



WOKINGHAM BOROUGH COUNCIL

A Meeting of the **OVERVIEW AND SCRUTINY
MANAGEMENT COMMITTEE** will be held in David Hicks 1
- Civic Offices, Shute End, Wokingham RG40 1BN on
WEDNESDAY 15 NOVEMBER 2023 AT 7.00 PM

A handwritten signature in black ink, appearing to read 'Susan Parsonage', written in a cursive style.

Susan Parsonage
Chief Executive
Published on 7 November 2023

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

Note: Non-Committee Members and members of the public are welcome to attend the meeting or participate in the meeting virtually, in line with the Council’s Constitution. If you wish to participate either in person or virtually via Microsoft Teams, please contact Democratic Services. The meeting can also be viewed live using the following link:

https://youtube.com/live/xlxnb-366_0?feature=share

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Our Vision
<i>A great place to live, learn, work and grow and a great place to do business</i>
Enriching Lives
<ul style="list-style-type: none"> • Champion excellent education and enable our children and young people to achieve their full potential, regardless of their background. • Support our residents to lead happy, healthy lives and provide access to good leisure facilities to enable healthy choices for everyone. • Engage and empower our communities through arts and culture and create a sense of identity for the Borough which people feel part of. • Support growth in our local economy and help to build business.
Providing Safe and Strong Communities
<ul style="list-style-type: none"> • Protect and safeguard our children, young and vulnerable people. • Offer quality care and support, at the right time, to reduce the need for long term care. • Nurture our communities: enabling them to thrive and families to flourish. • Ensure our Borough and communities remain safe for all.
Enjoying a Clean and Green Borough
<ul style="list-style-type: none"> • Play as full a role as possible to achieve a carbon neutral Borough, sustainable for the future. • Protect our Borough, keep it clean and enhance our green areas for people to enjoy. • Reduce our waste, promote re-use, increase recycling and improve biodiversity. • Connect our parks and open spaces with green cycleways.
Delivering the Right Homes in the Right Places
<ul style="list-style-type: none"> • Offer quality, affordable, sustainable homes fit for the future. • Ensure the right infrastructure is in place, early, to support and enable our Borough to grow. • Protect our unique places and preserve our natural environment. • Help with your housing needs and support people, where it is needed most, to live independently in their own homes.
Keeping the Borough Moving
<ul style="list-style-type: none"> • Maintain and improve our roads, footpaths and cycleways. • Tackle traffic congestion and minimise delays and disruptions. • Enable safe and sustainable travel around the Borough with good transport infrastructure. • Promote healthy alternative travel options and support our partners in offering affordable, accessible public transport with good transport links.
Changing the Way We Work for You
<ul style="list-style-type: none"> • Be relentlessly customer focussed. • Work with our partners to provide efficient, effective, joined up services which are focussed around our customers. • Communicate better with customers, owning issues, updating on progress and responding appropriately as well as promoting what is happening in our Borough. • Drive innovative, digital ways of working that will connect our communities, businesses and customers to our services in a way that suits their needs.
Be the Best We Can Be
<ul style="list-style-type: none"> • Be an organisation that values and invests in all our colleagues and is seen as an employer of choice. • Embed a culture that supports ambition, promotes empowerment and develops new ways of working. • Use our governance and scrutiny structures to support a learning and continuous improvement approach to the way we do business. • Be a commercial council that is innovative, whilst being inclusive, in its approach with a clear focus on being financially resilient. • Maximise opportunities to secure funding and investment for the Borough. • Establish a renewed vision for the Borough with clear aspirations.

MEMBERSHIP OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

Councillors

Alistair Neal (Chair)	Andrew Mickleburgh (Vice-Chair)	Andy Croy
Norman Jorgensen	Pauline Jorgensen	Adrian Mather
Stuart Munro	Alison Swaddle	Chris Johnson
Catherine Glover	Caroline Smith	

Substitutes

Charles Margetts	Graham Howe	Peter Dennis
David Cornish	Morag Malvern	Rachelle Shepherd-DuBey
Bill Soane	Jane Ainslie	Ian Pittock
Phil Cunningham	Marie-Louise Weighill	

ITEM NO.	WARD	SUBJECT	PAGE NO.
45.		APOLOGIES To receive any apologies for absence	
46.		MINUTES OF PREVIOUS MEETING To confirm the Minutes of the Meeting held on 4 October 2023.	5 - 10
47.		DECLARATION OF INTEREST To receive any declarations of interest.	
48.		PUBLIC QUESTION TIME To answer any public questions. A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice. The Council welcomes questions from members of the public about the work of this Committee. Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to www.wokingham.gov.uk/publicquestions	
49.		MEMBER QUESTION TIME To answer any Member questions.	
50.	None Specific	PROGRESS OF THE WASTE CHANGES PROJECT To scrutinise progress of the waste changes project as it moves to the operational/delivery phase.	11 - 44

51.	None Specific	UNREASONABLY PERSISTENT COMPLAINANTS POLICY To scrutinise the updated draft policy relating to Unreasonably Persistent Complainants.	45 - 56
52.	None Specific	COUNCIL MOTIONS To consider the annual update report on progress against Motions approved by Council.	57 - 76
53.	None Specific	EXECUTIVE AND IEMD FORWARD PROGRAMMES To consider the current published version of the Executive Forward Programme and the Individual Executive Member Decision Forward Programme.	77 - 86
54.	None Specific	O&S COMMITTEE WORK PROGRAMMES To discuss the work programme of the Overview and Scrutiny Management Committee and Overview and Scrutiny Committees	87 - 102
55.	None Specific	ACTION TRACKER To consider the regular Action Tracker report.	103 - 106

Any other items which the Chairman decides are urgent

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading.

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MINUTES OF A MEETING OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE HELD ON 4 OCTOBER 2023 FROM 7.00 PM TO 10.15 PM

Committee Members Present

Councillors: Alistair Neal (Chair), Andrew Mickleburgh (Vice-Chair), Andy Croy, Norman Jorgensen, Pauline Jorgensen, Adrian Mather, Stuart Munro, Chris Johnson, Catherine Glover and Caroline Smith

Other Councillors Present

Councillors: Stephen Conway and Sarah Kerr

Officers Present

Narinder Brar, Head of Enforcement & Safety
Neil Carr, Democratic and Electoral Services Specialist
Louise Livingston, Assistant Director, HR & Organisational Development
Jackie Whitney, Assistant Director

35. APOLOGIES

An apology for absence was submitted from Councillor Alison Swaddle.

Councillor Graham Howe attended the meeting as a substitute.

36. MINUTES OF PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 11 September 2023 were confirmed as a correct record and signed by the Chair.

37. DECLARATION OF INTEREST

There were no declarations of interest.

38. PUBLIC QUESTION TIME

There were no public questions.

39. MEMBER QUESTION TIME

There were no Member questions.

40. A VISION FOR OUR BOROUGH

The Committee considered a presentation, set out at agenda pages 15-32, which provided an update on the development of the Community Vision and Council Plan.

Councillor Stephen Conway (Leader of the Council) attended the meeting to answer Member questions, supported by Louise Livingston (Assistant Director, HR and Organisational Development) and Jackie Whitney (Assistant Director, Digital, Change & IT).

The presentation reminded Members that the Council had been working with consultants New Local to develop a Community Vision for the Borough. The Vision was being co-produced with partners and work had been ongoing to identify key themes, gauge stakeholder appetite for involvement and develop potential governance arrangements.

Three workshops had been held in early 2023 with around 150 attendees from a range of stakeholders including community groups, Town & Parish Councils, NHS, Thames Valley Police, Age UK and CLASP. The workshops had identified six key engagement themes:

- health and wellbeing;
- equality, inclusion and opportunity;
- environment and sustainability;
- community engagement, empowerment and action;
- engagement with young people;
- engagement with the business community.

The development of the Vision was overseen by a steering group made up of a range of stakeholders including the voluntary sector, Healthwatch, the Youth Council, Reading University, Wokingham Volunteers Centre and Churches Together in Wokingham. The steering group had met recently and the next step was to engage with the public using the Engage platform. The community engagement included questions such as “what do you like about the Borough?” and “what would you change?”

Councillor Conway stated that an updated Council Plan would be informed by the priorities and outcomes set out in the Community Vision. The Council Plan would set out targets relating to the strategic priorities in the Vision and would set out the outcomes to be achieved. Delivery would be underpinned by the three-year Medium Term Financial Plan. The current Council Plan ran until 2024. This would be refreshed until 2025 and would be followed by the new five-year Council Plan.

The aim was to carry formal public consultation on the new Community Vision in March/April 2024 with final approval in July 2024. The five-year Council Plan would be launched in April 2025. Further engagement with Overview and Scrutiny would be included in the programme for developing the Vision and Council Plan.

In the ensuing discussion, Members raised the following points and questions.

The approach to developing the Community Vision – co-production and community engagement – was welcomed. It was important to explore options for partnership working with neighbouring authorities and to maximise opportunities for additional/external funding. It was confirmed that the Berkshire leaders were receptive to greater partnership working. A key principle was to maximise opportunities for synergy and the sharing of ideas and experiences. Ongoing engagement and stakeholder input was crucial as the process continued.

How effective was the engagement with Town and Parish Councils? It was confirmed that the Town and Parish Councils were key stakeholders in the development of the new Vision. Regular contact was made through the Clerks Forum. It was also hoped to identify a representative to attend the steering group. Engagement with elected Town and Parish Councillors was seen as a priority.

What was the level of engagement with local businesses? It was confirmed that a range of businesses had been involved in the process to date. Work was also ongoing to bring businesses and local charities together in order to identify mutually beneficial opportunities. The local media were also involved in the development of the Vision.

As the Community Vision and Council Plan were not a statutory requirement, was the Council confident that they would make a positive difference and justify the resources used in their development? It was confirmed that the difference between this process and previous iterations was the strong involvement of key stakeholders in a genuinely co-produced Vision. The challenges in working together were recognised but, so far, joint working through the steering group was very positive. It was also recognised that success would also depend on changes to WBC's organisational culture. It was noted that relationships with, for example, Town and Parish Councils had been effective in the past. The Tenant & Landlord Improvement Panel (TLIP) was cited as a good example of a genuine partnership which delivered better outcomes for residents.

The ongoing engagement with young people was seen as a positive. It was important to understand their priorities as they were the future of the Borough. It was noted that the Youth Council were represented on the steering group. Councillor Conway had also agreed to visit local secondary schools to seek the views of students.

RESOLVED That:

- 1) Stephen Conway, Louise Livingston and Jackie Whitney be thanked for attending the meeting to answer Member questions;
- 2) Scrutiny Member comments and suggestions relating to the Community Vision and Council Plan be fed into the development process;
- 3) a further update report be submitted to the Committee in early 2024.

41. WBC FUTURE OFFICE PROVISION

The Committee considered a report, set out at pages 33-48, which gave details of proposals to review the Council's future office accommodation, including any opportunities for relocation of its headquarters out of the current Shute End location. The issue had been considered by the Council's Executive at its meeting on 28 September 2023. The Executive had agreed the principle of relocation and a preferred alternative site, subject to more detailed feasibility and planning work.

Councillor Stephen Conway (Leader of the Council) and Sarah Morgan (Assistant Director – Commercial Property) attended the meeting to present the report and answer Member questions.

The report stated that one impact of Covid-19 had been a change in working practices involving a reduced demand for traditional office provision (fixed desks) with greater levels of home working. This provided an opportunity to review the quantity and location of workspace for the Council's staff. The existing headquarters at Shute End in Wokingham was the largest and most costly office asset which, therefore, provided the biggest opportunity to generate savings. This was important in light of the significant budgetary pressures facing the Council. Effective and efficient use of the Council's property portfolio could help to free up funds to support front-line service provision.

An initial appraisal of potential options for future provision had identified three possible sites:

- Shute End – consolidated to lower and ground floors only;

- 23-38 Peach Street – former Marks & Spencer site;
- Rubra 2 Mulberry Business Park.

Following a financial and non-financial appraisal it was concluded that 23-38 Peach Street was the most suitable of the three locations. Consequently, the Executive was asked to note that this site would be the preferred new headquarters location and would be the subject of more detailed feasibility and planning work.

Councillor Conway confirmed that the identification of a preferred option at this stage did not preclude the consideration of other options including community hubs, the leasing of a building in third party ownership and/or a location outside Wokingham town.

In the ensuing discussion, Members raised the following points and questions.

Members felt that the first step in this process should be to develop a clear understanding of the needs of staff and other stakeholders (including residents) – then explore suitable accommodation options which would meet those needs. So, for example, car parking was a key issue at the current headquarters location and would need to be considered carefully as part of any new provision. It was confirmed that a staff change group had been set up in order to discuss issues relating to the potential options and to understand the needs of staff. Discussions would also be informed by the development of the corporate Modern Workforce programme which aimed to modernise existing policies and practices to ensure that staff could be as effective and customer-focussed as possible. The importance of flexible meeting and work space was emphasised.

Councillor Conway confirmed that the Executive were keen to work closely with Overview and Scrutiny on the development of this project. This meant that reports would be submitted to the Committee at key “gateway” points over the next 18 months. It was suggested that these gateway points be identified to enable the Committee’s forward work programme to be updated.

It was important to recognise the role of the Council’s headquarters in the democratic process. The existing Council chamber was used for Council meetings but also hosted planning appeals and other significant meetings. It was confirmed that discussions were ongoing with other Councils to understand how they used accommodation to support the democratic process. It was suggested that a range of venues could be considered for the staging of Council and other large public meetings.

Had there been any commercial interest in 23-38 Peach Street? It was confirmed that a planning application had been submitted for a gym with accommodation above. However, there was no current commercial interest in the site.

It was important to explore a wider range of options. Shute End and 23-38 Peach Street could be two of the most valuable sites in the Council’s portfolio. Sites outside Wokingham town, such as Winnersh Triangle, may provide better value for money, e.g. in relation to car parking and access to public transport. Parking linked to the Peach Street site appeared to be a challenge, for example in relation to visitor parking. It was noted that the Wokingham Medical Centre was located next to the Peach Street site, which may create additional pressure for parking.

