on their merits. The Head Customer Services in conjunction with the Director and Cabinet Member for the relevant Service area will decide whether any restrictions that have

Customer Behavioural Policy

been applied before are still appropriate and necessary in relation to the new complaint. A blanket policy is not supported, nor ignoring genuine service requests or complaints where they are founded.

The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on Council's contact with him or her, will be recorded and notified to those who need to know within the Council.

Review

The Head Customer Services in conjunction with the Director and Cabinet Member for the relevant Service area will review the status of a complainant judged to be unreasonably persistent or vexatious after three months and at the end of every subsequent three months within the period during which the policy is to apply.

The complainant will be informed of the result of this review if the decision to apply this policy has been changed or extended.

Record Keeping

The Head of Customer Services will retain adequate records of the details of the case and the action that has been taken. Records will be kept of:

- The name and address of each member of the public who is treated as abusive, vexatious or persistent, or any other person who so aids the complainant.
- When the restrictions came into force and ends
- What the restrictions are
- When the person and Council were advised.

The Cabinet Member for Customer Services will be provided with a regular report giving information about members of the public who have been treated as vexatious/persistent as per this policy.

After review

If the complainant subsequently demonstrates a more reasonable approach, the relevant director and cabinet member will consider this and decide whether to withdraw the status. If the Council decides to withdraw the status, then we will inform the complainant of this decision in writing and allow them full contact accordingly.

Please note: we may also keep records about you and your behaviour in line with our Privacy Notice.

Restraint Policy

There may be occasions when the Council's security team needs to use appropriate action to restrain a customer, in accordance with our Restraint Policy. However, we may tolerate certain situations where medical conditions or medication cause

Customer Behavioural Policy

inappropriate behaviours (for example, a customer who has had a stroke and cannot control their swearing).

More information can be found via our Restraint Policy

Amending the Diversity Impact Assessment Process to strengthen Swindon Borough Council's role as a Corporate Parent

Cabinet

Date: 4th December 2019

Author:	Cabinet Member for Customer Services and Organisational Excellence Director of Performance, Organisational Improvement and Communications
Wards:	All
Parishes Affected:	All

1. Purpose and Reasons

- 1.1 The aim of this report is to update Cabinet on some key actions driven by the Children's Service Improvement plan. This report also seeks Cabinet's approval to adopt the equality and diversity strategy which will lead to an amendment of the Council's current Equality & Diversity policy and process, (Cabinet minute 132, 2009/2010 refers), to ensure that the needs of Children in Care and Care leavers are at paramount when proposing any policy or service changes across Swindon Borough Council (SBC).
- 1.2 Following both the Equality Advisory Group CMAG and the Children in Care and Care Leavers Partnership and Delivery Group, it was proposed that Cabinet consider updating the policy and receive further assurance and detail around the work that is being undertaken to improve our services for our Children in Care and Care Leavers.
- 1.3 This report links with corporate priority four of the Council Plan, to help people to help themselves while always protecting our most vulnerable children and adults. It specifically responds to pledge 21 to "ensure that there is a partnership approach to early prevention and intervention across Swindon so that more children and families are supported early, including through the Troubled Families Programme, to prevent escalation to statutory social care" This also related to the Council's statutory duty as a corporate parent.

2. Recommendations

Cabinet is recommended to:

- 2.1 Adopt the Equality and Diversity strategy considered by both the Equality Task Group and Equality Advisory Group CMAG, in 2018 and approve the alignment of the Equality and Diversity Policy to deliver the strategy.
- 2.2 That beyond the statutory definitions, the Council approves the recommendation to include children in care and care leavers as a tenth characteristic for the Council's diversity impact assessment process at Swindon Borough Council.

Further information on the subject of this report can be obtained from Helena Taylor-Knox, Direct Dial Telephone Number 07342 024155, htaylor-knox@swindon.gov.uk

Amending the Diversity Impact Assessment Process to strengthen Swindon Borough Council's role as a Corporate Parent

Cabinet

Date: 4th December 2019

-
- 2.3 Authorise the Chief Executive and relevant officers to implement the updated diversity impact assessment policy as part of the Council's decision-making processes.

3. Detail

Protected Characteristics

- 3.1 As part of the Council's requirements under the Public Sector Equality Duty (PSED) the local authority is required to demonstrate that:
- “Those in the public authority who have to take decisions must be made aware of their duty to have due regard to the need to eliminate unlawful discrimination, advance equality and foster good relations across all the protected characteristics.”
- 3.2 The duty to give due regard must be fulfilled before the policy/decision is to be considered. This is referred to as the Brown Principles, which form part of the Public Sector Equality Duty (PSED) as contained in section 149 of the Equality Act 2010.
- 3.3 One of the ways the Council demonstrates its compliance of PSED at SBC is by completing diversity impact assessments (DIA) on any relevant policy or service decisions, evidencing how the local authority has considered each of the nine protected characteristics and how any proposal may affect them.
- 3.4 The nine legally protected characteristics are age, sex, disability, ethnicity, gender reassignment, religion/belief, sexual orientation, marriage/civil partnership and pregnancy and maternity.
- 3.5 By adding a 10th characteristic of Children in Care and Care Leavers, the Council would be able to begin to ensure that across the Council it is creating a clear mechanism to assess the impacts in relation to its duty as a Corporate Parent. It would also align both processes and training for staff to understand better how the Council could remove barriers for this group. This is beyond the statutory definition of protected characteristics but it will elevate the importance of this group in line with the Corporate Parenting Duty.
- 3.6 This important decision if implemented would strengthen the focus in this area and would support the profile of the other work being delivered by Service Manager, Children Looked After and Permanence and Director of Children's Social Work includes:
- 3.6.1 The Aspiring leaders challenge – a team of staff who have investigated the business challenge focussed on a refresh of the Council's Corporate

Further information on the subject of this report can be obtained from Helena Taylor-Knox, Direct Dial Telephone Number 07342 024155, htaylor-knox@swindon.gov.uk

Amending the Diversity Impact Assessment Process to strengthen Swindon Borough Council's role as a Corporate Parent

Cabinet

Date: 4th December 2019

Parenting activity by looking at best practice, culture and behaviours and what we offer employees and seeing how all staff could be an active corporate parent across the Council.

- 3.6.2 Pathway Plans are the way we work with children in care and care leavers to assess their needs and identify with them what they will need to move towards living independently successfully. They outline the support that is on offer to each young person from Swindon Borough Council. 91% of the pathways plans are now completed within the required timescales.
- 3.6.3 Of the last 40 children who have been accommodated only 4 have been placed out of area
- 3.6.4 We are now taking less older children to care, of the last 40 children accommodated only three were aged 16 and over.
- 3.6.5 Current plans are progressing to increase the accommodation and support options for harder to place children and increasing accommodation offers locally, including new provision.
- 3.6.6 More children are being placed with in-house fosters carers. This has increased from 86 in March 2019 to 126 at the present time.
- 3.6.7 A new in-house mental health clinician is being recruited and will ensure greater stability in placements and improve the emotional and mental health of the children.
- 3.6.8 Only six children, are in semi-independent accommodation and more Care Leavers staying put in their foster care placements, currently 29 are staying put
- 3.6.9 Our adoption work is significantly improved in timeliness and quality, as a result children are being placed much earlier with adoptive families. Young babies have been placed in fostering to adopt placements meaning that they do not have to move if at the end of court proceedings adoption is the plan.
- 3.7 What is known from the research with other authorities' who are leaders in this work is that for children and young people to thrive, it is incumbent on the authority to transform the place as well as the services for children. So having quality education, leisure and environments in which children can access opportunities to grow, develop and feel connected is central to the Council's ongoing work.

Further information on the subject of this report can be obtained from Helena Taylor-Knox, Direct Dial Telephone Number 07342 024155, htaylor-knox@swindon.gov.uk

Amending the Diversity Impact Assessment Process to strengthen Swindon Borough Council's role as a Corporate Parent

Cabinet

Date: 4th December 2019

- 3.8 Currently, all formal Council decisions by Full Council, Cabinet, Cabinet Members, Committees, or through officer-delegated decisions are expected to provide a statement on whether a DIA was undertaken. If it was, there should be a short summary of the anticipated effects of the decision – both positive and negative. If not, there should be a statement as to why a DIA was not deemed appropriate, for example, if the proposal would not alter any service the Council provides.
- 3.9 Since it is part of formal decisions, augmenting the DIA process would be central to weaving together place based decision making and putting children and young people at the forefront of our minds when planning.

4. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 4.1 None, the costs of the training will be incorporated into our existing learning and development programme as part of the equality and diversity work stream.

Legal and Human Rights Implications

- 4.2 This approach will enhance our ability to demonstrate our proactive approach to ensuring the human rights of children in care and care leavers are fully considered in all the work we do.
- 4.3 Other legal and human rights implications have been taken into account in preparing this report, the recommendations of which are considered to be compatible with Convention Rights.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 4.4 None

Diversity Impact Assessment

- 4.5 A diversity impact assessment (DIA) for this report has not been completed as the beneficial impacts of the proposals are set out in the body of the report. It should be noted that the intent is to create a positive impact for the children in care and care leavers and in doing so there is no perceived impact on any of the other nine legally protected characteristics.