It was suggested that the next update to the Committee include details of the work undertaken to date on this issue together with the forward programme and key milestones.

RESOLVED That:

- 1) Stephen Conway and Sarah Morgan be thanked for attending the meeting to present the report and answer Member questions;
- 2) the Executive be recommended to include other accommodation options across the Borough within the feasibility work, in addition to the identified preferred option of 23-38 Peach Street and the status quo via improvements at Shute End;
- 3) the Committee receive a further report setting out the timeline for further “gateway” update reports;
- 4) the financial implications of the proposals be scrutinised via the ongoing Budget Scrutiny process.

42. UNAUTHORISED ENCAMPMENTS UPDATE

The Committee considered a report, set out at Agenda pages 49 to 59, which provided an update on unauthorised encampments and site provision for 2022/23.

Narinder Brar (Head of Enforcement & Safety) and Gina Frost (Localities Manager) attended the meeting to present the report and answer Member questions.

The report stated that the Council’s aim was to reduce the number and impact of unauthorised encampments across the Borough. During 2022/23 there were five unauthorised encampments. Of these, two were on private land, two were on Town Council land and one was on WBC land. Four of the five encampments were located in Woodley with the remaining encampment in Earley. This activity compared to six unauthorised encampments in 2021/22 and 11 in 2020/21. It was confirmed that activity usually occurred between March and September, although a new encampment had been reported recently.

The report reminded Members that the Council responded to unauthorised encampments through a joint Protocol with Thames Valley Police. (A public information leaflet was appended to the report). Once a report had been received, officers attended the site to carry out welfare checks and note the number of families, caravans and animals. Any welfare concerns were passed to the relevant service for a response as necessary. The Council and police used the relevant common law and police powers available and WBC employed bailiffs to carry out enforcement as necessary.

The report stated that an accommodation needs assessment had been carried out in 2017 which identified the need for 26 to 90 permanent pitches in the Borough – this would cover the needs of the nomadic and non-travelling communities. Details were included of the additional residential pitches which had been provided since the 2017 needs assessment.

In the ensuing discussion, Members raised the following points and questions.

In relation to the GRT sites identified in the report, who owned the sites and what was the current occupancy levels? It was confirmed that a written response would be provided.

In relation to the Local Plan Update, was any further site provision being considered, particularly more convenient sites adjacent to the RBH? It was confirmed that this issue was being considered by housing and planning officers. At this stage, no potential additional sites had been identified near to the RBH. A written answer would be provided with more details.

Also in relation to the Local Plan Update, had any transit sites been identified? It was confirmed that no transit sites had been identified to date, but work continued on this issue.

Were welfare checks carried out on all unauthorised sites – public and private? It was confirmed that checks were carried out on all unauthorised encampment sites. The checks were comprehensive, involving the use of screening questions. Any health issues were passed to the relevant healthcare professionals. Officers carried out revisits as necessary.

RESOLVED That:

- 1) Narinder Brar and Gina Frost be thanked for attending the meeting to present the report and answer Member questions;
- 2) the update on unauthorised encampments in the Borough in 2022/23 be noted;
- 3) officers be congratulated for the speedy and effective response to unlawful encampments during the year;
- 4) further information be provided to Members as requested.

43. COMMITTEE WORK PROGRAMMES

The Committee considered its forward work programme and that of the Overview and Scrutiny Committees as set out on Agenda pages 61 to 82.

It was agreed that an update on the St Crispins Leisure Centre consultation be considered by the relevant Overview and Scrutiny Committee prior to its consideration by the Executive.

It was noted that ongoing scrutiny of all elements of the Barkham Solar Farm project would be undertaken by The Climate Emergency Overview and Scrutiny Committee.

It was agreed that the Community and Corporate Overview and Scrutiny Committee scrutinise the transport plans for the new developments in Barkham, including the solar farm and the two SEND schools.

RESOLVED: That the Overview and Scrutiny Work Programmes, as amended, be noted.

44. ACTION TRACKER

The Committee considered the regular Action Tracker report, set out at Agenda pages 83 to 86.

RESOLVED: That the Action Tracker report be noted.

TITLE	Progress of the Waste Changes Project (briefing).
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee on 15 th November 2023
WARD	(All Wards);
LEAD OFFICER	Director, Place and Growth - Giorgio Framaliccio
LEAD MEMBER	Executive Member for Environment, Sport, and Leisure - Ian Shenton

RECOMMENDATION.

That Overview and Scrutiny Management Committee: -

- 1. Note the covering report and accompanying presentation on the progress of the Waste Changes Project to date.**

EXECUTIVE SUMMARY

The Council is currently implementing the Waste Collection Changes project, which is approaching its operational / delivery phase. From next summer, most households will be putting their rubbish out in a 180-litre black wheeled bin which will be emptied fortnightly, replacing the [current weekly blue bag collections](#). The wheeled bins will be rolled out to these properties from late May onwards.

Communications to residents have been released online in October which is the first part of a phased campaign. <https://www.wokingham.gov.uk/news/2023/waste-collections-are-changing-get-ready-greener-future>. Furthermore, detailed project briefings have been undertaken to seek Members' views, comments and to create increased confidence in the project. The briefings also provide practical information and act as a key point of reference for Members to support their constituents before, during and after project implementation, prior to Scrutiny being formally briefed at the November 2023 meeting.

With the recent release of information to residents and Members, which has received good feedback, it is now appropriate to provide a project progress update to Overview and Scrutiny Committee prior to the operational implementation of the project.

Already significant planning work has been undertaken for the project including:

- Updating the Assisted Collection List.
- Reviewing 'larger property' requests.
- Completing a property survey to determine which households are unable to have a wheeled bin.
- Commence mapping the day changes to rounds through our partner Veolia.
- Completing a 'Service Standards document.
- Commencement of resident behaviour changes.
- Releasing information for the upcoming changes to residents.
- Mapping the new website and customer journey.

- Advertising for two full time (fixed term contract) Recycling Engagement officers (one year contract).
- Effective project and governance.
- Liaison and close working with Veolia and receiving their experience and support.

The project will enhance the Council's position by improving its overall environmental outcomes, reduce waste and increase savings against the backdrop of significant financial pressures due to inflation, capped increases of Council Tax and being the least funded unitary authority in the country. In comparison to other authorities, residents in Wokingham Borough receive around £400 less per household each year as compared with other unitary authorities. In total this amounts to £32m less for Wokingham residents. Inflation, budget pressures and care costs now require financial savings to be realised. If the savings are unable to be achieved this will place greater budget pressure on the Council.

The Overview and Scrutiny Committee will recall that all prior approvals (Scrutiny – 22 February 2023 / Executive – 21 March 2023) for this project have been agreed and are *not* in scope for this report.

This report provides an update *prior* to implementation of the project's operational phase and is right considering the size, scale, and impact of this project for Borough residents, environmental benefits, and revenue savings contribution that Scrutiny is briefed of progress, implementation, and project risks.

BACKGROUND.

These changes are an exciting opportunity for us all to play our part in increasing the Borough's recycling rates and seek to become one of the nation's top performers. Additionally, these changes will reduce our environmental impact and help meet the Council's climate emergency commitments through cutting carbon emissions.

Furthermore, they will also make necessary savings as we face unprecedented financial challenges, ensuring we balance our budget and can continue to support residents who need help the most. In 2022, the Council consulted on this proposal and more than 9,000 residents responded. About 75 per cent said they either supported the changes, could accept them, or had no strong feelings.

Almost 85 per cent of councils in England now have fortnightly rubbish collections, or sometimes every three weeks, and that number is increasing each year. Recycling rates increased in Bracknell Forest (13 per cent) and Reading Borough (10 per cent) when they switched from weekly collections. Slough, West Berkshire and the Royal Borough of Windsor and Maidenhead have made similar changes.

Our waste collection changes are expected to boost our Borough's recycling rates from 54 per cent to 64 per cent, just one per cent below what the Government expects all councils to achieve and maintain by 2035. The Council would like to do even better by reaching our goals including becoming carbon neutral by 2030. From next summer, most households will be putting their rubbish out in a 180-litre black wheeled bin which will be emptied fortnightly, replacing the [current weekly blue bag collections](#). The wheeled bins will be rolled out to these properties from late May onwards, and enough additional blue bags will be issued to cover the period until collections start. Recycling will [still be collected](#) from

green sacks, which are free and with no limits on how many are put out, but this is also changing to fortnightly collections on weeks when rubbish isn't taken.

Recently the Government has stated that local authorities need to be more consistent in their waste collections and have released a '[Simpler Recycling](#)' policy. This will require all councils to collect glass; metal; plastic; paper and card; food waste; and garden waste by March 2026. In future, the Government may even fine those that aren't keeping up with other councils when they're assessed for efficiency and effectiveness. Wokingham Borough is currently placed 42nd out of more than 300 local authorities in England for our recycling rates – and based on the most recent figures, increasing our recycling rate to 64 per cent could easily put us in the top 10. This information has only just been released from Government and a response will be worked through for the Council with its key partners Veolia, RE3, and via professional bodies to determine a well-considered response that achieves the right balance for improvements, recycling, contractual and resource issues.

Environmental Benefits

The changes will ensure that far less recyclable waste is thrown away unnecessarily and burned for energy or sent to landfill. In September, a blue bag waste compositional analysis was undertaken which showed that approximately 65% of rubbish could be recycled. Around 20% of this is food waste (reduced from 24% in 2022) but there is a drive to reduce this to zero, and we are aware that a residual waste tonnage are slightly increasing circa 3% increase (worse) than target (this will be reported in the Q 2 Performance report but highlights the issue to address).

The new collection system will move valuable recycling material (including food waste) from being thrown away to being used again which forms part of the circular economy.

Due to reduced vehicle movements, it is expected that around 2,400 tonnes per year of carbon dioxide (equivalent) is reduced when the changes come into effect. This is the equivalent to the amount generated by about 1,500 typical households' annual electricity usage. Based on other council's experiences, there should be a 20 per cent reduction in rubbish put out for collection, 12 per cent more going in green recycling bags, five per cent more going to food waste and the rest reduced by people not generating it. It is also expected that 744 tonnes of rubbish are reduced across the Borough per year – that's the weight of at least 45 double-decker buses.

The project team are continuing to work closely with Senior Leads from Veolia on this project, optimism, and confidence in the delivery of this project with the Board overseeing the project is high.

PRESENTATION.

The Overview and Scrutiny Committee will receive a presentation on key aspects of the project – noting that Members have been briefed prior to this Committee convening, its milestones, environmental and financial considerations, and practical information on how the project will be implemented, all in accordance and scope of previously approved

Executive and Scrutiny reports and previous consultations. The Committee is asked for suggestions and recommendations on how to positively deliver the project and ensure its objectives and outcomes are met fully.

Other Financial Information

If the proposed savings are achieved approximately £1 m of revenue will be saved and **not** required to be diverted from other services reductions.

Legal Implications arising from the Recommendation(s)

The legal implications are set out in the main body of the report.

Stakeholder Considerations and Consultation

A public consultation has been previously carried out with approximately 9000 responses and this has been previously approved.

Public Sector Equality Duty

A full Equality Impact Assessment has been previously approved.

Climate Emergency – *This Council has declared a climate emergency and is committed to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham Borough by 2030*

Enhancing air quality, decarbonisation, reducing land fill and increasing recycling rates.

Reasons for considering the report in Closed Session

Not applicable.

List of Background Papers

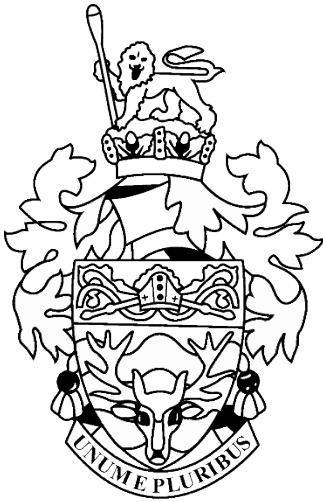
Appendix 1: Service Standards document

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Service Place & Growth

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WOKINGHAM BOROUGH COUNCIL

HOUSEHOLD WASTE SERVICE STANDARDS



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1. Introduction

Wokingham Borough Council (the “Council”) is classed as a Waste Collection and Disposal Authority under the terms of the Environmental Protection Act 1990 (EPA 1990), and as such, has a statutory duty to collect household waste from all domestic properties. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The size and type of the collection containers.
- Where the containers(s) must be placed for the purpose of collecting and emptying.
- The waste types which may or may not be placed within each of the container(s)

The service aims to:

- Encourage and support our residents to take responsibility to reduce the waste they produce by actively participating in reuse, recycling, and waste minimisation schemes and services provided.
- Improve our household waste and recycling services to maximise the capture of and quality of materials, recognising the variations in household types and geography to ensure our services meet the needs of all residents.
- Ensure that the services we provide are in line with “Value for Money” principles whilst balancing environmental impacts.
- Deliver a high quality, dependable, consistent, and responsive customer service for our residents.

This service level agreement sets out the responsibilities of the Council and its residents and defines how we will deliver the Council’s waste collection services.

2. The Household Waste Service

2.1 From summer 2024, the standard waste and collection services provided by Wokingham Borough Council are summarised in the table below:

Container	Material Collected	Collection Frequency	Chargeable
Black 180 litre/240 litre general waste wheeled bin	Non-recyclable household waste	Fortnightly	No
Blue 90 litre sack (access issue properties only)	Non-recyclable household waste	Weekly	No
Green 60 litre recycling bag	Plastic bottles, food containers, card, paper, aluminium, and steel cans	Fortnightly	No
Black 55 litre recycling box (access issue or communal properties only)	Plastic bottles, food containers, card, paper, aluminium, and steel cans	Weekly	
Black 23 litre food waste bin	Cooked food, uncooked food waste and cooking oil in plastic bottles	Weekly	No
Brown 240 litre garden waste wheeled bin	Plant waste e.g., grass, hedge cuttings, small branches, flowers	Fortnightly	Yes
Single use 75 litre compostable brown sacks	Plant waste e.g., grass, hedge cuttings, small branches, flowers & weeds	Fortnightly	Yes

*Properties with communal waste facilities, typically blocks of flats normally have a weekly collection for all waste but local variations may apply. Please refer to the website for collection days.

3. Container Provision

General Waste – Black Wheeled Bin

1.1. Each property will be provided with one standard 180 litre black wheeled bin.

1.2. Properties that have limited or no frontage will be provided with 54 blue sacks which will be delivered annually.

- 1.3.** The sacks will be collected weekly with a maximum of one bag to be presented for each collection, and 2 bags on two further occasions after bank holidays.
- 1.4.** Households which meet the following criteria may be eligible for additional capacity on application and assessment by an Officer of the council and a review every 2 years:
- Where medical waste in the form of incontinence pads, stoma bags etc. creates a volume of additional waste which cannot be recycled and does not fit in the space provided.
 - Six or more people who are permanent residents.
 - Registered Houses of Multiple Occupancy (HMO's)
- 1.5.** Households with more than one child in nappies can apply on an annual basis for additional capacity in the form of one additional bag provided by the council to be collected with the black bin every fortnight (council to provide the bags). To consider alternatives to disposable nappies, the councils Real Nappy Cash Back scheme can be found here [Reduce, re-use and recycle \(wokingham.gov.uk\)](https://www.wokingham.gov.uk/reduce-re-use-and-recycle)
- 1.6.** Waste containers remain the property of the council and should be left at the property when residents move.
- 1.7.** Residents will be required to purchase the replacement of damaged, lost, or stolen bins from 2025.
- 1.8.** All bins are provided for domestic use only. Their use for commercial purposes is prohibited and the contractor will only empty official WBC (Wokingham Borough Council) bins.
- 1.9.** Replacement bins aim to be delivered within fifteen working days.

Recycling – Green bag

- 1.10.** The Council provides 60-litre waterproof green recycling bags to each household. These bags are provided to ensure the recycling stays dry. The Velcro strips should be sealed at the top of these bags. Residents on narrow access routes, where we use a smaller collection vehicle, are provided with recycling boxes and lids to keep recycling dry.
- 1.11.** Properties with shared facilities (please see section 3)
- 1.12.** The house name or number should be clearly displayed the bags to avoid these being lost or stolen. Where bags should be kept indoors as direct exposure to UV light reduces the lifespan of these bags.
- 1.13.** New or replacement recycling bags can be collected from the various hubs around the borough which can be found here [Collect or order recycling bags \(wokingham.gov.uk\)](https://www.wokingham.gov.uk/collect-or-order-recycling-bags) or if unable to collect, can be ordered for delivery. Recycling boxes can be ordered online and are restricted to narrow access properties only. [Collect or order recycling bags \(wokingham.gov.uk\)](https://www.wokingham.gov.uk/collect-or-order-recycling-bags)

Food waste – black outdoor bin

- 3.15** Our food waste container provision includes a grey 5-litre indoor kitchen caddy and a black 23-litre lockable bin for collection.
- 3.16** Properties with shared facilities (please see section 4)

Yes Please	No Thank You
<ul style="list-style-type: none"> ○ General waste which cannot be recycled, reused, or composted. ○ Polystyrene ○ Nappies and sanitary waste ○ Pet bedding & animal waste 	<ul style="list-style-type: none"> ○ Food Waste – please present this for weekly collection in the 23l food waste bin. ○ Recyclable items that can be placed in the green bags. ○ Garden waste that can be placed in the brown bin. ○ Small Waste Electrical and Electronic Equipment (WEEE) ○ Rubble and soil ○ Hot ashes ○ Hazardous clinical waste (sharps, blood products) ○ Asbestos ○ Pesticides, paint, and oils

4

What items can be placed into the waste container?

General waste black wheeled bin

- 2.1 The black wheeled bin is for household waste that cannot be recycled kerbside, at a local recycling bank or at the [Recycling Centres](#). The material in the black bin is either sent to an Energy from Waste facility (EfW) or landfill which are both more expensive and higher impact on the environment.
- 2.2 General waste bins are designed to be emptied safely and presented with lids closed. Any overloaded or heavy bins will not be collected and will be recorded as heavy by crews. Residents will be required to lighten the bins before the next scheduled collection.
- 2.3 What we can and cannot accept in the black bins or blue bags.

Recycling green bags or black boxes

- 2.4 All recycling should be placed in the bags provided, loose, not in plastic bags.
- 2.5 Green bags or boxes that contain items other than in the 'Yes Please' column below will not be emptied and will be recorded as 'contaminated.' It is the resident's responsibility to remove the items we do not accept and dispose of them accordingly before the next scheduled collection.
- 2.6 Residents are asked to rinse plastic pots, tubs and trays that may have food remnants in them which will help eliminate smells and pests.
- 2.7 What we can and cannot accept in the green recycling bags /recycling boxes:

Yes Please	No Thank You
<ul style="list-style-type: none"> • Paper & Card • Plastic bottles (drinks, toiletries, bleach & detergents) • Empty drinks and food cans • Empty aerosols • Plastic food trays (not black) • Food tubs (margarine, yoghurt and cream pots, snack pots etc) • Cosmetic pots and tubs (no lids) • Foil trays and clean foil • Cartons (no lids) 	<ul style="list-style-type: none"> • Glass Bottles and jars* • Food waste • Nappies or sanitary waste • Plastic bags • Black plastic food trays • Food wrappers • Kitchen towels, tissues, and wet wipes • Polystyrene • Textiles* • Plant pots <p>*These items should be taken to the nearest bring/recycling banks</p>

2.8 Bins that contain items other than in the 'Yes Please' column above will not be emptied and will be recorded as 'contaminated.' It is the resident's responsibility to remove the items we do not accept and dispose of them accordingly before the next scheduled collection.

Food Waste black outdoor bin and indoor caddy

2.9 Plastic bags such as bread or carrier bags can be used to line the indoor food waste caddy. Newspaper or paper bags can also be used to line the indoor bins, although waste can be placed loose in the container.

2.10 The indoor kitchen caddy should not be presented for collection, it will not be emptied: only the 23ltr black food waste bin should be presented.

2.11 What we can and cannot accept in the food waste container:

<u>Yes Please</u>	<u>No Thank You</u>
<ul style="list-style-type: none"> • Dairy products and eggshells • Bread, cakes, pasta, and rice • Raw and cooked meat, fish, and bones • Uneaten food, and out of date foods. • Raw and cooked fruit and vegetables and peelings • Pet foods • Tea and coffee bags and grounds • Cooking oil – sealed in a plastic bottled inside your outdoor food waste bin. 	<ul style="list-style-type: none"> • Food packaging • Large amounts of liquids such as milk • Pet waste, litter, or bedding • Any material that is not food • Animal waste

- 2.12 Bins that contain items other than in the 'Yes Please' column above will not be emptied and will be recorded as 'contaminated.' It is the resident's responsibility to remove the items we do not accept and dispose of them accordingly before the next scheduled collection.
- 2.13 Liners and bags will be removed from the food waste at the treatment plant and sent to Energy from Waste.
- 2.14 We recommend frequent cleaning of the caddies and bins to eliminate odours and pests.

Garden Waste brown wheeled bin or brown sacks

- 2.15 Garden waste should be placed loose in the bin(s) or sack(s), no plastic bags.
- 2.16 Bins or sacks that contain items other than in the 'Yes Please' column below will not be emptied and will be recorded as 'contaminated.' It is the resident's responsibility to remove the items we do not accept and dispose of them accordingly before the next scheduled collection.

Yes Please	No Thank You
<ul style="list-style-type: none"> • Grass cuttings and leaves • Hedge clippings • Flowers and weeds • Small branches 	<ul style="list-style-type: none"> • Animal waste • General waste • Food and kitchen waste • Large branches • Pet or animal bedding • Soil and stones • Japanese Knotweed • Treated wood. • Plant pots

- 2.17 Garden waste bins are designed to be emptied safely and presented with lids closed. Any overloaded or heavy bins will not be collected and will be recorded as heavy by crews. Residents will be required to lighten the bins before the next scheduled collection.
- 2.18 During cold spells, garden waste may freeze and prevent the council from emptying the bin either fully or partially. In this event, the council will return on the next scheduled collection.
- 2.19 The council reserves the right to suspend collections in extreme situations such as pandemics or bad weather.

3 Presentation of waste containers

- 3.1 All waste containers should be placed beside the nearest public (council maintained) pavement/footpath, normally in front of the property in a position that does not obstruct access to pedestrians and other users including wheelchair users, and those with pushchairs.

- 3.2 All containers must be presented without any obstruction and clearly visible to our collection crews.
- 3.3 Garden waste bins must be presented with the current subscription sticker placed between the handles of the bin and facing the road.
- 3.4 Once collection takes place it is your responsibility to remove all containers within 24 hours of collection. Containers are not to be left out after this time.
- 3.5 Unless otherwise notified, general waste, recycling and food containers are emptied on the same day of the week.
- 3.6 Recycling bags and general waste black wheeled bins should be presented on alternate weeks along with the food waste bins.
- 3.7 The lids on the recycling bags/boxes must always be securely on, to stop water getting into the recycling. The house number should be clearly displayed box to avoid them being lost or stolen.
- 3.8 Waste containers must be presented at the edge of the property by 6:30am on the collection day or by 5:30am on bank holidays. We recommend putting waste out the night before to ensure collection as collection times can and do vary. We do not collect on Christmas Day, Boxing Day, and New Years Day. Waste not presented at the collection time is recorded by the crews as “not presented” and will not be collected until the next scheduled collection.
- 3.9 Collections can take place at any time between 5.30 am and 4pm. Collection times can vary and are not guaranteed.
- 3.10 Bin lids should be closed with no side waste (i.e., no additional waste left on or next to the bin).
- 3.11 Any waste not contained within the bin with the lid closed and left as excess at the side of the bin will not be collected and if it is not removed from the public highway will be regarded as fly tipping and investigated.
- 3.12 Residents with blue bag collections are responsible for the clean-up of any littering arising from ripped or split bags prior to the collection of the bags. To prevent this happening, please make full use of the food waste bin. As a further precaution, blue bags can be contained and presented in a normal dustbin if purchased independently. Wokingham Borough Council and its contractors will not accept any liability for any loss of, or damage to, any such independently purchased bin.
- 3.13 In accordance with current British Standards, the collection crews will not walk to retrieve bins that are more than 25 metres from the rear of the collection vehicle (for wheeled bins and sacks).
- 3.14 The Council reserves the right to change the location of any collection points for operational reasons.
- 3.15 Adopt A Street volunteers can present authorised or approved street litter bags for collection alongside their wheeled bin. Adopt a Street bags used for household waste will be treated as fly tipping and will be investigated.

4 Garden Waste

- 4.1 Wokingham Borough Council offers a chargeable fortnightly garden waste service which is operational for 50 weeks (25 collections) of the year.
- 4.2 The service is suspended for two weeks over the Christmas period. The last collection will take place the Friday before Christmas and will resume a fortnight later.

- 4.3 Residents can subscribe to an annual garden waste bin collection service which runs between April and March the following year. Terms and conditions can be found here ([Order garden waste collection \(wokingham.gov.uk\)](http://wokingham.gov.uk))
- 4.4 New subscribers will be required to purchase the garden waste bin in addition to the annual subscription.
- 4.5 Current subscribers requiring additional bins will need to purchase the garden waste bin in addition to the annual subscription.
- 4.6 Residents can purchase 75 litre compostable sacks online (and collect from the Council's collection hubs) to be presented on the scheduled collection days.
- 4.7 Properties on narrow access routes are unable to subscribe to the garden waste bin scheme but can purchase compostable sacks to participate in the service.
- 4.8 The garden waste collection service is for domestic properties only. Commercial properties and businesses are excluded from the scheme.
- 4.9 Waste generated by gardeners at domestic properties is classed as 'commercial waste' and should be removed by the person undertaking the work. The council does not subsidise businesses in disposing of their waste.
- 4.10 The annual or first subscription includes a coloured sticker for the bin. Refer to the details on garden waste by following the link [Order garden waste collection](http://wokingham.gov.uk).
- 4.11 The Council also offers subsidised compost bins in partnership with "getcomposting." They can be contacted directly through www.getcomposting.com or 0800 316 4454 to place orders.
- 4.12 Residents who move home within the borough and still require the service should take the garden waste bin with them and contact the council with the new address details.
- 4.13 Residents will be required to purchase replacement bins in the event of damage, wear and tear or loss.
- 4.14 The Council will replace bins that have fallen into the vehicle or been damaged by the crew on collection day.
- 4.15 New or purchased replacement bins will usually be delivered within 15 working days.

5 Bulky Waste Collections

- 5.1 The council provides a chargeable bulky waste collection service for up to five items which can be booked online [Large items that we can collect \(wokingham.gov.uk\)](http://wokingham.gov.uk)
- 5.2 Collections can be booked up to 8 weeks in advance and can be cancelled up to 3pm the day before collection.
- 5.3 Amendments can be made by cancelling the order and rebooking with the correct items. There is no guarantee that your previously selected slot will remain available should you wish to raise a new booking.
- 5.4 Items should be left by the boundary at the front of the property by 6.30am on the morning of collection.
- 5.5 We will not collect items such as pianos, treadmills, or cross trainers, built-in furniture, garden waste, bagged waste, rubble, items of DIY nature, commercial waste, clinical or hazardous waste. The contractor will confirm the items booked are acceptable for collection.
- 5.6 Please see our website for items that we can/cannot collect. [Large items that we can collect \(wokingham.gov.uk\)](http://wokingham.gov.uk)

- 5.7 The re3 Reuse Area at both Recycling Centres allows residents to drop off reusable items for other residents to reuse, or to be donated to Sue Ryder to be resold by the charity.
- 5.8 Alternatively, large items can be diverted from landfill and at the same time supporting charities by donating them to local organisations such as Age Concern 0118 327 1329
- 5.9 Old IT equipment can be donated at [Wokingham Directory | Wokingham Library](#), [Wokingham Directory | Woodley Library](#), or [Wokingham Directory | Lower Earley Library](#) as part of our Digital Donations scheme.