Risk Management

- 4.6 The management of risk materialising from the enhanced approach would be addressed through the DIA mechanism, which is overseen by the internal

Further information on the subject of this report can be obtained from Helena Taylor-Knox, Direct Dial Telephone Number 07342 024155, htaylor-knox@swindon.gov.uk

Amending the Diversity Impact Assessment Process to strengthen Swindon Borough Council's role as a Corporate Parent

Cabinet

Date: 4th December 2019

Equality Task Group and the Human Resources and Organisational Development Team (HROD).

5. Consultees

- 5.1 The Corporate Director of Finance and Assets (Section 151 Officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all reports. Members are recommended to adopt the strategy so that all other policies can align to this. Given that that policies will be deleted. Where policies relate only to staff the officer delegated responsibility is requested to be given to Director of Performance, Organisational Improvement and Communications. It should be noted that Corporate Director Children's Service has also been consulted and the Director of Children's Social Work and Service Manager, Children Looked After and Permanence have been integral to creating this report.
- 5.2 Where policies affect the public or stakeholders, then changes are to be approved in consultation with the Cabinet Member for Customer Service and Organisational Excellence.

6. Background Papers

- 6.1 Strategy

7. Appendices

- 7.1 None

8. Key Decision/Decision in Cabinet Work Programme and Forward Plan

- 8.1 This is not a Key Decision and is included in the Cabinet work programme for December 2019

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Adult Community Learning Plan 2019-21

Cabinet

Date: 4th December 2019

Author: Cabinet Member for Finance, Education and Skills
Head of Skills, Employment and Lifelong Learning

Wards: All

Parishes Affected: All

1. Purpose and Reasons

- 1.1 This report summarises the planned priorities for Swindon Borough Council (SBC) Adult Community Learning (ACL) that are detailed in the ACL Plan 2019-2021 and the Theory of Change.
- 1.2 In January 2019, the Council undertook a review of the needs of adult learners in Swindon and this informed an update of the 2017-20 plan, now ACL Plan 2019-21. The aims of the Council's provision and how the impact of the courses are measured are detailed in the ACL Theory of Change that Cabinet is asked to endorse.
- 1.3 The ACL Plan aims to contribute to the following Vision Priorities and Pledges.

Priority 2: Right Skills, Right Job, Right Place

- 1.3.1 Pledge 8. Improve educational attainment, in particular at ages 16-19 so we are above the average in England by 2021.
- 1.3.2 Pledge 11. Work with partners to increase the level of skills of Swindon's workforce to support all our residents, including the most vulnerable, to access employment.

Priority 3: Ensure clean and safe streets and improve our public spaces and local culture

- 1.3.3 Pledge 12. Work with partners to promote healthy lifestyles for the population of Swindon.

Priority 4: Help people to help themselves while always protecting our most vulnerable children and adults

- 1.3.4 Pledge 18. Deliver a borough-wide approach to increase the impact of volunteering, enabling more people to be active in supporting vulnerable people.
- 1.3.5 Pledge 19. Ensure that more people and their carers are supported to live as independently as possible and reduce the length of time people need to spend in residential care.

Further information on the subject of this report can be obtained from *Sally Burnett*, 07718918197 or sburnett@swindon.gov.uk.

Adult Community Learning Plan 2019-21

Cabinet

Date: 4th December 2019

- 1.3.6 Pledge 21. Ensure that there is a partnership approach to early prevention and intervention across Swindon so that more children and families are supported early.

2. Recommendations (Minute for Confirmation)

Cabinet is recommended to request the Council to:

- 2.1 Approve the ACL Plan 2019-21 and the 'Theory of Change' attached at Appendix 1 and note the summary of performance.
- 2.2 Authorise the Head of Skills, Employment and Lifelong Learning to implement the Plan.

3. Detail

- 3.1 The aim of SBC's Adult Community Learning is to provide high quality learning to enable learners to develop the skills and knowledge to achieve outstanding outcomes so that they can progress in life, work and well-being regardless of their starting points.
- 3.2 The strategic priorities are to: Target, Aspire and Progress our learners.

TARGET	ASPIRE	PROGRESS
We target Swindon's most disadvantaged learners and communities.	We aspire for our learners to achieve outstanding outcomes.	We want all learners to progress. We work with others to achieve this.

- 3.3 The ACL Plan 2019-21 outlines the needs of priority learners. The curriculum aims to meet the identified needs of:
- 3.3.1 Adults, regardless of age, who are unemployed, economically inactive or in low paid employment, including those who may not be currently job seeking but are at risk of social exclusion.
- 3.3.2 Residents with multiple support needs: including those recovering from mental ill health, drug and alcohol addiction, single parents, ex-offenders.
- 3.3.3 Adults with learning difficulties and/or disabilities.
- 3.3.4 Those where a lack of digital skills could result in isolation and limit entry to the labour market.
- 3.3.5 Those eligible learners who are unemployed where English is a barrier.

Further information on the subject of this report can be obtained from *Sally Burnett*, 07718918197 or *sburnett@swindon.gov.uk*.

Adult Community Learning Plan 2019-21

Cabinet

Date: 4th December 2019

- 3.4 To meet the needs of these learners, the curriculum is broad and aims to support individuals to develop their life and work skills to support:
 - 3.4.1 Improvements to health and well-being.
 - 3.4.2 Positive change in lifestyles and social inclusion.
 - 3.4.3 Improvements in knowledge and skills for progression.
- 3.5 All provision is delivered in community settings in the priority communities or accessible venues in the town centre.
- 3.6 The courses are all short (10 to 50+ hours) to acknowledge that our learners may be new to learning after a break and have low confidence and in some cases low resilience.
- 3.7 Until September 2018 this service was fully contracted out to seven subcontractors. Following an Ofsted Inspection in October 2017 when we received a 'Requires Improvement' judgement, officers commenced a re-structure that in 2019-20 will see the councils' ACL direct delivery rise up to 70% of our provision with 30% delivered by three subcontractors. This change has ensured that we are responding positively to the shift away from using subcontractors in the sector whilst maintaining specialist provision and innovation through our subcontractors.
- 3.8 Our subcontractors in 2019-20 are: Madanu, Dorset and Wiltshire Fire and Rescue Service, Smiley Cats.
- 3.9 From September 2019 we employ eleven casual tutors and one full time permanent tutor. The service is currently managed by 2.7 full time equivalent staff and 2.2 full time equivalent support staff.

Management and Governance

- 3.10 Service managers meet monthly to monitor performance and plan corrective actions.
- 3.11 A Quality Assurance Performance Improvement Board (QAPIB) meeting takes place every month with the Head of Service and Corporate Director, Children's Services. A full performance report is prepared for this meeting.

ACL Plan Implementation

- 3.12 Our courses are developed to meet need identified in the ACL Plan 2019-21. Courses are all pre-entry, entry or level one. This avoids duplication with our local colleges that tend to focus on higher level skills. Our courses include: English, Maths, English for Speakers of Other Languages (ESOL), Health and

Further information on the subject of this report can be obtained from *Sally Burnett*, 07718918197 or *sburnett@swindon.gov.uk*.

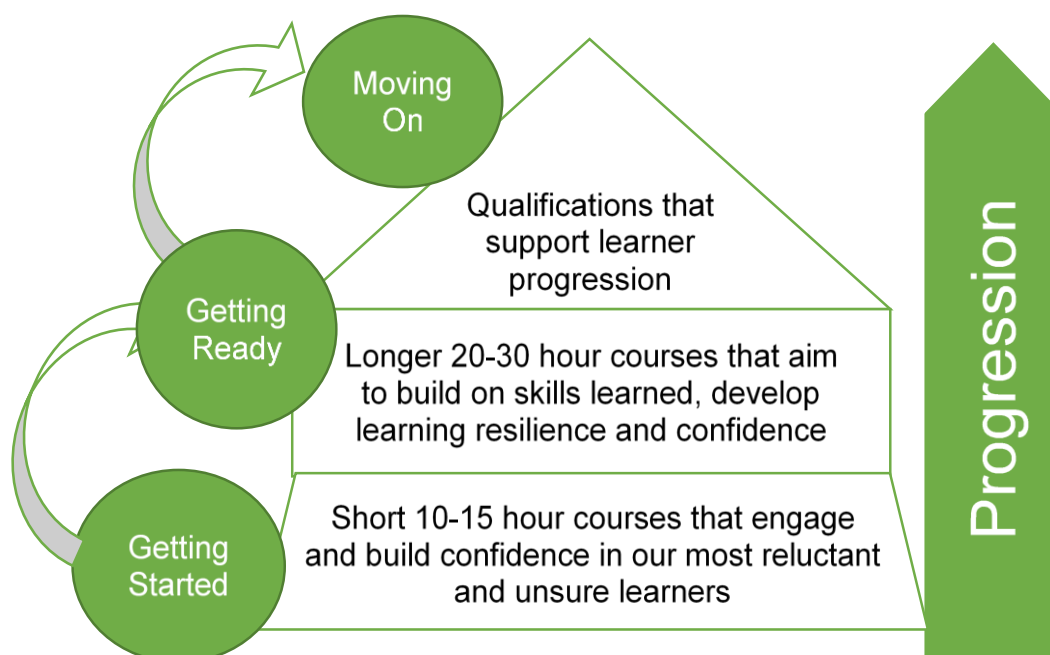
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Wellbeing, Helping Your Child to Learn, Personal Development, Employability and Digital Skills.

- 3.13 Where appropriate courses will be developed to meet the needs of adults identified by other services. For example, we run a Healthy Cooking course for learners referred to us by GWH dieticians; a Green Light to Housing Pre-Tenancy course has been developed and run in partnership with SBC Tenant Academy; a Healthy Relationship course was established to meet the needs of young people receiving the services of our Adult Social Care Transitions Team, and Helping Your Child To Learn and Parenting courses with some primary schools. We are currently co-designing a course with our Health Visitors that will focus on cooking on a budget and weaning.
- 3.14 Courses are developed to engage and progress learners.



- 3.15 We create progression opportunities internally and externally. Examples of internal progression are:

Talk English (ESOL)	Everyday English (ESOL)	Moving On with English	English and Maths Stepping Stone qualifications
Explore Your Options	Employability E3	Employability L1	
Salamander – (Personal Development course)	GOALS and the Confidence course	**Achieve Your GOALS	
Internet for Beginners	Microsoft for Beginners	**BCS Digital qualifications	

Further information on the subject of this report can be obtained from *Sally Burnett*, 07718918197 or sburnett@swindon.gov.uk.

Adult Community Learning Plan 2019-21

Cabinet

Date: 4th December 2019

**Green Light to Housing – pre-tenancy

**These courses are currently being developed

Performance and Impact of Delivering the ACL Plan

- 3.16 We engage the learners that we plan to target. In academic year 18-19 55% of learners had skill levels below Level 2 and 30% had a learning difficulty or disability. 95% of all our learners achieve their courses. Overall performance for 18-19 is outlined below.

KPI	Target 2018-19	Achieved in 2018-19
Enrolments (first year of direct delivery)	1000	696 (700 in 17-18)
New learners	60%	70%
Ethnic Minority	30%	47%
Learner below Level 2	60%	55%
Learners with learning disability / difficulty	25%	30%
Male	28%	23%
Achievement	95%	95%
Retention	98%	98%
Attendance	95%	94%

- 3.17 Our Theory of Change details how we will measure the impact of our planned curriculum on the broader knowledge and skills of our learners.

Has this course helped you improve any of the following?	
Confidence to engage in learning and meet new people	99.6%
Skills to progress into work or volunteering	96.9%
Ability to support my child's/grandchild's learning	98.5%
Improved my maths skills	86.3%
Improved my English skills (including communication)	96.1%
Improved IT my skills	87.6%

(Ref: 18-19 Data Report)

- 3.18 Learners' feedback is collected at the end of each course. A summary of 18-19 is below:

End of Course Satisfaction Survey	
1. I was given useful information and advice when choosing and starting this course	97.5%

Further information on the subject of this report can be obtained from *Sally Burnett*, 07718918197 or *sburnett@swindon.gov.uk*.

Adult Community Learning Plan 2019-21

Cabinet

Date: 4th December 2019

2. My course met my needs	99.8%
3. I have been treated fairly and respectfully	97.9%
4. I had the support I needed to help me progress	99.6%
5. My lessons have been well taught	99.3%
6. I was encouraged to use technology and online resources to support my learning	97.7%
7. I have been given feedback that helped me to improve	99.5%
8. My course has helped me to understand how to keep myself safe	99.8%
9. I was told how to make a complaint if I was unhappy	99.5%
10. I felt safe on this course	99.1%
11. I have been given information and advice about what I could do next including English, maths and IT	99.3%

Key Areas for Service Improvement

- 3.19 Our provision is due to receive an Ofsted Inspection.
- 3.20 The Inspection framework changed in August 2019 to become the new Education Inspection Framework (EIF). The majority of the inspection is based in classrooms observing and talking to learners, staff and partners. This moves the emphasis of the inspection away from a focus on process and outcome data to:
- 3.20.1 The Quality of Education: they ask, "What is it like to be a learner in this organisation?" There is a new emphasis on Intent, Implementation and Impact (what do leaders plan for learners to learn (the curriculum), how is it implemented (planning and implementation of teaching learning and assessment), and how do we know we are successful).
- 3.20.2 Personal Development and Attitudes and Behaviours: how the curriculum supports the development of learners in the broadest sense.
- 3.20.3 Leadership and Management, including safeguarding.
- 3.21 Our Key Areas for Improvement are detailed in our Quality Improvement Plan. This is regularly monitored and updated. Good progress has been made against all of the areas listed below. However, they are not signed off as complete until the impact on the learners can be evidenced.

Further information on the subject of this report can be obtained from *Sally Burnett*, 07718918197 or *sburnett@swindon.gov.uk*.

Adult Community Learning Plan 2019-21

Cabinet

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Areas for Improvement	Improvement Actions Underway
Learners work is coherently planned and sequenced towards developing knowledge and skills that learners can recall and use to progress. (in response to the EIF)	All courses have been revised to ensure teaching, learning and assessment supports learners to be able to recall and use their new knowledge and skills. Learning is sequenced in a way that builds on learners' knowledge and skills. Assessment plans reflect Blooms taxonomy.
Ensure tutors use learners' starting points to plan sessions and set realistic and stretching targets for all learners .	A new Initial Assessment form is being used (from Sept 19) to provide more information on the learners' starting point and identify any risk factors so that tutors can support and keep all learners safe.
Learners develop their English, Mathematical and Digital knowledge and skills	Implementing the English, Maths and Digital skills Policy that was developed with tutors. Most tutors appropriately correct spelling and grammar. Functional Skills word lists added to the Policy. 'Words I Need To Know' leaflet will be used in classrooms from November to support learners' learning accurate spellings. Digital skills CPD planned.
Feedback to Learners confirms what they have learned and is developmental	We have some outstanding practice and are seeking to develop this across the service.
Destination and impact data informs improvements to the curriculum	Impact questions to learners have been changed on the Individual Learner Plan be more coherent for the learner.
Celebrate staff and learners' achievements	Monthly newsletter, monthly tutor meetings. Annual Adult Learner Awards

4. Alternative Options

- 4.1 There are no alternative options to consider. We minimise duplication with other local providers of adult skills, such as the colleges, by focusing our provision on adults with lower skill needs and we deliver in the communities where learners live.

Further information on the subject of this report can be obtained from *Sally Burnett*, 07718918197 or sburnett@swindon.gov.uk.

Adult Community Learning Plan 2019-21

Cabinet

Date: 4th December 2019

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 SBC ACL is fully funded through a ring fenced annual grant of £455k from the Education and Skills Funding Agency (ESFA). We are contracted to meet the funding rules of this grant, for example, learners must be 19 years in the September of the year they start the course. There is no additional cost to SBC.

Legal and Human Rights Implications

- 5.2 The ESFA Funding Rules include detailed eligibility rules. These are subject to change: <https://www.gov.uk/government/publications/adult-education-budget-aeb-funding-rules-2019-to-2020>
- 5.3 Legal and Human Rights considerations have been taken fully into account in compiling this report. It is considered that the recommendations of this report are compatible with Convention Rights.

Staff

- 5.4 Tutors are supported to develop professional practice through regular and focused Continuous Professional Development. The workload and well-being of staff is managed in monthly 1:1s and by appraising and reducing unnecessary workload that can be generated by unnecessary paperwork and processes.

Social Implications

- 5.5 Courses include opportunities to: increase cohesiveness and capacity of the local community; promotes respect and understanding of other cultures; and supports community participation.

Economic Implications

- 5.6 Courses are targeted at disadvantaged groups and aim to develop learners' employability, English, maths and digital skills. Tutors are aspirational for all learners to progress regardless of their starting point.

Diversity Impact Assessment

- 5.7 The Diversity Impact Assessment has been updated for this report. This identified that there was no actual or potential adverse impact in the delivery of this service for residents, visitors or staff on the basis of age, disability, sex, gender, race, religion or sexual orientation, marital/civil partnership status or pregnancy/maternity. A copy of the DIA with more detailed information can be obtained from the ACL Service by emailing ACL@swindon.gov.uk.

Further information on the subject of this report can be obtained from *Sally Burnett*, 07718918197 or sburnett@swindon.gov.uk.

Adult Community Learning Plan 2019-21

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Risk Management

- 5.8 A Risk Assessment has been completed and is available from the author. Key risks are identified, managed and actively monitored. Risks tend to fall into the following themes: quality of provision; learner recruitment; meeting budget; KPIs. These risk areas are reported against in the monthly QAPIB meeting with senior leaders.

6. Consultees

- 6.1 The Director of Children's Services and key officers were consulted on the purpose, content, and recommendations of the report before presenting the draft report to Cabinet Agenda Review.
- 6.2 The Corporate Director of Finance and Assets (Section 151 Officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all Cabinet reports.