6 Clinical Waste

- 6.1 The local health authority provides the first sharps box, which you can get on prescription from your GP or pharmacist.
- 6.2 If a resident is self-treating a medical condition and has healthcare or clinical waste which could potentially carry an infection (e.g., needles, syringes or other sharp instruments, any waste which includes blood or body fluids, human tissue, swabs or dressings, drugs, or other pharmaceutical products), the Council will collect these on request.
- 6.3 Waste in the form of incontinence pads, stoma bags should be double bagged and placed in your general waste bin.
- 6.4 If a resident is in receipt of care from a healthcare professional, any waste produced during treatment should be removed and disposed of by the healthcare professional. Residents requiring a clinical waste collection can request the service via the council website [Clinical waste collection \(wokingham.gov.uk\)](#)
- 6.5 The Council's contractor will provide replacement containers on collection. Replacements are based on the same number of containers left as those collected (i.e., one for one).
- 6.6 Residents are required to leave the clinical waste for collection close to their property, usually in a discreet location and agreed prior to the commencement of collections. Replacement containers are left in the same location.
- 6.7 Collection currently takes place three days per week and collections may occur early morning through to late afternoon on that day.
- 6.8 If a clinical bag service is no longer required residents should cancel the service using this link [Clinical waste collection \(wokingham.gov.uk\)](#)
- 6.9 If no clinical waste has been presented from a regular user of the service for three consecutive weeks, or minimal amounts of clinical waste are being presented, the resident will be contacted to confirm if they still require the service. Further collections will be suspended until confirmation is received that the service is required.
- 6.10 Sharps and clinical waste which are generated by an intravenous drug user will not be collected through the council's clinical waste collection service. If the resident is part of a needle return scheme, the sharps should be returned to the agreed location in the container provided.
- 6.11 Landlords or managing agents are responsible for the disposal of any clinical waste which is left in their premises by tenants when they leave. Once the tenant has vacated, this waste becomes commercial, and it is the responsibility of the landlord/managing agent to arrange collection by a licensed waste contractor at their cost.

7 Communal Properties (flats)

- 7.1 Communal properties are provided with bins which are kept in a bin store and shared by all the residents in the block. Provision of bins for general waste and recycling is the responsibility of the developer or management company. Black wheeled bins are provided for general waste in line with our weekly allowance of 80-litre per household.
- 7.2 Bins are designed to be emptied safely therefore bin lids should be closed. Any bins with open lids due to excess waste protruding will not be collected.
- 7.3 Any additional waste left outside of the bins will not be collected and can lead to a missed collection if access is blocked to the bins. In such instances it will be the responsibility of the management company or residents to clear the bin store. Our contractor will not return to clear the waste until the next collection date. The Council reserves the right to remove any bins which are more than the weekly allowance of 80 litres for general waste per household.
- 7.4 Bins for recycling must be blue in colour and should not exceed 360 litre capacity. There is no limit on the amount of recycling and bins must be provided by the management company in line with a minimum weekly allowance of 120 litre per household to encourage residents to recycle conveniently and appropriately. Any recycling left outside of bins will be left uncollected.
- 7.5 The Council provides a 5-litre grey kitchen caddy. A 240-litre red communal food waste bin is provided for shared disposal and is stored in the bin store. It replaces the 23-litre outdoor container used by single dwellings. Refer to Section 2 on Food Waste to find out what and how you should recycle your food waste.
- 7.6 Upkeep and maintenance of bins and the bin store is the responsibility of the residents and/or the management company. Any repair or replacement of bins is the responsibility of the management company. This includes notifying the council of any changes to bin store codes.
- 7.7 Bin stores are not for storing larger unwanted items (bulky waste). If these are present, it may mean that bins cannot be emptied. Bulky waste items can be disposed of using our chargeable collection service [Large Unwanted Items](#) or by taking the items to our recycling centres.

8 Assisted Collection

- 8.1 The Council provides (on request) Assisted Collection to residents who are unable to put out their waste and who do not have another person in the household able to do it for them.
- 8.2 Collection points will need to be visible within the boundary of the property, not behind gates and no more than 25 meters from the kerbside.
- 8.3 Collection points will be agreed between residents and the Council in consultation with our Contractor.

11 Missed Collections

- 11.1 If any of the waste containers are not collected on the scheduled day, residents are required to report missed bins via the online reporting form after 4pm on collection day and not later than the end of the following working day after the scheduled collection. We will investigate and return to any genuinely missed container within two working days of it being reported.
- 11.2 Collections missed due to parked cars are reattempted twice. Residents should park considerately to allow enough room for the collection vehicle to manoeuvre safely.
- 11.3 The following list, which is not exhaustive, can lead to a missed collection that we will not return for:
- Containers not presented at the correct collection point.
 - Overflowing bins with lids not fully closed.
 - Additional waste presented to the side of the containers.
 - Containers not presented at the time of collection.
 - Items presented in bins, bags, or box that we do not collect kerbside.
 - Waste presented on the wrong collection week.
 - Heavy bins or bags.
 - Access issues due to overgrown vegetation.
- 11.4 If the crew have reported any of the issues above, we will not return to collect the containers until the next scheduled collection.
- 11.5 If containers have the wrong items in them, we will collect the waste once the wrong items have been removed by the resident, on the next scheduled collection.

12 Private Roads

- 12.1 Where a household is on a private or an un-adopted road, the councils' collection vehicles will usually only collect from the road where:
- The road surface is of sound construction to a suitable solid surface free of potholes and obstructions and meets the standard for adoption by the Highways authority.
 - The road is wider than 3.2 metres wide with no obstruction from trees, shrubs, etc. which could cause damage to the side of the vehicle.
 - Minimum height clearance is more than 4 metres with no obstruction from overhanging branches, cables etc., which could cause damage to the roof of the vehicle.
 - A through road does not exist. A suitable turning area must be available to allow the vehicle to turn round. The area should be sufficient to allow the vehicle to turn with no more than three manoeuvres- i.e., 10.22 metres kerb to kerb.
 - It is safe to stop and park the collection vehicle to collect waste, without causing risk, hazard or obstruction to other road users or pedestrians.
 - The Council has been provided with a signed Indemnity.

- 12.2 The Council may change any collection point, either temporarily or permanently, following a review of compliance with condition 12.1. If it is the Councils' belief that the access to or location of the collection point would be unsafe for collections due to deterioration in the road surface, or overhanging/encroaching vegetation, residents will be asked to present their waste containers on the nearest public highway or an agreed alternative location on collection day.
- 12.3 The Council will (where possible to do so) give at least ten working days' notice of any changes to the location of a collection point, highlighting the alternative site to the affected households. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.

13 Local Tip – Household Waste & Recycling Centres (HWRC's) and Bring Banks

- 1.1. Residents may use either the Smallmead or Longshot Lane [HWRC's](#) to dispose of recycling materials, excess waste, and DIY materials.
- 1.2. Residents are required to book a slot via the [Click and tip service](#) and take proof of Wokingham residency with you. These sites are operated on behalf of the Council and its other partners, Bracknell, and Reading Councils, by RE3 Ltd.
- 1.3. Residents can recycle glass bottles and jars and textiles at any of our neighbourhood [Bring Banks](#) throughout the Borough.

Members Workshop

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Waste Collection Changes Project

November 2023



WOKINGHAM
BOROUGH COUNCIL

- ❖ **Welcome to this workshop**

- ❖ **Introduction to team**

- ❖ **Structure of today's meeting:-**

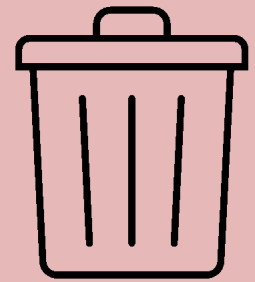
Presentation on Waste Collection Changes (WCC) - 35 minutes

Open forum and discussion - 20 minutes

Market Engagement update - New Waste Contract 2026 - 5 minutes

- ❖ **Next Steps**

 To become one of the top performing Councils for recycling in the country 



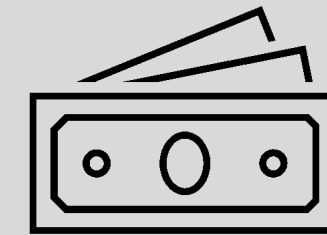
**Reduction in
landfill
tonnages**



**Carbon saving
of 2,400t CO₂**



**Recycling rate
increase from
54% to 64%**



**Circa £1 million
revenue
savings per
annum**

❖ Collection of waste and recycling changing to fortnightly alternating weeks:

	Container	Week 1	Week 2	Week 3	Week 4
Rubbish (new container and schedule)	Black wheeled bin	✓	not collected	✓	not collected
Recycling (new schedule)	Green bag(s)	not collected	✓	not collected	✓
Food waste (no changes)	Food bin	✓	✓	✓	✓
Garden waste (no changes)	Brown wheeled bin	✓	not collected	✓	not collected

Get ready for a greener future

- ❖ What we are telling people and why
 - ❖ These changes can help us be one of the top places for recycling
 - ❖ Wheeled bins and collection changes are coming in summer 2024
- ❖ Who are we telling and trying to reach
 - ❖ All residents
 - ❖ Partners – TPC, schools, housing associations, CLASP, Veolia etc
 - ❖ Internal – members and colleagues
- ❖ How we will tell it
 - ❖ Digital channels – website, media releases, e-newsletters, social media, emails, partners
 - ❖ Non-digital channels – postcard to all households, collection calendar
 - ❖ Outreach – community events, roadshows, door knocking, telephone assistance

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GET READY FOR A GREENER FUTURE

GENERAL RUBBISH (WHEELED BIN) ON ONE WEEK...

...RECYCLING (GREEN SACKS) THE WEEK AFTER

PLUS WEEKLY FOOD WASTE COLLECTIONS

Change is coming next summer
 Visit www.wokingham.gov.uk

WOKINGHAM BOROUGH COUNCIL



[View the household rubbish and recycling collections changes coming in summer 2024](#)

Last updated: 31st October 2023

Waste collection changes: coming in summer 2024

Introduction

[What's going to change](#)

[Could you recycle more?](#)

[Why we need these changes](#)

[Frequently Asked Questions](#)

Your household [rubbish and recycling](#) collections are changing in summer 2024, so we want to make sure you're prepared well in advance.

These changes are an exciting opportunity for us all to play our part in [increasing the borough's recycling rates](#) and become one of the nation's top performers, setting an example for other areas to follow.

Example collection schedule (from August 2024)

	Container	Week 1	Week 2	Week 3	Week 4
Rubbish (new container and schedule)	Black wheeled bin	Collected	Not collected	Collected	Not collected
Recycling (new schedule)	Green bag(s)	Not collected	Collected	Not collected	Collected
Food waste (no changes)	Food bin	Collected	Collected	Collected	Collected
Garden waste (no changes)	Brown wheeled bin	Collected	Not collected	Collected	Not collected

What your weekly bins will look like



❖ **Support for members and residents:**

- ❖ Two full time recycling engagement officers – to support residents face to face (one year)
- ❖ Two customer service officers – support residents via phone/e-mail (six months)

❖ **Equipment:**

- ❖ Recycling bags at hubs in the borough (schools, T&P Council's leisure/community centres, Councillors)
- ❖ Food waste containers
- ❖ Wheeled bins – Contract awarded
- ❖ Wheeled bins distribution from June to end of July circa 65,000 households

❖ **Customer contact:**

- ❖ Dedicated webpages and social media
- ❖ FAQ's
- ❖ Assisted collections/larger families contacted prior to launch
- ❖ Customer Services team prepared for changes

Assisted collections and property surveys

❖ Assisted collections:

- ❖ We have reviewed all assisted collections to see if they are still required/eligible
- ❖ As before, residents can request an assisted collection on the website or by phone
- ❖ We will provide support to those who need assisted collections, including helping them adjust to the changes
- ❖ We will notify residents by February 2024 and inform ward members

❖ Property surveys:

- ❖ We have surveyed all properties to determine if the property is suitable for a wheeled bin
- ❖ Properties are considered suitable if they have a place to store the wheeled bin, either in a front garden or if there is no front garden, access through a garage or side gate to a back garden
- ❖ Those properties that cannot accommodate a wheeled bin will remain on a weekly bag collection, with one blue rubbish bag collected per week and unlimited green recycling bags
- ❖ We will notify residents by February 2024 and inform ward members

❖ Mitigations:

- ❖ Robust communications campaign
- ❖ Recycling Engagement Officers to support residents, especially vulnerable
- ❖ Additional Customer Services Officers to support with resident enquiry volumes

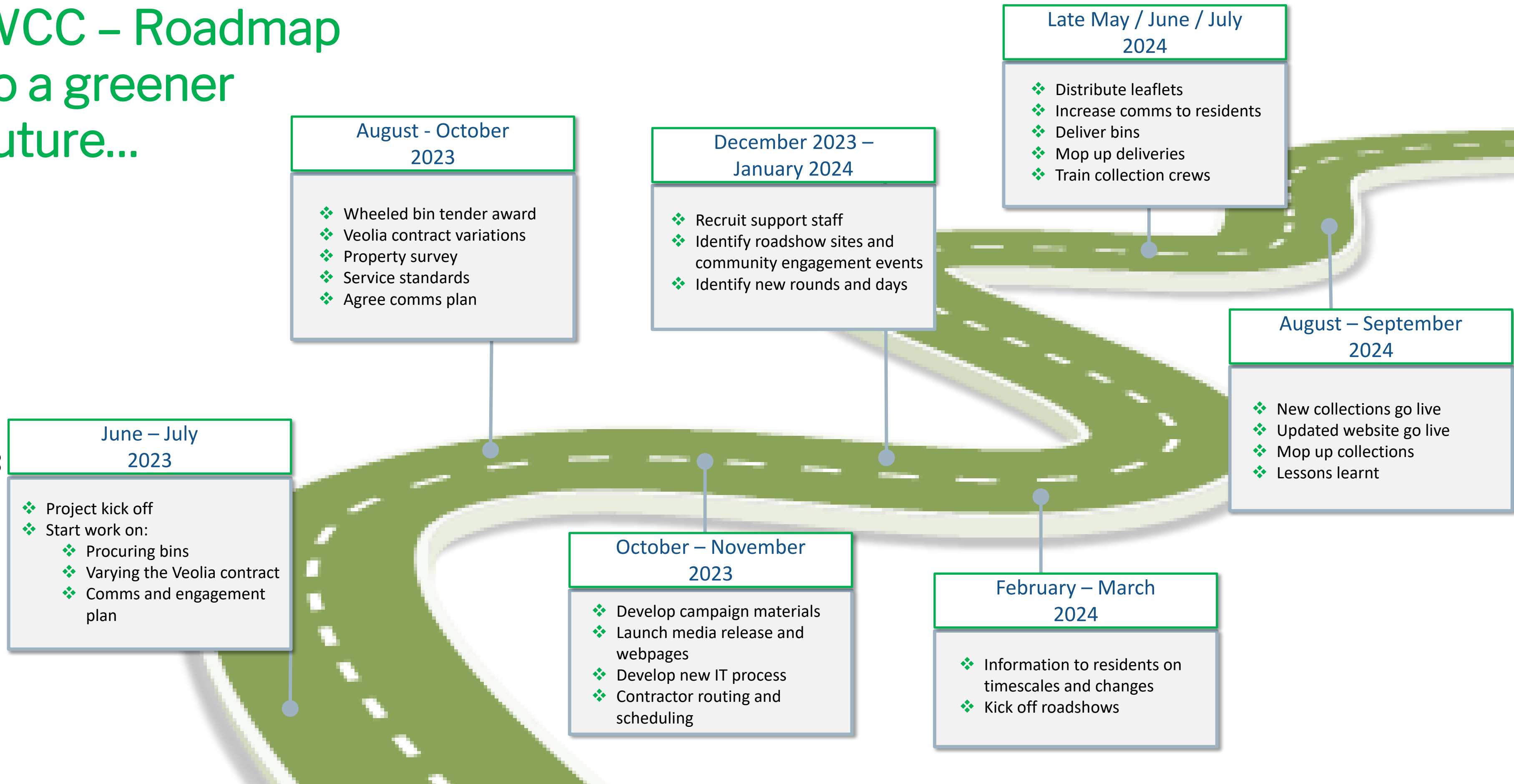
37 ❖ Key risks to project outcomes are:

- ❖ Residents not putting correct waste in the right container (maximise recycling - minimise rubbish)
- ❖ Additional waste being presented by bin
- ❖ Not putting out containers on right collection day
- ❖ Residents not having enough recycling containers (these can easily be collected)
- ❖ Residents not participating in food waste
- ❖ Residents not being aware of and understanding changes



WCC – Roadmap to a greener future...

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- ❖ A new Household Waste Service Standard will be reviewed at Overview and Scrutiny (15th November) which will set out:
 - ❖ Bin provision at properties
 - ❖ What goes in each bin/container
 - ❖ Where to present bins/containers
 - ❖ Assisted collections
 - ❖ Missed collections
 - ❖ Communal properties (i.e. flats and HMO's)
 - ❖ Other waste streams – Garden, clinical, bulky waste

Fortnightly:
Individual Workstream
Meetings

40

Monthly:
Heads of Workstreams
Meeting

Monthly:
Steering Group

Monthly:
CLT Reporting
Members Engagement
Programme Board



Any Questions?

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WOKINGHAM
BOROUGH COUNCIL

Market Engagement update

New Waste Contract 2026

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WOKINGHAM
BOROUGH COUNCIL

- ❖ Waste contract is due to be reprocured in 2026.
- ❖ The expectation is that due to inflation and the current market demands, the new contract will cost us more money to achieve the same service standards.
- ❖ Market engagement completed in September 2023. Has highlighted the following questions:
 - ❖ Can we achieve delivery of the service for the same or reduced cost?
 - ❖ How will we fund the mobilisation costs – IT, vehicles?
 - ❖ What carbon reduction actions do we take, when for example, electric waste vehicles are three times the cost of diesel?
 - ❖ What price/quality percentages will we apply to the new contract?
 - ❖ What contract model is best for us? Is it in house, a joint contract with another authority, a combined contract with another service?
 - ❖ Environment Act - several impacts including the requirement to collect glass from the kerbside

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Agenda Item 51.

TITLE	Unreasonably Persistent Complainants Policy (Updated Policy)
FOR CONSIDERATION BY	Overview & Scrutiny Management Committee on 15 November 2023
WARD	(All Wards);
LEAD OFFICER	Lewis Borges Head of Customer Experience & Change

PURPOSE OF REPORT

To share an updated draft copy of the Unreasonably Persistent Complainants Policy with Overview & Scrutiny Committee members for their observations and comments before going through formal sign off.

RECOMMENDATION

That the updated policy, currently in draft, is taken through for formal sign off and adopted by the Council as a formal approach for unreasonably persistent complainants.

Background

The Unreasonably Persistent Complainants Policy (UPCP) is a policy that already exists and has recently been updated to reflect the Council's approach to people that complain in an unreasonable manner about a particular topic or persistently, in line with what is set out by the Local Government and Social Care Ombudsman (LGSCO).

This policy should be read in conjunction with the Corporate Complaints Policy, which explains the steps to take if you have a complaint. You can find further details at this link: [Complaints \(wokingham.gov.uk\)](https://www.wokingham.gov.uk/complaints)

It is very rare that Council Officers need to use the Unreasonably Persistent Complainants Policy (UPCP) when interacting with complainants and we currently do not have any residents or members of community that fall under the unreasonably persistent complainants title.

Most complaints are resolved through the Council's internal complaints process or when needed, through the Local Government and Social Care Ombudsman (LGSCO).

However, there are a small number of customers who, because of the amount, nature, and quality of their contact, are deemed to be unreasonable or unreasonably persistent complainants.

Who is unreasonable or an unreasonably persistent complainant?

They can be:

- a complainant who has been responded to in full but still wishes to pursue the same complaint
- a complainant who is pursuing their complaint through different ways in the hope of getting a different outcome
- a complainant who makes derogatory or disrespectful comments aimed at our staff

The complainant would be told before any decision is made, that their actions are becoming unreasonable or unreasonably persistent. We would offer to discuss this with them before taking any further action.

This policy will set out a clear and transparent approach for officers on how and what circumstances to correctly apply the policy when or if required and as the complainant, what to expect. The policy will also explain to the complainant what they can expect from us and the process and decision-making route.

This policy and approach are only to be used in extreme circumstances and when all options have been appropriately explored with the complaints policy and the LGSCO guidance.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council faces unprecedented financial pressures as a result of; the longer term impact of the COVID-19 crisis, Brexit, the war in Ukraine and the general economic climate of rising prices and the increasing cost of debt. It is therefore imperative that Council resources are optimised and are focused on the vulnerable and on its highest priorities.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	N/A	N/A	N/A
Next Financial Year (Year 2)	N/A	N/A	N/A
Following Financial Year (Year 3)	N/A	N/A	N/A

Other Financial Information
No Costs or Savings identified

Public Sector Equality Duty
An EQIA has been completed and concluded that there was not any detrimental effects to any particular group.

Climate Emergency
N/A

Reasons for considering the report in Closed Session
None

List of Background Papers
None

Contact Lewis Borges	Service: Head of Customer Experience & Change
Telephone Tel: 0118 974 6000	Email Lewis.Borges@wokingham.gov.uk

Appendix

[Formal Complaints Process at a Glance.pdf \(sharepoint.com\)](#)

[Complaints \(wokingham.gov.uk\)](#)

[Home - Local Government and Social Care Ombudsman](#)

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Unreasonably Persistent Complainants Policy

DRAFT

UPDATED POLICY
November 2023

Contents

Section 1: Your guide to unreasonably persistent complainants

What's in this policy

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Further information

Any queries?

Appendix 1:

Summary of how the decision is made to make a complainant unreasonably persistent

Section 1: Your guide to unreasonably persistent complainants

We always want to give you the very best service we can. But we know that sometimes we get things wrong or there are problems you need us to put right. Most of these complaints are resolved through the Council's internal complaints process or when needed, the Local Government and Social Care Ombudsman (LGSCO).

However, there are a small number of customers who, because of the amount, nature, and quality of their contact, are deemed to be unreasonable or unreasonably persistent complainants.

The complainant would be told before any decision is made, that their actions are becoming unreasonable or unreasonably persistent. We would offer to discuss this with them before taking any further action.

The sections below will tell you how the decision is made. You can find a summary of this in appendix 1 at the end of the document.

This policy should be read in conjunction with the Corporate Complaints Policy, which explains the steps to take if you have a complaint. You can find further details at this link: [Complaints \(wokingham.gov.uk\)](https://www.wokingham.gov.uk/complaints)

If you'd like this policy in another format like large print, please email customerrelations@wokingham.gov.uk or call 01189746000 and we'd be happy to help.

Our promise

Is to:

- treat you with respect and fairness
- be responsive, friendly, and helpful
- be open and honest and manage expectations
- support and care for you as an individual
- listen to what you have to say and learn from it

Equality and Diversity

This policy is written in conjunction with the Equality Act 2010 which created the Public Sector Equality Duty.

This policy will be applied fairly and consistently to all regardless of gender, race, marital status, national or ethnic origin, nationality, disability, sexuality, age or religion. This is in line with the Equality Plan 2021 to 2025 for Wokingham Borough Council, information on this can be found at: <https://wokingham.moderngov.co.uk/documents/s47397/>.

Wokingham Borough Council's Complaints Team are committed to being accessible to all and reasonable adjustments will be made for residents and representatives, where needed.

Section 2: Who is unreasonable or an unreasonably persistent complainant?

They can be:

- a complainant who has been responded to in full but still wishes to pursue the same complaint

- a complainant who is pursuing their complaint through different ways in the hope of getting a different outcome
- a complainant who makes derogatory or dis-respectful comments aimed at our staff

Examples of unreasonable behaviour:

- Refusing to give the grounds of a complaint, despite offers of help.
- Refusing to work with the complaints process.
- Refusing to accept that certain issues are not within the scope of the complaints process.
- Insisting on the complaint being dealt with in ways which are not in line with the complaints process or with good practice.
- Making unfair complaints about staff who are trying to deal with the issues
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing new information at a later stage.
- Raising many detailed but unimportant questions, and insisting they are all answered.
- Submitting false documents.
- Adopting a 'scatter gun' approach: sending similar complaints on the same issue to lots of organisations.
- Making undue demands on the time and resources of staff and expecting responses straight away.
- Sending in repeat complaints with small changes to the original complaint and insisting this makes it a new complaint.
- Refusing to accept the decision; continuing to argue points with no new evidence.

The Information Commissioner has also issued guidance on what would be unreasonably persistent or classed as repeated requests.

- Could the request fairly be seen as obsessive?
- Is the request harassing the Council or causing distress to staff?
- Would complying with the request impose a burden on the Council?
- Is it likely that the request is designed to cause trouble?
- Does the request lack any serious value?

How we assess if someone is unreasonably persistent?

If while investigating a complaint the complainant displays one or more of the traits in Section 2 more than once, the Customer Relations Team will discuss it with the Head of Service as to whether to consider these actions unreasonable.

If the complaint has been through the whole complaints process and finished, the complainant will be advised that no further contact about the complaint or complaints related to this. However, if the complaint is ongoing, we may choose to limit the amount of contact to one officer and how often they will contact the complainant.

The following are some of the questions that will be considered before a complainant is classed as unreasonably persistent.

- that the complaint is being, or has been, investigated properly
- any decision reached on the complaint has followed the complaints policy and procedures
- communication has been maintained with the complainant

- whether the complainant is providing any significant new information that might affect the service's view on the complaint

A decision will then be made on what action to take. Below are some of the options available:

- Placing limits on the number and duration of contact with staff per week/month.
- Offering a restricted time slot for necessary calls.
- Limiting the complainant to one type of contact (i.e. email).
- Requiring the complainant to correspond with only one member of staff.
- Requiring any 'face to face' meetings to take place in the presence of a witness and in a suitable location.

However, whilst contact will be stopped about the complaint, if the complainant were to contact us on a separate matter, contact should be managed as normal.

The final decision will be made by the Director of service concerned, in conjunction with the Chief Executive and the Corporate Leadership Team.

Section 3:

What happens next?

If agreed, the complainant will be informed of what action will be taken. Correspondence will be sent informing of the decision.

This should make the following points clear:

- The complaint the complainant is being unreasonably persistent about.
- The action we propose to take.
- What restrictions will be put in place.
- That restrictions apply to this complaint and no other contact.
- That a record will be kept reflecting that the complainant has demonstrated unreasonably persistent behaviour in respect of the matter.
- When the record will be reviewed.

Keeping records?

If a complainant is classified as unreasonably persistent, we will keep a copy of evidence in support of the decision.

The Customer Relations Team are responsible for updating and monitoring the records.

These records include the following information:

- why and when the complainant's details were recorded
- who made and approved the decision
- date of review

The Customer Relations Team will keep a record of any correspondence about the complaint.

The Customer Relations Team will review the recorded details six months after the action has been taken. When reviewed, the Customer Relations Team will talk to the Head of service to check if there has been any contact about the complaint. If there has been no

contact, the complainant details regarding being unreasonably persistent will be removed. If contact has continued, then officers will need to consider the nature and frequency, and whether the restrictions should continue.

Once this decision is made, correspondence will be sent to the complainant to advise of the decision.

This should inform of:

- the decision being made
- the reasoning to support this decision; and
- when it will be reviewed next, if it has been agreed to keep the complainant's details on record

The Customer Relations Team will update the record to reflect the outcome and any actions.