7. Background Papers

- 7.1 None

8. Appendices Cabinet Report

- 8.1 Appendix 1: ACL Plan 2019-2021 (The appendix is available online at the Council's website or on request from Committee and Member Services committeeservices@swindon.gov.uk)
- 8.2 Appendix 2: ACL Theory of Change (The appendix is available online at the Council's website or on request from Committee and Member Services committeeservices@swindon.gov.uk)

9. Decision in Cabinet Work Programme

- 9.1 This is not a Key Decision and is included in the Cabinet Work Programme for December 2019.

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Natural England District Licensing Project for Great Crested Newt Habitats

Cabinet

Date: 4th December 2019

Author:	Cabinet Member for Strategic Planning and Cabinet Member for Corporate Services and Operational Excellence Head of Planning, Regulatory Services and Heritage & Head of Property Assets
Wards:	All Wards
Parishes Affected:	All Parishes

1. Purpose and Reasons

- 1.1 As a European protected species, great crested newts and their habitats are protected by law. Great crested newt habitats exist across Swindon. The current process for protecting great crested newts from the impacts of development is often expensive to apply and may not ensure the protection of the newts.
- 1.2 This report seeks authority for Swindon Borough Council to become part of the national roll-out by Natural England of District Level Licensing (DLL) for Great Crested Newt habitats. This provides an alternative mechanism for protecting newts, which is intended to reduce the costs on developers and which will enable newt populations to flourish in suitable locations.
- 1.3 The report also proposes Council owned land at Mouldon Hill to be used for the creation of habitats for Great Crested Newts.
- 1.4 This project links to Priority one of the Council Vision.

2. Recommendations

Cabinet is recommended to:

- 2.1 Authorise the Head of Planning, Regulatory Services and Heritage in consultation with the Chief Legal Officer to enter into a Memorandum of Agreement to progress the Council's involvement in Natural England's District Level Licensing project for Great Crested Newts (GCN) on such terms and conditions that are necessary in order to protect the Council's interests.
- 2.2 Authorise the Head of Property Assets, in consultation with the Head of Planning, Regulatory Services and Heritage to:
 - 2.2.1 utilise the land at Mouldon Hill, Swindon as shown on the plan attached as an Appendix 1, for GCN habitat purposes.
 - 2.2.2 identify further Council owned land, which is assessed as suitable for GCN habitat and unsuitable for any alternative development, and in consultation with the Cabinet Member for Corporate Services and Operational

Further information on the subject of this report can be obtained from *David Dewart*, Direct Dial 07769 281 727, ddewart@swindon.gov.uk.

Natural England District Licensing Project for Great Crested Newt Habitats

Cabinet

Date: 4th December 2019

Excellence, to utilise that land for GCN habitat purposes in line with the District Level Licensing initiative.

- 2.3 Authorise the Head of Property Assets in consultation with the Chief Legal Officer to enter into an agreement with Natural England to regulate the use of land identified in 2.2.1 and 2.2.3 above as GCN habitat on such terms and conditions that are necessary in order to protect the Council's interests.

3. Detail

District Level Licensing

- 3.1 This District Level Licensing (DLL) is proposed by Natural England as an improved approach to the conservation of Great Crested Newts (GCN). These protected species are rare in Europe but there are numerous populations across the Borough. Their protection and strict licensing arrangements has a significant impact on developments in terms of both the necessary land take for habitat retention and recreation and the timeframes for their trapping and translocation. Currently licences for GCN populations are considered and issued on a site by site basis by Natural England (NE). They are constrained by seasonal timings for surveys and mitigation, whilst habitat recreation is required on site. Under the traditional licence method, the costs of surveys, trapping and exclusion can outstrip that spent on habitat creation and management by a factor of 7:1.
- 3.2 The new strategic approach focuses on bringing the greatest benefits to GCNs, which have declined dramatically in Europe over the last 60 years, while streamlining the licensing process for developers. Following a successful pilot project DLL is now part of a national roll-out programme supported by government funding as announced in the Department for Communities and Local Government's Housing White Paper in 2017.
- 3.3 The new strategic approach involves surveys of areas where GCN are most prevalent, mapping of the potential impacts of planned development on the species and the creation of new habitats (off-site) at suitable locations. This Borough wide conservation strategy for the species has the potential to significantly assist our growth agenda by providing more certainty and saving developers both time and money, whilst also making GCN populations more healthy and resilient.
- 3.4 Surveys of GCN presence and habitat suitability in the Borough have been completed by NE. This has resulted in a comprehensive evidence base to support DLL. The outputs have been categorised into risk zones of red, amber and green; red indicates areas subject to existing licensing measures and potential high impact on nationally recognised populations of GCN; amber zones indicate suitable habitat for GCN and green zones are where NE predicts there is little or no suitable habitat for GCN. The analysis has resulted in NE Strategic

Further information on the subject of this report can be obtained from *David Dewart*, Direct Dial 07769 281 727, ddewart@swindon.gov.uk.

Natural England District Licensing Project for Great Crested Newt Habitats

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Opportunity Areas for the creation or improvement of GCN habitat as part of compensation pond creation

Benefits of District Level Licensing

- 3.5 A key benefit of DLL is that it creates a choice of where to locate compensatory habitat. It also provides a managed solution to potentially complex translocation requirements, speeding up the development process, and consolidating GCN populations in sustainable locations. This can relieve land take in key development locations and also maximise the potential to strengthen, extend and connect up existing newt populations and habitats. The benefit to the Borough is manifold:
- 3.5.1 The timely delivery of the Borough's allocated growth and unlocking development sites could be significantly assisted, expedited and de-risked by DLL
 - 3.5.2 The Council's own land and potential development sites could also benefit from this new streamlined process
 - 3.5.3 There are opportunities to use parts of the Council's land holding that are too constrained for other development, for GCN mitigation. The overall benefit to the GCN species in securing larger, sustainable populations within managed habitat for the longer term
 - 3.5.4 Increased certainty for the development industry in terms of costs and time frames at an earlier stage of the planning process
- 3.6 DLL has been widely viewed as a proactive approach and has been well received by ecologists, land agents and the development industry in general. A summary of DLL and some quotes from these bodies are available here: <https://www.gov.uk/government/news/national-roll-out-of-new-approach-to-great-crested-newt-licensing>.

Current Position District Level Licensing and Memorandum of Agreement

- 3.7 The DLL is funded through NE. NE is seeking to include Swindon and Wiltshire in the next round of DLL and is supportive of habitat creation at Mouldon Hill in order to kick-start the process and secure suitable ponds for the launch of the scheme.
- 3.8 The Council owned land at Mouldon Hill, as shown edged red on the plan attached as Appendix 1, has been identified as a suitable option for the first GCN habitat land. The land is unsuitable for development due to a range of environmental and practical constraints. The land is in part within floodplain and abuts a country wildlife site.

Further information on the subject of this report can be obtained from *David Dewart*, Direct Dial 07769 281 727, ddewart@swindon.gov.uk.

Natural England District Licensing Project for Great Crested Newt Habitats

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- 3.9 Following the success from pilot schemes in Kent and Cheshire, NE would initially seek to oversee and run the DLL in Swindon as the licensing body for a period of two years. This would ensure the scheme is up and running as a viable concern. After this interim period there is the opportunity for the Council to become the licensing authority and run the scheme, should it chose to do so. There would be no financial implications if the Council chose not to run the scheme.
- 3.10 Within the DLL scheme developers would apply for an Impact Assessment at a cost of c£700. This would likely be carried out during or before the pre-application planning process. The Impact Assessment confirms if the development is suitable for the mitigation required by the scheme and the applicable DLL tariff. Post planning permission, the developer would apply for the licence through the DLL and pay the tariff upfront. The costs of the DLL are currently anticipated to be c£15K per pond (plus c£700 Impact Assessment fee). The number of ponds is based on evidenced necessary compensation for the relevant development using the NE survey results and risk zones as set out in para. 3.4 above. The developer payments for the DLL scheme have been costed by NE and provide 85% for mitigation, advice, maintenance and monitoring (for 25 years) and 15% administration. The cost to the developer of these payments is expected, in most cases, to be less than the cost of meeting existing requirements.
- 3.11 The MOA includes templates for Land Owner Agreements to secure the land required for habitat creation and a template for pond creation or restoration orders (MOA Schedule 1A) and for Pond Inspection and Maintenance orders (MOA Schedule 1B).
- 3.12 As part of the DLL process there will be a requirement for a Council representative to liaise with NE's representative and agree 6 monthly reviews. The monitoring must be in accord with NE specifications (in MOA Schedule 3B). The monitoring would be carried out by the Local Planning Authority.

4. Alternative Options

- 4.1 NE are rolling out this new form of DLL for GCN and will do so with or without the Council's direct involvement. However, it is recommended that the Council plays an active role in DLL; both in terms of the opportunity to bring forward Council owned sites for development that would otherwise be impeded or delayed by the traditional licensing methods, and also in terms of the use and funding for long term management of areas of Council land that have no development potential.
- 4.2 Other third parties are also able to run a DLL for GCN on behalf of NE on a commercial basis. This would be a separate legal and financial arrangement. Nature Space is an example of an alternative commercial provider which has

Further information on the subject of this report can be obtained from *David Dewart*, Direct Dial 07769 281 727, ddewart@swindon.gov.uk.