Section 4:

Referring unreasonably persistent complainants to the Local Government and Social Care Ombudsman (LGSCO)

In some cases, agreements cannot be reached. If the complaint can't be resolved and is still ongoing, early referral to the LGSCO may be made.

Complainants can make a complaint to the Ombudsman about the way they have been treated. The Ombudsman is unlikely to be critical of actions if it can show that the policy has been applied correctly and fairly.

Section 5:

Further Information

The policy will be monitored and amended in line with best practice in both public and private sectors.

Any queries regarding this policy should be directed to the Customer Relations Team using the following contact information:

- Tel.: **(0118) 974 6000 and ask to speak to the Customer Relations Team**
- E-mail: CustomerRelations@wokingham.gov.uk

Appendix 1 – Summary of how the decision is made to make a complainant unreasonably persistent

Who could be unreasonably persistent?

- A complainant who has been responded to in full but still wishes to pursue the same complaint
- A complainant who is pursuing their complaint through different ways in the hope of getting a different outcome
- A complainant who makes derogatory or dis-respectful comments aimed at our staff

Section 2



How do we assess if someone is unreasonably persistent ?

- The Customer Relations Team will discuss the complainant with the Head of service, and establish whether to consider their actions unreasonable
- If the person has a complaint that is ongoing, we may choose to limit the amount of contact to one officer and how often they will contact the complainant

Section 2



Who will decide if someone is unreasonably persistent?

- The final decision will be made by the Director of the service concerned, in conjunction with the Chief Executive and the Corporate Leadership Team

Section 2



What happens next ?

- Once the decision is made, the complainant will be contacted and advised of the decision.

This should inform of:

- the decision being made
- the reasoning to support this decision; and
- when it will be reviewed next, if it has been agreed to keep the complainant's details on record

The Customer Relations Team will update the record to reflect the outcome and any actions. A review will take place after 6 months.

Section 3

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TITLE	Council Motions
FOR CONSIDERATION BY	Overview and Scrutiny Management Committee on 15 November 2023
WARD	None Specific
LEAD OFFICER	Neil Carr - Scrutiny Officer

OUTCOME / BENEFITS TO THE COMMUNITY

Motions debated at full Council meetings are an important part of the democratic process. It is important that agreed Motions are fully implemented and that residents and Members are appraised of progress and outcomes for residents.

RECOMMENDATION

The Committee is requested to:

- 1) scrutinise progress against the Council Motions, as set out in Annex A;
- 2) note that an annual feedback report on Motions will be submitted to the Committee in November each year;
- 3) consider any further ideas to improve the current process for implementing and reporting back on Council Motions.

SUMMARY OF REPORT

Members are entitled to submit Motions to Council meetings in line with Section 4 of the Constitution. Motions on Notice must relate to matters for which the Council has responsibility or which affect the Borough. Members are also able to move Motions without Notice at the meeting on procedural issues.

Motions agreed by the Council are submitted to the relevant department for implementation. Until now, there has been no “feedback loop” process whereby Members and residents are appraised of the implementation of Motions and any outcomes for the Borough.

Appended to the report (Annex A) is a list of Motions approved by the Council over the past three years (2019-22). Annex B sets out the full wording of each of the approved Motions.

Members are invited to consider progress against the Motions and to consider any ideas for improving the process for reporting to Members and residents.

Background

Members are entitled to submit Motions to Council meetings and to raise procedural Motions at the meetings in line with Section 4 of the Constitution.

Motions with Notice – a Member may submit a Motion (a formal proposal suggesting a particular course of action) providing it is submitted seven working days before the meeting. These Motions are listed on the Council Agenda in the order they are received. Once a Motion is moved and seconded at the meeting it may be the subject of amendment. If an amendment is carried, the substantive Motion is then put to the vote.

Motions agreed by the Council are submitted to the relevant department for implementation. Until recently, there has been no “feedback loop” process whereby Members and residents are appraised of the implementation of Motions and any outcomes for the Council and the Borough.

Appended to the report (Annex A) is a list of Motions approved by the Council over the past three years for discussion and comment. Annex B sets out the full wording for each of the Motions.

Any additional updates on progress will be reported at the O&S meeting.

Looking forwards, an annual update report on Motions will be submitted to the November meeting of the Committee each year, setting out the Motions agreed by Council in the previous year together with details of implementation by officers and any issues arising.

Members may have other ideas for consideration in relation to developing the feedback loop referred to in the report.

FINANCIAL IMPLICATIONS OF THE RECOMMENDATION

The Council continues to face severe financial challenges over the coming years as a result of reductions to public sector funding and growing pressures in our statutory services. It is estimated that Wokingham Borough Council will be required to make budget reductions of approximately £20m over the next three years and all Executive decisions should be made in this context.

	How much will it Cost/ (Save)	Is there sufficient funding – if not quantify the Shortfall	Revenue or Capital?
Current Financial Year (Year 1)	0	NA	NA
Next Financial Year (Year 2)	0	NA	NA
Following Financial Year (Year 3)	0	NA	NA

Other financial information relevant to the Recommendation/Decision

None

Cross-Council Implications

Effective Overview and Scrutiny helps to drive service improvement, policy development and the achievement of value for money for the Borough's residents. Implementation of agreed Motions is an important aspect of the decision-making process.

Public Sector Equality Duty

Due regard has been given to Council's Public Sector Equality Duty. A number of the submitted Motions aimed to achieve better/fairer outcomes and increased value for money for residents.

Climate Emergency – The Council has declared a Climate Emergency and is committed to playing as full a role as possible – leading by example as well as by exhortation – in achieving a carbon neutral Wokingham Borough by 2030

A number of the approved Motions had positive implications for carbon reduction and improved health outcomes for residents.

List of Background Papers

Report to O&S Management Committee – March 2022

Contact Neil Carr	Service Resources and Assets
Telephone No 0118 974 6000	Email neil.carr@wokingham.gov.uk
Date 7 November 2023	Version No. 1.0

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COUNCIL MOTIONS – 2019/22

Submitted by and date		Council Date	Motion	Progress
I Shenton	9.21	18.11.21	Declaration of an Ecological Emergency	Referred to the Tree Protection & Biodiversity Task & Finish Group to examine the benefits of formally declaring an ecological emergency and the actions set out in the Motion
G Murray	9.21	18.11.21	Tree Cities of the World status	Application for Tree Cities of the World status to be submitted following completion of the eight actions set out in the Motion
D Hare	10.21	18.11.21	White Ribbon UK Accreditation	Referred to Equalities Working Group and then considered at January 2022 Council meeting. Council resolved that: <ol style="list-style-type: none"> 1) Council explore how it can improve communications to residents on what it is doing to support domestic violence victims; 2) Council Officers explore whether there is a more comprehensive accreditation to certify at which level the Council is performing when it comes to domestic violence provision and provide a report on their findings to a meeting of the Executive; 3) the Leader of the Council write to the Home Secretary in support of making public sexual harassment a specific offence and impress the need for wider cultural change, and write to the four MPs that cover Wokingham Borough and the PCC to encourage them to also support this; 4) the Executive Member for Children’s Services write to local schools on how they are upholding the Department for Education’s September 2021 “Keeping Children Safe in Education” policy on public sexual harassment.

Submitted by and date		Council Date	Motion	Progress
				Progress reported at Community & Corporate O&S on 7 July 2023. Meetings with White Ribbon had taken place. This included an introductory meeting with Members followed by two informal meetings with officers. This was a three year process, following the Executive decision to seek accreditation in November 2022. Work was ongoing to develop the accreditation work programme.
R Burgess	25.03.22	21.07.22	Local Welfare Provision Scheme – more effective delivery and signposting	<p>Officers have been looking at ways to better reach those most in need with the LWP scheme and have been in discussions with various 3rd sector partners this year. The aim of the work, aligned to the Motion was to ensure it was available to those most in need, that is was made as accessible as possible and the type of support most met those needs. With an obvious need for transparency and full audit and governance process to oversee the scheme. Officers have had several meetings with members of the Hardship Alliance and it has been proposed that potentially the best way forward would be for one of the organisations to administer our LWP scheme directly at least until 31.3.23 – so this can be evaluated and measured as an approach going forward. This will ensure more direct access for key residents and that applications are considered more holistically. It will also allow that LWP applications will be processed as part of a bigger understanding of other funding and support available for a wider range of needs. This will be beneficial to claimants as it will avoid duplication and the need for multiple applications to various different schemes. Key measures of performance and impact of funding will then be kept to review and ensure the policy best meets local need.</p> <p>Officers are continuing to develop the principle and hope to be able to engage Members in a proposed approach in the coming weeks. The Council will still advertise the LWP scheme on its website but will signpost enquiries to the relevant organisation.</p>
A Mather	25.03.22	21.07.22	The Local Electricity Bill – promoting local community energy schemes	Sarah Kerr submitted the Council's pledge on the website of Power for People, who are campaigning for the Bill. We now appear on their list of supporting LAs as result of this – please see bottom of this

Submitted by and date		Council Date	Motion	Progress
				<p>webpage: https://powerforpeople.org.uk/the-local-electricity-bill/support</p> <p>Leader and CEX have written to the MPs (John Redwood, James Sunderland, Theresa May and Matt Rodda) and to the Secretary of State for Business, Energy and Industrial Strategy.</p>
C Margetts	30.06.22	21.07.22	Alternatives to car travel – improving journey times from Wokingham Borough stations to London Waterloo	Officers have commenced communication on this matter with the train operator. Officers are also aware of discussions that have taken place between the rail operator and WBC Members. Communications will continue with the rail operator with the view to highlight the aims of this Motion.
G Cowan	11.07.22	21.07.22	Banning the use of live animals for prizes on WBC land + lobbying the Government for an outright ban	<p>Officers have added a new clause into the WBC Booking form for Events: Wokingham Borough Council has an outright ban the giving of live animals as prizes in any form, on Wokingham Borough Council land.</p> <p>Officers will confirm this point when they receive enquiries relating to events.</p>
L Blumenthal	12.10.22	20.10.22	Leave Policy for Members who become parents	<p>A Member working group was established, comprising: Rachel Bishop-Firth, Laura Blumenthal, Rachel Burgess and Jim Frewin.</p> <p>The Assistant Director, HR & OD, Assistant Director, Governance and Head of Legal joined the group to provide advice. The working group met and agreed a draft policy for submission to Council. The Member Parental Leave Policy was subsequently agreed by Council at its meeting in March 2023.</p>
R Bishop-Firth	12.10.22	20.10.22	Declaration of a Cost of Living Crisis in the Borough – working with the Hardship Alliance to support residents	<p>Community-led response, driven through the Hardship Alliance, supported by the Council and a range of partners and groups across the Borough. Progress reported to the Community & Corporate and Children’s Service’s O&S Committees.</p> <p>The following work-streams were developed:</p>

Submitted by and date		Council Date	Motion	Progress
				<ul style="list-style-type: none"> • Developing a Needs-Led Approach • Funding – maximising available resources • People Based Resources – refocusing existing staff resources • Logistics – including accommodation and transport • Essentials – food, energy and other needs for families • Data – understanding changing demand – monitoring take-up • Communications – using joint messaging to raise awareness
G Cowan	21.11.22	19.01.23	Set up a working group to review the Council's Constitution. Work with LGA to develop a modern new Constitution	Cross-party Working Group established, supported by officers and the Centre for Governance and Scrutiny. Revised Constitution to be submitted to full Council for approval before the May 2024 elections.
R Margetts	12.10.22	19.01.23	Congratulations to the England Lionesses on becoming European Champions. Call on primary schools to ensure that football is offered to every child who wishes to play	
S Boyt	23.01.23	23.03.23	Council values the contribution of all key workers and recognises that they are suffering hardship. Council agrees to undertake a review of Key Worker Housing Provision	

Submitted by and date		Council Date	Motion	Progress
A Croy	08.03.23	23.03.23	Transparency in dealing with requests for road crossings and traffic calming, etc. Publish on the WBC website a schedule which sets out the status of resident and Member requests to WBC highways	
C Smith	30.05.23	20.07.23	Make the Borough a recognised Borough of Sanctuary and a supporter of City of Sanctuary UK – welcoming those fleeing violence and persecution and committing to practical steps to welcome and include refugees and asylum seekers	
P Bray	21.09.23	19.10.23	Council recognises the pressures on WBC and commits to decision making by the Executive based on community interest, fiscal responsibility, partnership working, prevention and transparency	Development of co-produced Community Vision and supporting Council Plan reported to Overview & Scrutiny. Commitment to improved partnership working with Town & Parish Councils. Leader's commitment to principles of Overview and Scrutiny - emphasis on the "Overview" element – greater involvement in policy development at an early stage. Ongoing Budget Scrutiny via Community & Corporate O&S.

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Motions Agreed by Council – 2021/23 – Full Wording

Motion 467 by Ian Shenton (November 2021):

RESOLVED: That this Council resolves to refer to the Tree Protection and Biodiversity Task and Finish Group to examine the benefits of formally declaring an ecological emergency and the actions below. This will be reported back to a future Full Council Meeting.

1. Address ecological issues alongside climate emergency actions and ensure that opportunities to gain co-benefits from addressing both the climate and ecological emergencies are maximised.
2. Add ecological implications alongside those for climate in committee and Council reports.
3. Ensure the delivery of biodiversity and environmental enhancements through our planning policy and development control functions by providing guidance through a biodiversity supplementary planning document.
4. Strive to enable the development of a 20% mandatory biodiversity net gain policy for Wokingham through the new local plan.
5. Create a Developing Nature Toolkit and direct developers to use the toolkit to assist them in demonstrating a net gain in biodiversity, to be used from the very outset of planning new developments, and ideally at the time of selecting sites to acquire for development.
6. Re-establish the Wokingham Biodiversity Forum to allow the Council to collaborate effectively with partners and the wider community.
7. Where possible, embed ecological initiatives within all Council work areas, including Covid-19 recovery projects and programmes.
8. Promote woodland planting and rewilding in the right places and with the right species, peatland restoration, natural flood management, wild flower meadows, and habitat creation and restoration.
9. Work with local, county, regional and national partners to increase wildlife habitats, green infrastructure and natural capital in Wokingham Borough ensuring robust connectivity between them.
10. Manage Council services, buildings and land in a biodiversity-friendly manner, including by reviewing the use of harmful chemicals, such as pesticides and taking opportunities to create new wildlife habitats and corridors.
11. Provide advice for local communities and businesses on how to incorporate biodiversity, green infrastructure and natural capital into Neighbourhood Plans and other initiatives.
12. Encourage residents to take biodiversity measures in their own homes by, for example, wildlife gardening and home composting.
13. Working collaboratively with the Berkshire Local Nature Partnership, Wokingham Biodiversity Forum, a cross party working group and other stakeholders, produce a local nature recovery strategy and associated action plan with an annual progress report to full Council.

Motion 468 by Gregor Murray (November 2021):

RESOLVED: That building on our commitment to planting 250,000 new trees, this Council commits to achieving ‘Tree Cities of the World’ status for our Borough as part of the creation of a Borough wide Tree Strategy. This will be done by:

1. Maintaining clear responsibility within the Council for the care of trees across our Borough.
2. Agreeing a policy for the care and management of our forests and trees across the Borough. This must include standards for tree care, where and when they apply and penalties for non-compliance.
3. Working with external partners to create and maintain an inventory of the local tree resource so that effective long-term planning for planting, care and removal can be established.
4. Setting aside an annual budget for the implementation of the tree management strategy and management plan.
5. Holding an annual celebration of our Borough’s trees and acknowledge the residents schools, charities and Council staff that contribute to our city tree programme.
6. Creating a ‘Garden Forest’ program to allow residents the opportunity to plant some of our 250,000 new tree commitment in their own gardens.
7. Developing a continuous education process aimed at informing residents of the importance of trees, tree planting and tree protection and how best to care for the trees in their own gardens and communities.
8. Committing to planting a Covid-19 memorial wood within the Borough, of native trees, as a long-lasting memorial to those who have lost their lives during the 2020-21 Pandemic.

Once the above conditions are met an application for Tree Cities of the World status should be made as soon as possible. Further information on the Tree Cities of the World status and benefits can be found at www.treecitiesoftheworld.org.

Motion 469 by David Hare (November 2021):

RESOLVED: That White Ribbon UK is a leading charity engaging with men and boys to end violence against women and girls. Their mission is for all men to fulfil the White Ribbon Promise to never commit, excuse or remain silent about male violence against women and girls. It is not enough for men to not be violent towards women and girls. Men need to take responsibility for helping to make change happen. All men can help prevent physical, mental, or emotional violence against women and girls by speaking out whenever they encounter such behaviour. If men do not act to correct this, women and girls will continue not feeling safe to do many of the things men do without thinking, making us a morally corrupt and emotional poor society, as we trivialise the sickness that is any type of violence against women and girls.

Wokingham Borough Council resolves to refer this matter to the cross-party Equalities Working Group at its meeting in January 2022, to examine the benefits of the actions below and to report back to a future Full Council meeting:

- Seek White Ribbon Accreditation for the Organisation within the next 6 months and encourage all male councillors to take the White Ribbon pledge, never to take part in, condone or stay silent about violence against women. As part of this Wokingham Borough Council will appoint a male Councillor as an Ambassador for White Ribbon.
- Promote the Our Streets Now campaign to make street harassment of women a crime; ask the Chief Executive to write to the Home Secretary to ask them to make street harassment a specific crime; ask the Chief Executive to write to the four MPs who cover the Borough, as well as the Police and Crime Commissioner, to ask them to show their support for this campaign by signing the petition and by lobbying ministers to make street harassment a specific crime and encourage elected members and residents to sign the petition.
- Ask schools, academies and colleges in the Borough to each develop a clear policy on tackling physical, mental, emotional or spiritual harassment of female pupils or staff, separate to their bullying policy and ask them to include education to prevent public sexual harassment, as part of their PSHE education.

Motion 480 by Rachel Burgess (July 2022):

RESOLVED That:

- 6 Wokingham Borough Council must continually review the support offered to families facing financial crisis to ensure a robust safety net is in place for those in need.

Prior to the Covid-19 pandemic there were already too many families in Wokingham struggling to make ends meet, and now many more families have been thrown into crisis, without the ability to pay their rent, heat their homes or feed their children. The Local Welfare Provision Scheme exists to provide immediate financial support to households facing an emergency situation.

However the number of people helped by this scheme in Wokingham Borough has fallen by 76% since 2016-17, with just 21 people helped in 2020-21. In 2019-20 just £3,000 was spent providing support through this scheme. Over the three years to 2020-21 only 23% of the allocated budget was actually spent, on average.

Wokingham Borough Council will:

- Review the effectiveness of Wokingham's Local Welfare Provision Scheme;
- Consult with residents and the voluntary sector to ascertain how those who need crisis assistance can be better supported;
- Ensure residents in need of support can easily access the scheme and work to remove barriers to application;
- Ensure effective signposting of the scheme in conjunction with the voluntary sector;
- Ensure frontline staff are trained so that they are fully aware of the scheme and are able to advise residents on how to apply;
- Consider prioritising the delivery of cash-first support, which is more empowering and respectful to those on lower incomes;
- Aim to provide support within 24-48 hours of a successful application;
- Consider relaxing the qualifying criteria and disclosure requirements for the scheme, ensuring that residents' dignity is respected throughout.

Motion 482 by Adrian Mather (July 2022):

RESOLVED That:

There needs to be a fundamental change in how we generate and consume energy in all aspects of our lives. Both electricity generation and distribution are undergoing rapid evolution, in both shape and scale.

The distribution grid, must now cope with power flows in both directions. In scale, electrification of heat and transport will require a quadrupling of electricity capacity. Local, community-based energy schemes can make a significant contribution to addressing both issues and encourage a sense of local empowerment to tackle climate change.

Community schemes encourage local generation and storage to match local demand thus relieving pressure on the grid. Local schemes would be given new impetus and be able to contribute more renewable energy if local people could buy their electricity directly from local suppliers. But the disproportionate cost of meeting regulatory approvals makes it impossible to be a local energy supplier at a local scale and so, under the current system, this local energy gets sold back to the central grid.

70 The Local Electricity Bill is a private members' bill with cross-party support that was introduced unopposed in June 2020. If this Bill was passed in Parliament it would give the energy regulator, Ofgem, a duty to create a Right to Local Supply. This would enable local community energy groups to achieve their vision of supplying generated energy back to the local area, help us as a Council to meet our carbon reduction aspirations for the Borough, and also bring multiple benefits to the local community. It is supported by many stakeholders, local authorities, and town councils and currently has the backing of 208 MPs.

Council Agrees to:

Resolve to support the Bill.

- Authorise the Leader to contact our MPs to discuss their support for the Bill and how they can enable its passage into law;
- Authorise the Chief Executive to write to the Minister of State for Business Energy and Industrial Strategy, supporting the aims of the Bill and asking for these aims to be taken into account in the forthcoming Energy White Paper.

Motion 484 by Charles Margetts (July 2022):

RESOLVED That:

Wokingham Borough Council believes in promoting alternatives to car travel wherever possible. The Council has supported sustainable transport in the past and will continue to do so in future.

The rail service between from Earley to London Waterloo, including Winnersh, Winnersh Triangle and Wokingham, is ridiculously slow. The journey usually takes one hour and ten minutes to cover a distance of 36 miles to London. Some years ago, a scheme was proposed for trains on this line to not stop at intermediate stations between Twickenham and Waterloo, reducing journey times down by 15 minutes.

This Council calls on South Western Railway to implement measures to improve journey times from the Wokingham Borough stations to London Waterloo and to make these services more competitive.

71 Motion 485 by Gary Cowan (July 2022):

RESOLVED That:

Wokingham Borough Council:

- is concerned about the number of cases reported to the RSPCA each year, regarding pets given as prizes via fairgrounds, social media and other channels in England - and notes the issue predominantly concerns goldfish
- is concerned for the welfare of those animals that are being given as prizes
- recognises that many cases of pets being as prizes may go unreported each year
- supports a move to ban the giving of live animals as prizes, in any form, on Wokingham Borough Council land.

The Council agrees to:

- ban outright the giving of live animals as prizes in any form, on Wokingham Borough Council land.
- write to the UK Government, urging an outright ban on the giving of live animals as prizes on both public and private land.

Motion 489 by Laura Blumenthal (October 2022):

RESOLVED That:

At present, a Member taking leave to look after their new-born or newly adopted child could find themselves in breach of s85(1), Local Government Act 1972 (“if a member of a Local Authority fails, throughout a period of six consecutive months from the date of their last attendance, to attend any meeting of the Authority they will, unless the failure was due to some good reason approved by the Authority before the expiry of that period, cease to be a member of the Authority”).

It is therefore proposed that this Council agrees the following Motion with the intention of introducing a Leave Policy for Members who become parents. This Council therefore resolves that: The Assistant Director of Governance be commissioned to work with the Head of Legal and the Assistant Director of Human Resources, to draft a Leave Policy for Members who become parents, taking into account guidance issued by the LGA, for approval by Council at the earliest opportunity.

Motion 490 by Rachel Bishop-Firth (October 2022):

72 RESOLVED That:

Many Wokingham residents are facing severe and increasing financial hardship.

By September 2022:

- The cost of living was rising by 9.9% with some forecasts as high as 18.6% in the new year, while rises in pay and benefits fell far short of this.
- Typical household energy bills were expected to be over £2,500 a year.
- Interest rates had reached a 20 year high, putting added pressure on rents and mortgages.
- The removal of the temporary £20 a week uplift in universal credit had substantially reduced the income of those living on the lowest incomes.
- For many Wokingham residents, price increases will be a real concern. For residents on the lowest incomes who were already struggling to heat their homes and feed their families, they're a disaster. Many of these residents cannot increase their income through work, for example because they have full time caring responsibilities or are incapacitated.

Use of foodbanks was soaring even before the latest financial turmoil. Wokingham Foodbank distributed 4,811 crisis food parcels between April 2021 and March 2022, which was a 78% increase on the previous financial year.

Voluntary and community organisations are seeing a steep increase in residents approaching them for help over the course of this year, and they are already deeply concerned. They are seeing increased numbers of people who were previously coping financially but are now struggling.

Responding to this crisis adequately will take community-wide action and central government backing of the kind that we saw during the Covid crisis, at a time that council finances are also under enormous pressure because of inflation.

Wokingham Borough Council therefore declares a Cost of Living Crisis in the borough, and commits to doing all that we can to support our residents during this very difficult time. We commit that this will be one of the council's main priorities during the coming winter, and will work with the Hardship Alliance and the Hardship Alliance Action Group to support our residents.

Motion 494 by Gary Cowan (January 2023):

RESOLVED: That this Council sets up a working Group to review the Council's Constitution with the aim of making it fit for the 21st century by attempting to reflect the needs of Councillors, Officers, and Residents. To achieve that aim we ask the LGA to work with us in putting into place a modern, fit for purpose, new Constitution.

73

Motion 496 by Rebecca Margetts (January 2023):

RESOLVED: That Wokingham Borough Council congratulates the England Lionesses on their incredible achievement of becoming European Champions. Many of these women were not offered the opportunity as children to play football at school and the only reason for their success was they were prepared and able to travel great distances to pursue their dream. Wokingham Borough Council believes all children should be offered the opportunity at school to play football and calls on all primary schools in Wokingham Borough to ensure that football is offered to every child who wishes to play.

Motion 499 by Shirley Boyt (March 2023):

RESOLVED: That this Council values the contribution of all key workers. The pandemic highlighted those who provide an invaluable service to our community and who should be regarded as key workers. Key workers in our community are suffering hardship caused by a combination of low pay and the high cost of living in this Borough. Many are in receipt of means tested benefits and qualify for Council Tax Relief. Many are using foodbanks and/or other help provided by the Hardship Alliance.

The cost of living in the Borough means that there are shortages of key workers. A google search in the first week of January revealed 73 local NHS vacancies, 72 care worker vacancies and more than 100 vacancies for teachers and/or classroom assistants.

This Council seeks to address this issue by:

Undertaking a full review of Key Worker Housing Provision including but not limited to:

- 1) setting a more realistic income threshold;
- 2) reviewing the list of eligible occupations;
- 3) working with Preferred Registered Partners and developers to provide a range of Key Worker Homes suitable for families as well as single occupants;
- 4) using S106 agreements to ensure that all new developments include Key Worker Homes for 'social' rather than 'affordable' rent.

Motion 500 by Andy Croy (March 2023):

RESOLVED That:

74 Over many years, residents and Members have made submissions to Wokingham Borough Council (WBC) asking for road crossings, traffic calming, and other requests related to Highways and pedestrian safety in their area. And for many years there has been a distinct lack of transparency in dealing with requests from residents and Members. Requests have been described as 'in the pool'. This has become a synonym for 'sunk without a trace'. The petitioning process is particularly problematic as once a formal response from WBC has been received by the petitioner, there is no obligation on WBC to provide any future update.

Council calls on the Executive Member for Highways to usher in a new era of transparency and cause to be published on the WBC website a Schedule which allows residents and Members to see at a glance the status of road crossings, traffic calming and other resident and Member requests related to dangers on WBC highways. The Schedule should rank and grade requests and schemes by their stage in the assessment and delivery process in such a way as to give residents and members and understanding of the likelihood and timing of a request progressing, an outline of future milestone and any constraints.

The Schedule should include requests made by petitions in the last four years. Where any request had been rejected, the request and reason for rejection should also be shown on the Schedule. The Schedule should not rely on administrative versions of the 'pool', such as deferral to the finalising of the Local Cycling and Infrastructure Plan or Local Transport Plan, as a way of delaying an assessment as resident and Member requests deserve to be considered on their own merits.

The Schedule would be updated at least twice a year and the first version would be published by 1st October 2023.

Motion 502 by Caroline Smith (July 2023):

RESOLVED that:

“Wokingham Borough is a place renowned for being welcoming and friendly and for the strength of its communities. It is a place where every resident and place matters, and this should be a part of its vision and mission.