Natural England District Licensing Project for Great Crested Newt Habitats

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designed, set up and is administering and delivering the South Midlands district licensing scheme. Nature Space provides assessment of development proposals and advises on the scheme's requirements. Costs to developers are dependent upon the location and scale of development and are controlled and determined by Nature Space.

- 4.3 An alternative option for developers: The DLL is likely to be a popular option for developers as this provides more certainty and potential savings in terms of land take, time and costs. However, developers are not required to enter into the DLL. Under the new DLL scheme developers of sites where GCN are present or are likely to be present would continue to have the option of following the traditional licensing procedure with the likely surveys, trapping, and on-site mitigation. The DLL offers an alternative approach where a developer can choose to make a payment for new off-site habitat, habitat maintenance and monitoring.
- 4.4 Options for the delivery body: Where the Council as landowner becomes the Habitat Delivery Body and provides land for DLL mitigation, the MOA provides that the Council is under no obligation to accept the Work Package Order (Pond Creation, Restoration Inspection or Maintenance). There is also a termination option built in to the MOA for either party (Clause 23 - by giving notice) and at that point all obligations on the Council will cease (Clause 24.1) and unused sums are repaid to NE (24.1.3).

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 The initial survey work and subsequent report has been funded by NE. The commissioning of pond creation, restoration and GCN habitat will also be funded by NE for the next 2 years through the DLL project. There is the potential for further investment required to facilitate a DLL across the Borough or a wider area. The ongoing maintenance and monitoring costs would be recouped through payments made by developers. Each mitigation package is self-funded and includes sufficient monies for 25 years of maintenance and for a duplication of the mitigation if replacement is necessary. NE would carry the start-up risks and run the DLL project for the initial 24 months before the Council would be asked to consider administering it. By that stage it is anticipated that the financial model would have been fully tested in the Swindon market and any necessary changes made.

Legal and Human Rights Implications

- 5.2 The Council is required to complete a Memorandum of Agreement in order for NE to release the funding for the habitat creation to start up the DLL project in Swindon.

Further information on the subject of this report can be obtained from *David Dewart*, Direct Dial 07769 281 727, ddewart@swindon.gov.uk.

Natural England District Licensing Project for Great Crested Newt Habitats

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- 5.3 The Council is required to complete Landowner Agreements with NE to secure the use of agreed areas of Council owned land for DLL mitigation.
 - 5.4 The Chief Legal Officer will complete all legal documentation in order to protect the Council's interest.
 - 5.5 The Memorandum of Agreement (MOA) put forward by NE would enable NE to commission the Council to deliver mitigation on appropriate sites on Council owned land. The DLL can be used for suitable sites for mitigation, outside the Borough and quid pro quo i.e. development outside the Borough may seek to use mitigation within the Borough.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.6 The DLL provides the opportunity to boost the Borough's population of Great Crested Newts (a protected species) without stifling the Borough's future growth.
- 5.7 Further staff resource (expected to be at most 1 FTE ecology post) may be required if after 24 months the Council decide to run the DLL project, but the administration fee income would fully offset the costs of this. There is no requirement to take up the option of running DLL.

Diversity Impact Assessment

- 5.8 A Diversity Impact Assessment has been completed in relation to this report and a copy can be obtained from the report author.

Risk Management

- 5.9 The Great Crested Newt District Licensing Scheme will run for an initial 24 month period, after which there will be a review of its effectiveness. Before the end of this 24 month period a further report will be prepared to evaluate the District Licensing Scheme with recommendations for the next stage.

6. Consultees

- 6.1 The Corporate Director of Finance and Assets (Section 151 Officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all Cabinet reports.

7. Background Papers

- 7.1 Not applicable

8. Appendices

- 8.1 Appendix 1: Map showing the land at Mouldon Hill for the creation of habitats for Great Crested Newts

Further information on the subject of this report can be obtained from *David Dewart*, Direct Dial 07769 281 727, ddewart@swindon.gov.uk.

Natural England District Licensing Project for Great Crested Newt Habitats

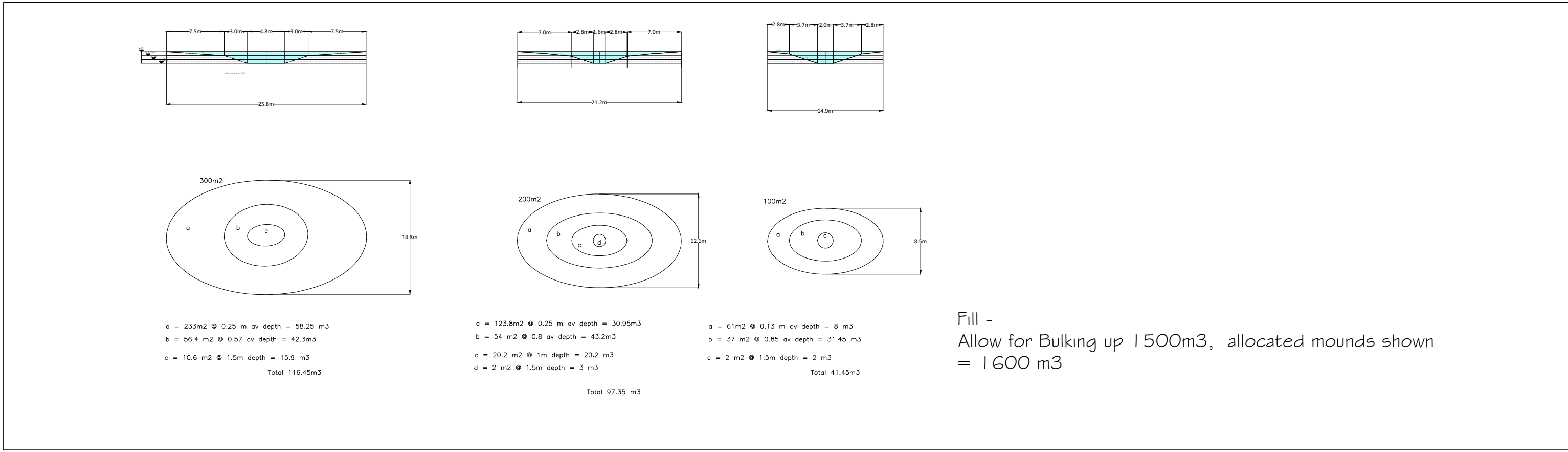
Cabinet

Date: 4th December 2019

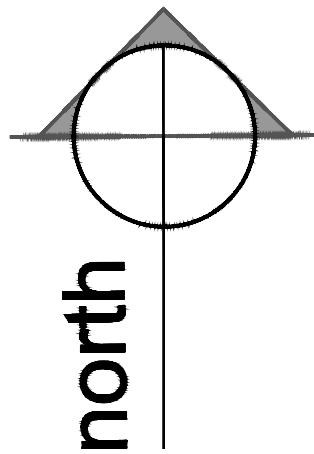
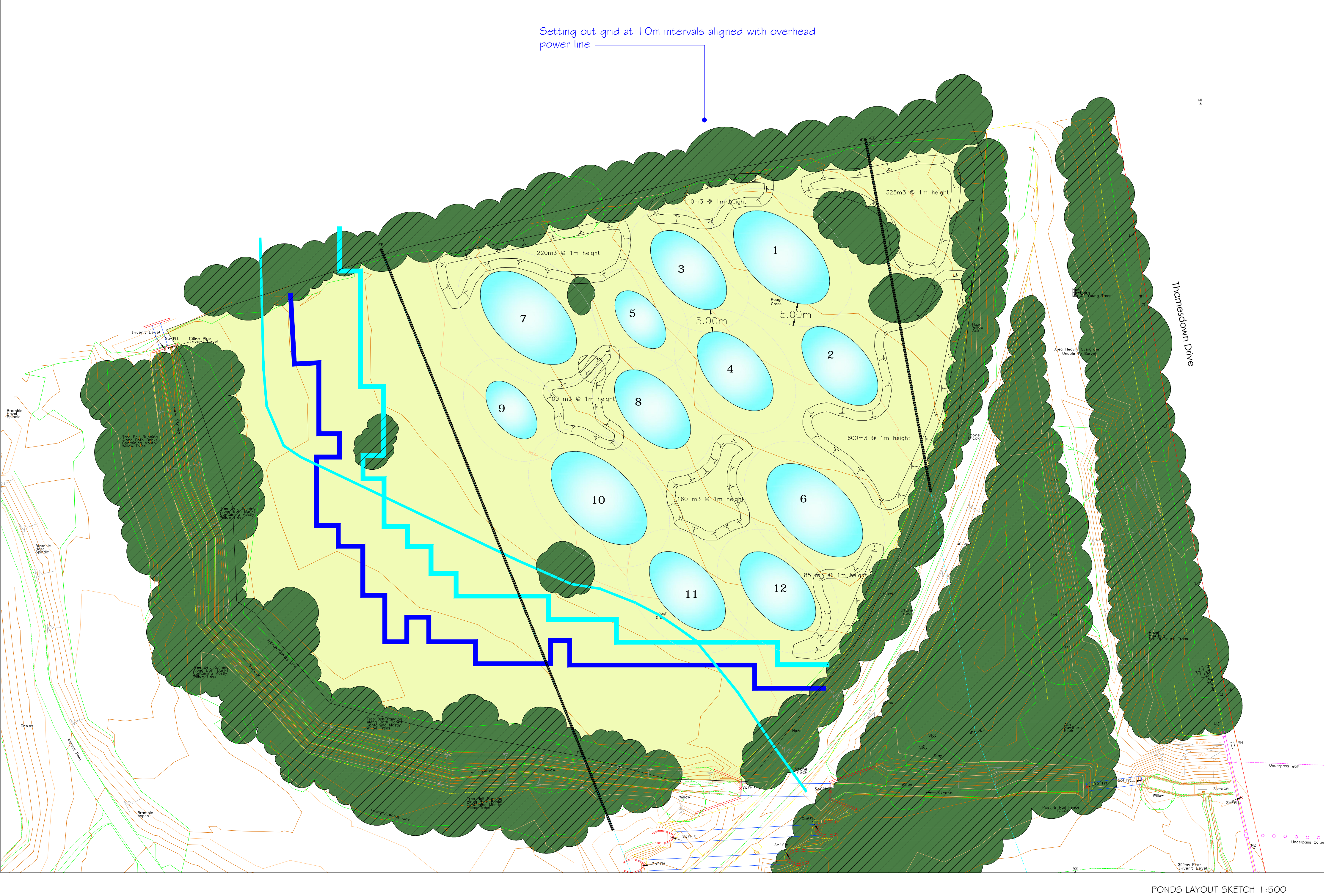
9. Key Decision/Decision in Cabinet Work Programme

- 9.1 This is not a Key Decision and is included in the Cabinet Work Programme for Month Year.

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SITE LOCATION NTS



STEVE JORDEN
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HOUSING
WAT TYLER HOUSE
SWINDON SN1 2JH
TELEPHONE (01793) 463000

R.N. WEYMOUTH, M.L.I
HEAD OF LANDSCAPE SERVICE DELIVERY

CLIENT: SBC

MOULDON HILL
GCN RESERVE, SKETCH LAYOUT

Designed RW	Scale nts@A1LS	Status CONSULTATION	Date AUG 2019	Revision
Drawn RW	Drawing no.			
Checked	M1.01.001			

DO NOT SCALE FROM DRAWINGS

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Carriage Works Regeneration – Phase II

Cabinet

Date: 4th December 2019

Author: Cabinet Member for Town Centre
Head of Town Centre Development

Wards: Central

Parishes Affected: Central Swindon South

1. Purpose and Reasons

- 1.1 In 2017 Cabinet approved capital investment of £3.6m for the refurbishment of units 7/9/11 on the basis that the works would only proceed on a pre-let basis.
- 1.2 This report seeks approval for an uplift in the previously agreed budget to £4.6m as well as approval for funds for major structural works to units 7/9 to be released in advance of pre-lets.
- 1.3 The investment would support the regeneration of the Carriage Works (Priority 1, Pledge 3 and Priority 3, Pledge 15) and facilitate the creation of a new higher education institution (Priority 2, Pledge 10).

2. Recommendations

Cabinet is recommended to:

- 2.1 Authorise an increase in the budget for units 7/9/11 of £530,000 funded through borrowing, of which the debt charges will be financed from the existing capital financing budget in year 1, and from rental income beyond that.
- 2.2 Agree a budget of £480,000, funded through borrowing, for additional works to the undercroft as set out at paragraph 3.5. Resulting debt charges will be financed from the existing capital financing budget in year 1, and from rental income beyond that.
- 2.3 Approve that £0.9m of the total revised budget to be released in advance of pre-lets.

3. Detail

- 3.1 In 2017 Cabinet approved a total budget of £3.6m for phase 2 of the Carriage Works regeneration, comprising units 7/9/11 (Cabinet Minute 56, 2017/18 refers).
- 3.2 Unit 11 (upper ground floor) has been pre-let to Royal Agricultural University (RAU). Construction works started in June 2019 and are expected to be completed early next year.
- 3.3 The refurbishment of unit 11 – and subsequently units 7/9 – requires major structural works at lower ground floor level which were not envisaged within the original budget approval and are essential to deliver units 7/9.

Further information on the subject of this report can be obtained from Paul Chamberlain, Direct Dial 07393 350643, PChamberlain@swindon.gov.uk.

Carriage Works Regeneration – Phase II

Cabinet

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- 3.4 As a result of these works, the development potential of phase 2 would increase resulting in additional lettable floorspace (compared to assumptions made in the 2017 business case). However, this requires an additional investment of £530,000 which would increase the budget from £3.6m previously approved to £4.13m. This amount also includes some allowance for cost-price inflation since 2017.
- 3.5 In addition, the requirement for major structural works at lower ground level has identified the potential to deliver further lettable space as set out in the table below. This does require a further £480,000 of capital investment however.

	Floorspace	
	Oct 2017 (Cabinet Approval)	Sep 2019 (new potential)
Location	Upper ground floor	Upper and lower ground floor
Unit 11	5,300 sqft	6,876 sqft
Units 7/9	11,000 sqft	11,594 sqft
Undercroft	-	2,400 sqft
Total	16,300 sqft	20,870 sqft

Pre-lets

- 3.6 The additional investment would enable the refurbishment of a significant portion of the lower ground floor – helping to activate the street scene and providing visible signs of regeneration in a prominent location along London Street.
- 3.7 This proposed investment by the Council of an additional £1.01m would also help to leverage grant funding of up to £250,000 as a result of the Heritage Action Zone. The Council's bid to Historic England included a number of Carriage Works projects relating to the lower ground floor, including replacement of the Georgian-wired glazing with clear glass. If the Council is successful in obtaining this funding, a further request for the budget to be increased would be sought through Cabinet.
- 3.8 In 2017, Cabinet approved capital investment of £2.4m for the refurbishment of units 7/9 on the basis that the works would only proceed on the basis of pre-lets to suitable tenants (Cabinet Minute 56, 2017/18 refers).
- 3.9 Planning permission has been granted for the conversion of units 7/9 to offices and Keningtons have been appointed as marketing agent.
- 3.10 There has been strong interest from potential tenants but further work is needed to secure pre-lets. Feedback from Keningtons suggests businesses seeking to move expect to be able to do so within 12-18 months but at present it is not possible for the Council to guarantee occupation in less than 18 months.

Further information on the subject of this report can be obtained from Paul Chamberlain, Direct Dial 07393 350643, PChamberlain@swindon.gov.uk.

Carriage Works Regeneration – Phase II

Cabinet

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- 3.11 The timescales from pre-let to occupation include procurement, design iterations, discharge of planning and listed building conditions, and construction. Construction times in particular are uncertain for complex heritage restoration projects such as the Carriage Works.
- 3.12 A new Heritage Framework Agreement has been established to reduce the time to procure construction contracts, and a complementary professional services framework (architects, structural engineers, etc) is in the process of being set up.
- 3.13 In order to reduce construction time uncertainty it is recommended that major structural works to units 7/9, up to a value of £0.9m from the proposed revised budget are carried out in advance of pre-lets, immediately following the completion of unit 11.
- 3.14 These works include asbestos removal, demolition, roofing and creation of a new entranceway and foyer connecting 7/9/11 to the lower ground floor. Further works to units 7/9 (expenditure beyond the £0.9m) remains subject to pre-lets.
- 3.15 Completing the major structural works early next year would reduce the timescales from pre-let to occupation and improve certainty for potential tenants, therefore helping the Council to secure lettings.
- 3.16 Additional benefits would include:
- 3.16.1 Maintaining momentum in the delivery of the regeneration programme following the opening of the Cultural Heritage Institute in early 2020;
- 3.16.2 Minimising disruption to existing tenants, particularly the new Institute in unit 11; and
- 3.16.3 Economies of scale for works and materials would make expenditure more cost efficient against tight budgets.

Financial Returns

- 3.17 The following table sets out the estimated revenue returns from the proposals after repayment of debt charges which are accounted for over 50 years in line with Council accounting policies.

	Revenue Surplus/(Loss) after debt charges								
	Original Budget	Revised Budet	20/21	21/22	22/23	24/25	25/26	10 Yrs	30 Yrs
	£k	£k	£k	£k	£k	£k	£k	£k	£k
Total	3,600	4,610	(149)	55	73	93	110	827	4,978

Further information on the subject of this report can be obtained from Paul Chamberlain, Direct Dial 07393 350643, PChamberlain@swindon.gov.uk.

Carriage Works Regeneration – Phase II

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- 3.18 These estimates assume no rental income is generated from either units 7/9 or the refurbishment of the undercroft in 20/21 and therefore overall surpluses are not expected until 21/22. Annual rental charges for unit 11 reflect the agreement already in place with the Royal Agricultural University
- 3.19 The estimates are highly dependent on a number of assumptions such as rents, voids and maintenance and management costs. The above estimates are based on conservative assumptions.

4. Alternative Options

Do nothing:

- 4.1 Without further capital investment (£1m), major structural works can be completed to enable the substantive refurbishment of units 7/9/11, but additional space opened up as a result of these works would not be finished to a lettable standard. Carrying out the works at a later stage would be less cost-effective.
- 4.2 If approval to incur expenditure in advance of pre-lets is not agreed the Council may continue to struggle to secure pre-lets. Delays could also mean further cost-price inflation.
- 4.3 Whilst the Council could potentially secure pre-let tenants on the basis of optimistic assumptions (less than 18 months), this would be a risky strategy. Failure to deliver would harm the Council's reputation and ultimately pre-let tenants could walk away if the terms of any Agreement for Lease are breached. In this scenario the financial risk to the Council would be the total value of works, rather than just structural costs.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 This proposal sets out the case for additional funding of £1m funded from borrowing.
- 5.2 The table at paragraph 3.17 sets out the estimated returns from the proposed investments after taking into account borrowing costs over 50 years in line with accounting policies.
- 5.3 Returns are highly dependent upon assumptions around rental values, voids and management costs.
- 5.4 The project is expected to be in net surplus from 2024/25 but would create a revenue budget pressure of £149k in 2020/21 on the assumption no rental income is generated for units 7/9 or the undercroft.

Further information on the subject of this report can be obtained from Paul Chamberlain, Direct Dial 07393 350643, PChamberlain@swindon.gov.uk.

Carriage Works Regeneration – Phase II

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- 5.5 Of the revised proposed budget of 4.610m, £3.6m is already approved. The additional £1m requested would result in additional debt charges of £42,500 in 20/21 which the Director of Finance has confirmed can be funded from within the existing capital financing budget. Debt charges in future years will be funded through the rental income generated from the letting of the units.
- 5.6 No business rates are payable on listed buildings until occupation so proceeding with the structural works would not result in business rates being payable when empty. Tenants would be responsible for business rates when occupied.

Legal and Human Rights Implications

- 5.7 Legal and Human Rights implications have been taken into account in the preparation of this report.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.8 Development of the Carriage Works and wider area would regenerate an important part of Swindon's heritage, link the isolated UTC and Railway Village back to the Town Centre etc

Diversity Impact Assessment

- 5.9 A Diversity Impact Assessment (DIA) is to be undertaken by the design team and considerations will be made within the DIA for the Masterplan. Specific issues which were included in the development of phase 1 will be considered as a priority including: to ensure that the development meets current access standards as a minimum; and that the principle of providing good access throughout the development is embedded within the design and planning. Tenant policies will drive the overarching principles.

Risk Management

- 5.10 The majority of capital expenditure remains subject to pre-lets. All expenditure will be tightly managed to ensure the refurbishments are delivered within budget. A proactive marketing campaign run jointly with Keningtons will ensure tenants are secured as quickly as possible on the best possible terms.

6. Consultees

- 6.1 The Corporate Director of Finance and Assets (Section 151 Officer) and Chief Legal (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

- 7.1 None

Further information on the subject of this report can be obtained from Paul Chamberlain, Direct Dial 07393 350643, PChamberlain@swindon.gov.uk.

Carriage Works Regeneration – Phase II

Cabinet

Date: 4th December 2019

8. Appendices

8.1 None

9. Key Decision/Decision in Cabinet Work Programme and Forward Plan

9.1 This is a Key Decision and is included in the Cabinet Work Programme and Forward Plan for December 2019.

Nythe Road/Oxford Road Capacity Enhancement Scheme: New Eastern Villages (NEV)

Cabinet

Date: 4th December 2019

Author: Cabinet Member for Strategic Planning
Cabinet Member for Transport and the Environment
Corporate Director of Communities and Housing

Wards: St Margaret and South Marston

Parishes Affected: Stratton St Margaret

1. Purpose and Reasons

- 1.1 The purpose of this report is to respond directly to concerns raised by local residents, by petition, to the Nythe Road/Oxford Road Capacity Enhancement Scheme (Draft Council Minute 45, 2019/2020 refers). The report outlines the benefits of the scheme which is being delivered as a part of mitigation requirements for the New Eastern Villages (NEV) development.
- 1.2 The report considers the existing highway network west of the A419, and, traffic movements in and out of Swindon Town Centre and within the surrounding residential and employment areas.
- 1.3 The report's recommendations affect two or more wards and it is a strategic decision as defined by Article 13 of the Constitution. However, Council's resolution that was taken after the 28 days' deadline to give notice of such proposed decision and the Chief Legal Officer has served a General Exception notice in accordance with Paragraph 15 of the Council's Access to Information procedure rules. A copy of the notice is attached at Appendix One.
- 1.4 Delivery of the scheme is in accordance with the Council's Priority and Pledges: Priority 1, Pledge 6 (a). Deliver infrastructure in a timely way to assist in phased housing & employment delivery for the New Eastern Villages including White Hart Junction & A420.

2. Recommendations

Cabinet is recommended to:

- 2.1 In light of the residents' petition and Council's resolution, to authorise the Director of Communities and Housing, in consultation with the Cabinet Member for Strategic Planning and Cabinet Member for Transport and the Environment, to proceed with delivering the scheme as it relates to the Oxford Road/Nythe Road junction as approved by Cabinet on July 2019 (Cabinet Minute 21, 2019/20 refers) and summarised in the body of the report.

Further information on the subject of this report can be obtained from Laura Jones
Telephone Number 07500 226838, LJones2@swindon.gov.uk.

Nythe Road/Oxford Road Capacity Enhancement Scheme: New Eastern Villages (NEV)

Cabinet

Date: 4th December 2019

3. Detail

Background

- 3.1 On 7th November 2019, Council considered a report of the Chief Legal Officer concerning the receipt of a petition containing 364 signatures calling on the Council “not to undertake the proposed changes to the junction of Nythe Road and Oxford Road” (Draft minute 45, 2019/2020 refers). The petition was considered in accordance with the Council’s petitions scheme.
- 3.2 Council resolved that the Cabinet Member bring a report to the Cabinet meeting on 4th December 2019 to consider any options arising out of the consideration of the petition.

Response to the Petition

- 3.3 The West of the A419 Transport Study 2014 concluded that the existing highway network in Swindon to the west of the A419 is operating largely within acceptable capacity. However, Oxford Road which is a key corridor for traffic travelling into and out of Swindon Town Centre and surrounding residential and commercial areas are considered to operate within capacity or nearing capacity during peak hours. Trip generation and distribution studies determined that the NEV will have a significant impact on Oxford Road due to:
- This being the primary route into the town from the east;
 - The considerable amount of traffic generated by the NEV development.
- 3.4 In response to the petition debated at Council 7th November 2019 officers have reviewed the scheme in order for Oxford Road to maintain acceptable level of capacity and journey time reliability. The following details below outline the full response to the petition.
- 3.4.1 A review of the existing traffic patterns alongside factoring the traffic flows and growth assumptions and scenarios into the assessment to determine the derivable benefits of enhancing the Nythe Road/Oxford Road junction to accommodate increased traffic generated by the NEV development. The scheme design has been accelerated to ensure delivery prior to March 2021 in line with planning applications for new development and grant funding restrictions. The preliminary design was developed and subject to public consultations in July 2019. Amendments to the scheme were made to accommodate residents’ feedback and a separate meeting was arranged on 4th September 2019 with residents directly affected by the scheme to discuss their concerns. As a result of this meeting residents’ concerns were addressed whereby;

Further information on the subject of this report can be obtained from Laura Jones
Telephone Number 07500 226838, LJones2@swindon.gov.uk.

Nythe Road/Oxford Road Capacity Enhancement Scheme: New Eastern Villages (NEV)

Cabinet

Date: 4th December 2019

- The Eastern Flyer shared footway/cycleway width has been reduced to the minimum of 3m to retain more verges,
- Sensors were included at Sandgate junction to ease traffic for vehicles joining Oxford Road from Sandgate,
- Dropped kerb was extended in front of property No.104,
- 4 No. of new trees were added to the design,
- Pedestrian bollards were removed from the design and new 'shared footway/cycleway' signs were added,
- The type of bus stop shelter on Oxford Road westbound is to be reviewed

3.5 An updated plan is attached see Appendix 2 which was sent to the residents and further public information events were held on 24th, 26th September and 3rd October 2019.

3.6 The scheme benefits are as follows:

Carriageway

3.6.1 Improved traffic flow at the junction as well as linked signalisation from Greenbridge to Gablecross roundabout, introduction of energy efficient street lighting, updated crossing point and updated signage and road markings.

3.6.2 Future queuing lengths on Oxford Road Eastbound and Westbound will reduce by 55% average (i.e. from 21 to 9 cars) in morning peak times between 8 and 9 am. There will also be a reduction in waiting times of vehicles wanting to turn into Nythe Road by 53% (average) (from 80.6s to 39.8s).

Environment and Health & Safety

3.6.3 Implementation of drainage system considerate of potential flooding due to climate change.

3.6.4 Application of a material with high friction surfacing qualities would reduce the probability of loss of control and rear shunt collisions in braking areas with improved grip.

3.6.5 Improved air quality due to less idling; (an idling engine can produce up to twice as many exhaust emissions as an engine in motion. Exhaust emissions contain a range of air pollutants such as carbon monoxide, nitrogen dioxide, and particulate matter. These pollutants affect the air quality of the surrounding environment).

Further information on the subject of this report can be obtained from Laura Jones
Telephone Number 07500 226838, LJones2@swindon.gov.uk.

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Footpaths

3.6.6 Upgraded street furniture and new kerbs and surfacing.

3.6.7 Planting more trees; retaining the verge widths to a minimum of 1m with planting of Native British Wildflowers.

- 3.7 The alternative option is to not carry out the improvements to Nythe Road/Oxford Road. This would place additional development pressure on the existing urban area and risk piecemeal improvements to the highway network given the number of planning applications that are being progressed at the NEV. Further; failure to deliver this scheme by March 2021 in line with the wider comprehensive access strategy for the NEV would also mean releasing the Local Growth Fund allocation of £47.63m to the Swindon and Wiltshire Local Enterprise Partnership for reallocation. This carries reputational and economic risk, and undermines the sustainable development strategy for Swindon

In light of the evidence of the detrimental effect that not proceeding with the changes to Oxford Road and Nythe Junction could have on the NEV development; Officers recommend that Cabinet continues with the strategy as approved in Cabinet in July 2019 where the resolutions were:-

- 3.7.1 That the Director for Communities and Housing, in consultation with the Cabinet Member for Strategic Planning and Cabinet Member for Transport and the Environment, be authorised to progress the detailed design and construction for White Hart Junction, Gablecross Junction, Nythe Road Junction, Piccadilly Roundabout and the Southern Connector Road schemes, subject to confirmation of grant funding, as detailed in Section 3 of the joint report.
- 3.7.2 That the Head of Property Assets, in consultation with the Director for Communities and Housing and the Chief Legal Officer, be authorised to undertake the necessary land assembly through voluntary and/or Compulsory Purchase of land necessary for the delivery of the White Hart Junction and Gablecross Junction improvement schemes as detailed in paragraphs 3.3 to 3.16 of the joint report.
- 3.7.3 That the budgets detailed at paragraphs 3.31 and 3.32 of the joint report be approved.

4. Alternative Options

- 4.1 Alternative options are considered in the body of the report.

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Nythe Road/Oxford Road Capacity Enhancement Scheme: New Eastern Villages (NEV)

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5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 Funding for this scheme was approved at Cabinet in July 2019 through a mixture of Local Growth Fund grant and S106 contributions (minute 21(3) refers). Due to S106 contributions being paid to the Council over an extended period of time in line with house completions, there is a requirement for the Council to undertake short-term borrowing in the interim period.

Legal and Human Rights Implications

- 5.2 Legal and Human Rights considerations have been taken fully into account in compiling this report. It is considered that the recommendations of this report are compatible with Convention Rights.

Diversity Impact Assessment

- 5.3 A Diversity Impact Assessment (DIA) for the NEV has been undertaken and published for the Swindon Local Plan, and is available on request from Phil Smith, Strategic Planning Policy Manager PSmith@swindon.gov.uk and 01793 46 6443 The assessment concluded that the majority of policies are unlikely to have negative impacts as previous recommendations were integrated into the Local Plan. Many of the policies will provide positive impacts and benefits for all of the population. There are some uncertain impacts relating to the new community policies, due to the scale of the development, as the impacts were assessed as unknown. A subsequent DIA was undertaken on the NEV Planning Obligations SPD, and is available on request from Angela Clack, NEV Infrastructure Coordinator. The DIA concluded negligible effect taking into account the principles of inclusive design and the requirements of sustainable development with minor positive effect in comparison to infrastructure coming forward in a piecemeal fashion.

Risk Management

- 5.4 A risk of the schemes not being delivered in a timely manner is that the loss of grant funding would compromise network resilience and the sustainable delivery of the NEV, particularly in regards to policy compliant infrastructure including affordable housing and green infrastructure. Further, it would detrimentally affect the ability of the Council to deliver homes in line with the adopted development strategy placing additional pressure on unallocated and inappropriate sites around the Borough.
- 5.5 The Council's NEV Programme Governance Framework ensures that all risks are appropriately managed through the delivery process in line with Council objectives.

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Nythe Road/Oxford Road Capacity Enhancement Scheme: New Eastern Villages (NEV)

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6. Consultees

- 6.1 Further to public consultation undertaken during preparation and adoption of the Local Plan, public consultation and information events have been undertaken specifically on the NEV transport strategy from 2015 to date. Targeted consultations with specific stakeholders have also been undertaken, including with government agencies, statutory undertakers, local businesses, developers, emergency services, Wilts & Berks Canal Trust, landowners, neighbouring authorities, Parish Councils and transport providers.
- 6.2 The Corporate Director of Finance and Assets (Section 151 Officer) and Chief Legal Officer (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

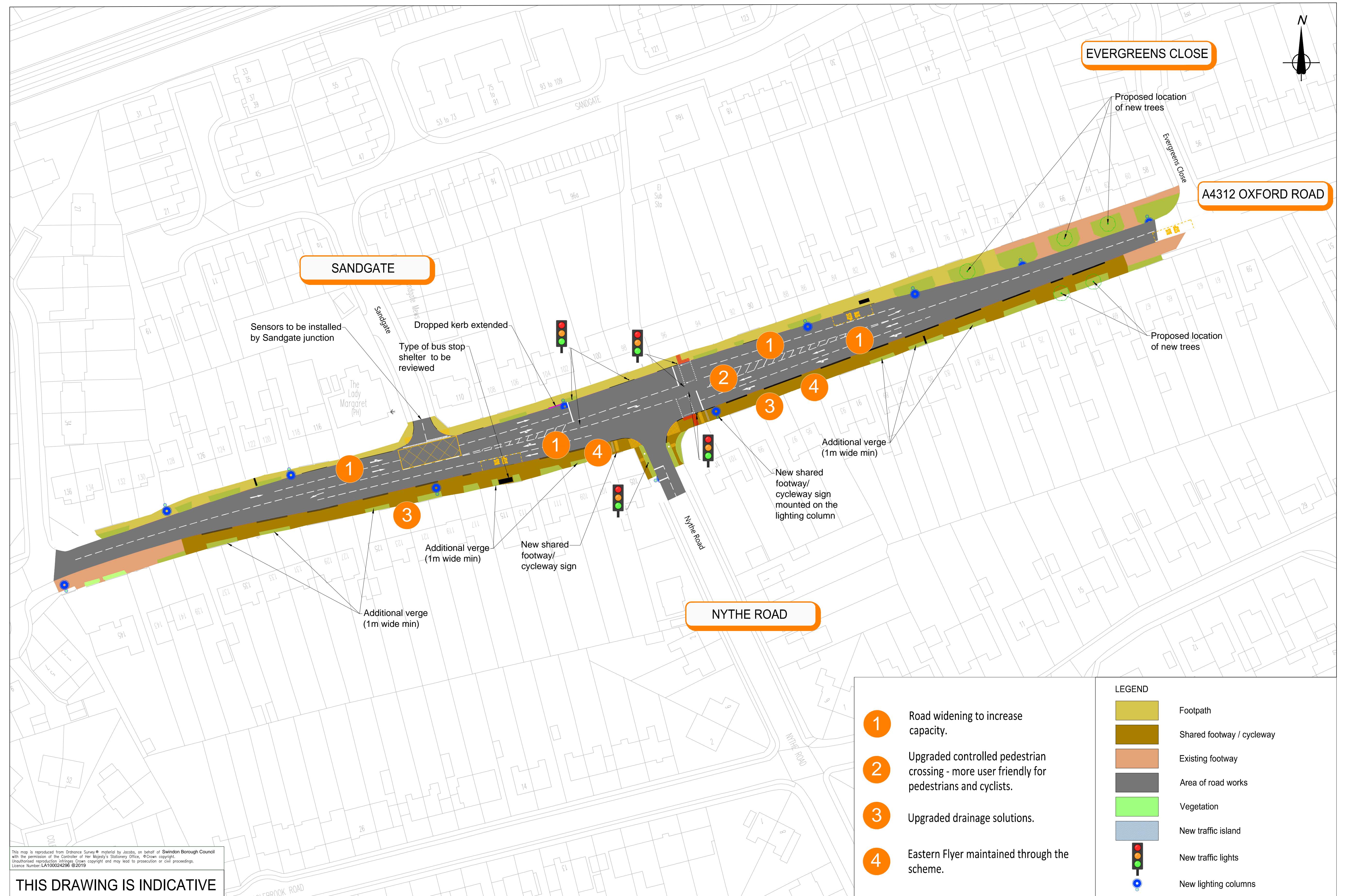
- 7.1 None

8. Appendices

- 8.1 Appendix 1: Plan of Preliminary Design Nythe Road/Oxford Road Capacity Enhancement Scheme

9. Key Decision/Decision in Cabinet Work Programme and Forward Plan

- 9.1 This is a not a key decision and was not included on the December 2019 Forward Plan as the Council resolution was taken after the 28 days' deadline to give notice.



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