We recognise the potential contribution of asylum seekers and refugees to our Borough, and believe that a comprehensive, co-ordinated and forward-looking approach that promotes community cohesion is the best way to ensure the welfare of people moving into the Borough.

This Council:

- a. Agrees to make Wokingham Borough a recognised ‘Borough of Sanctuary’, welcoming those fleeing violence and persecution in their own countries, no matter their country of origin or how they arrived in our Borough;
- b. Becomes a supporter of City of Sanctuary UK by signing their organisational pledge and making a voluntary donation of the suggested amount for an organisation of our size of £250;
- c. Will amend its vision and mission to recognise that status;
- d. Recognises the positive contribution asylum seekers and refugees make to the social, cultural and community life of Wokingham Borough;
- e. Is committed to taking practical steps to welcome and include refugees and asylum seekers in our activities and will actively seek ways of supporting them, looking for opportunities to do so both within our existing and future budgets and through seeking additional income such as grants;
- f. Will support our communities and voluntary, community and faith groups in assisting asylum seekers and refugees wherever possible.”

Motion 508 by Prue Bray (October 2023):

RESOLVED: That Wokingham Borough Council has been under increasing financial pressure due to continued underfunding by the government over more than 20 years. High inflation, high interest rates, and increasing demand for statutory services have made the pressure worse.

In order to ensure that we make the best use of finite resources, that services are as sustainable as possible for the future, and that the most vulnerable in our community are protected, this council endorses an approach to decision-making by the Executive that is based on:

- recognising our responsibility to act in the interests of the community and the climate
- operating as one organisation
- practicing fiscal responsibility
- seeking to maximise income from external sources such as grants
- working constructively with partner organisations of all kinds
- pursuing a collective vision for the area, formed with the community
- taking into account the needs of less well-off and vulnerable residents
- planning for the long term
- making decisions that are informed by evidence
- maintaining good quality prevention and early help services -
- providing efficient and effective access to services and information for residents
- observing the principles of openness and transparency
- welcoming internal overview and scrutiny, enabling all Councillors to contribute.

WOKINGHAM BOROUGH COUNCIL EXECUTIVE FORWARD PROGRAMME

THIS DOCUMENT IS A “NOTICE” IN ACCORDANCE WITH
THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS)(MEETINGS AND ACCESS TO INFORMATION)(ENGLAND)
REGULATIONS 2012

Executive Forward Programme 2023-24 (November 2023 update)

Updated 01 November 2023

Ref No.	Subject for Decision	Decision to be taken by	List of Documents to be submitted to the Decision Maker for consideration and Background Documents	Contact Details (Director/ Author)	Responsible Lead Member	Statement as to whether the item is likely to be considered in private and if so the reasons why / Explanation for any deferment of item
EXECUTIVE MEETING – 30 NOVEMBER 2023						
WBC1390	Local Transport Plan 4 - draft for consultation Purpose: Local Transport Plan 4 (LTP4) is due to replace the existing LTP3 which was adopted in 2011. This draft has been developed through the Member working group and officer and stakeholder groups and it is proposed that the current draft be consulted on throughout late November/December in order for a final version to be produced for adoption in 2024.	Executive	Report and the proposed draft including support documents.	Director, Place and Growth - Giorgio Framalico/ Robert Curtis	Executive Member for Active Travel, Transport and Highways - Paul Fishwick	N/A
WBC1400	Treasury Management Mid-Year 2023-24 Report Purpose: To receive an update on the Council's Treasury Management strategy.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
WBC 1403	St Crispin's Leisure Centre Purpose:	Executive		Deputy Chief Executive -	Executive Member for Environment,	N/A

Agenda Item 53.

	following the consultation a report to be presented to the board detailing options for a final decision to be reached.			Graham Ebers/ Susan Bentley	Sport and Leisure - Ian Shenton	
WBC 1398	Council Plan Extension 2024-25 Purpose: To extend the current council plan by one year while the new community vision is developed. A new council plan will be developed for 2025-29.	Executive		Chief Executive - Susan Parsonage/ Emily Higson	Leader of the Council and Executive Member for Housing - Stephen Conway	N/A
EXECUTIVE MEETING – 25 JANUARY 2024						
WBC1401	Shareholders Mid-Year Report 2023-24 Purpose: To consider various items related to the business of the Council owned companies, including their trading position.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd- DuBey	N/A
8/8 WBC 1362	Revenue Monitoring 2023-24 Q3 Purpose: To consider the revenue budget position at the end of Quarter 3.	Executive		Deputy Chief Executive - Graham Ebers/ Stu Taylor	Executive Member for Finance - Imogen Shepherd- DuBey	N/A
WBC 1363	Capital Monitoring 2023/24 - Q3 Purpose: To consider the Capital Monitoring position at the end of Quarter 1.	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd- DuBey	N/A
WBC 1364	Chief Finance Officer's Report Purpose: The Local Government Act 2003 requires the Chief Finance Officer (Deputy Chief Executive and CFO) to report to Members, when setting the level of Council Tax, on the robustness of the budget presented and adequacy of reserves. The CFO report highlights the strong financial	Executive		Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd- DuBey	N/A

	management the Council. It also outlines the major financial issues facing the Council in the medium-term period, which without the Council taking a commercial approach could increase the reliance on council tax income as well as impact on the future delivery of Council services.					
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EXECUTIVE MEETING – 22 FEBRUARY 2024

79	WBC 1366	Housing Revenue Account Budget 2024/25 Purpose: The revenue and capital budgets for 2024/25 are set and tenants rent levels are set for 2024/25 to ensure sound finances and value for money in providing housing services for council tenants.	Executive	Housing Revenue Account Budget 2024/25	Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
	WBC 1367	Treasury Management Strategy 2024-2027 Purpose: Note the treasury management procedures, limits, and objectives for 2024/25. Effective and safe use of our resources to deliver service improvements and service continuity through the management of the council's cash flow and investments while funding the capital programme.	Executive	Treasury Management Strategy 2024-2027	Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
	WBC 1368	Capital Programme and Strategy 2024-2027 Purpose: The capital programme and strategy 2024 – 2027 sets out the capital investment for the benefit of the community and how this is funded.	Executive	Capital Programme and Strategy 2024-2027	Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A

WBC 1369	Medium Term Financial Plan 2024-2027 Including Revenue Budget Submission 2024/25 Purpose: To provide the Executive with the key revenue budget extract for 2024/25 of the Medium Term Financial Plan (MTFP) 2024-2027 for submission to Council.	Executive	Medium Term Financial Plan 2024-2027 Including Revenue Budget Submission 2024/25	Deputy Chief Executive - Graham Ebers/ Mark Thompson	Executive Member for Finance - Imogen Shepherd-DuBey	N/A
EXECUTIVE MEETING – 14 MARCH 2024						
WBC 1397	Young People's Housing Strategy Purpose: To agree to the publish the Young People's Housing Strategy.	Executive	Young People's Housing Strategy 2024-2028 EQIA	Director, Place and Growth - Giorgio Framaliccio/ Samuel Watt	Leader of the Council and Executive Member for Housing - Stephen Conway	N/A

Members of the Executive:-

Stephen Conway	Leader of the Council and Executive Member for Housing
Grue Bray	Deputy Leader and Executive Member for Children's Services
Rachel Bishop-Firth	Equalities, Inclusion and Fighting Poverty
Paul Fishwick	Active Travel, Transport and Highways
Lindsay Ferris	Planning and Local Plan
David Hare	Health & Wellbeing and Adult Services
Clive Jones	Business and Economic Development
Sarah Kerr	Climate Emergency and Resident Services
Ian Shenton	Environment, Sport and Leisure
Imogen Shepherd-DuBey	Finance

Note:

Unless the matter has been listed as being likely to be discussed in private, copies of the reports associated with the above decisions will be available no earlier than five days before the meeting at the Council Offices, Shute End, Wokingham; on the Council's website; by contacting a member of the Democratic Services Team on 0118 974 6053 or by emailing democratic.services@wokingham.gov.uk

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**WOKINGHAM BOROUGH COUNCIL
INDIVIDUAL EXECUTIVE MEMBER DECISIONS FORWARD PROGRAMME**

THIS DOCUMENT IS A “NOTICE” IN ACCORDANCE WITH
THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS)(MEETINGS AND ACCESS TO INFORMATION)(ENGLAND)
REGULATIONS 2012

Individual Executive Member Forward Plan - November 2023

Updated 31 October 2023

Ref No.	Subject for Decision	Decision to be taken by	List of documents to be submitted to the Decision maker for consideration and Background documents	Contact Details (Director/ Author)	Statement as to whether the item is likely to be considered in private and if so the reasons why/ Explanation for any deferment of item
<p>∞ IMD 2023/26</p>	<p>My Journey S106 drawdown for next three years Purpose: The My Journey Team is primarily funded by S106 funding. Approval is sought for the proposed figures for the next three financial years Date 29 Nov 2023 11.30am Shute End, LGF 6</p>	<p>Executive Member for Active Travel, Transport and Highways - Paul Fishwick</p>	<p>Appendix A is a review of the previous year's activities, Appendix B shows the proposed expenditure and sources of funding for the next three financial years</p>	<p>Director, Place and Growth - Giorgio Framallicco/ Robert Curtis</p>	<p>N/A</p>
<p>IMD 2023/27</p>	<p>Reading Transport Strategy - WBC response to consultation Purpose: To approve the borough's response to the Reading Transport Strategy consultation. Date 29 Nov 2023 11am Shute End, LGF 6</p>	<p>Executive Member for Active Travel, Transport and Highways - Paul Fishwick</p>	<p>Appendix A is the Proposed response and Appendix B is a summary of the Reading Transport Strategy with a particular focus on those measures most affecting Wokingham Borough.</p>	<p>Director, Place and Growth - Giorgio Framallicco/ Robert Curtis</p>	<p>N/A</p>

IMD 2023/25	Procurement of Microsoft Enterprise Licencing Purpose: Procurement of the Councils Microsoft enterprise licencing. Date 1 December 2023 Meeting Room and Time TBC	Executive Member for Climate Emergency and Resident Services - Sarah Kerr	Procurement officer report will be available.	Director, Communities, Insight and Change -/ Glynn Davies	N/A Report will detail licencing that will reveal the security tools used by the Council. The costs in the report are also commercially sensitive.
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Members of the Executive:-

Stephen Conway	Leader of the Council and Executive Member for Housing
Prue Bray	Deputy Leader and Executive Member for Children's Services
Rachel Bishop-Firth	Equalities, Inclusion and Fighting Poverty
Paul Fishwick	Active Travel, Transport and Fighting Poverty
Lindsay Ferris	Planning and Local Plan
David Hare	Health, Wellbeing and Adult Services
Clive Jones	Business and Economic Development
Sarah Kerr	Climate Emergency and Resident Services
Ian Shenton	Environment, Sport and Leisure
Imogen Shepherd-DuBey	Finance

Note:

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DRAFT WORK PROGRAMMES 2023-24

Please note that the Work Programme is a 'live' document and subject to change at short notice. The information in this Work Programme, including report titles is draft and is subject to approval by the Overview and Scrutiny Management Committee.

The Overview and Scrutiny Committees will consider their work programmes at the first meeting in the new Municipal Year.

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE 2023-24 WORK PROGRAMME

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
16 January 2024	Leader & Chief Executive	To consider an update on challenges/opportunities from the Leader and Chief Executive	Committee Request	Susan Parsonage
	Thames Water	Follow-up discussions following attendance at June 2023 meeting	Committee request	Neil Carr
	Q2 Performance Management	To consider the Q2 Performance Monitoring report	Regular item	Will Roper
	Air Quality	To scrutinise progress against the Council's Air Quality improvement targets	Committee Request	Narinder Brar
	O&S Work Programmes 2024/25	To start discussions on the work programmes for 2024/25	Committee Request	Neil Carr
	Executive Forward Programme	To consider the Executive and IEMD Forward Programmes and identify any issues for Scrutiny	Regular Update	Neil Carr
	O&S Work Programmes 23/24	To consider the work programmes for the four Overview and Scrutiny Committees	Work Programme	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Regular Update	Neil Carr

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
6 February 2024	Equality Plan	To scrutinise the annual update of the Council's Equality Plan	Regular Update	Emily Higson
	Tackling Poverty Strategy	To scrutinise progress against the Council's Tackling Poverty Strategy	Committee Request	Emily Higson
	WBC Recruitment and Retention	To consider the Council's policies and training/development provisions aimed at recruiting and retaining high quality staff	Committee Request	Louise Livingston
	Sports Pitch Strategy	To scrutinise the draft Borough-wide Sports Pitch Strategy	Committee Request	Andy Glencross
	O&S Committees Annual Reports	To consider the draft O&S Annual Reports prior to submission to Council	Standing Item	Neil Carr
	Executive Forward Programme	To consider the Executive and IEMD Forward Programmes and identify any issues for Scrutiny	Regular Update	Neil Carr
	O&S Work Programmes 23/24	To consider the work programmes for the four Overview and Scrutiny Committees	Work Programme	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Regular Update	Neil Carr

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
6 March 2024	O&S Work Programmes	To confirm the O&S Work Programmes for 2024/25	Annual item	Neil Carr
	Refugees and Asylum Seekers	To consider the Council's support for refugees and asylum seekers	Committee Request	Rhian Hayes
	Economic Development Strategy	To consider progress against the Council's Economic Development Strategy	Committee Request	Rhian Hayes
	Q3 2023/24 Performance Management	To consider the Q3 Performance Monitoring report	Regular item	Will Roper
	SSEN	To scrutinise the services provided by Scottish & Sothern Electricity Networks	Committee Request	Neil Carr
	Executive Forward Programme	To consider the Executive and IEMD Forward Programmes and identify any issues for Scrutiny	Regular Update	Neil Carr
	O&S Work Programmes 23/24	To consider the work programmes for the four Overview and Scrutiny Committees	Work Programme	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Regular Update	Neil Carr

CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE 2023/24 WORK PROGRAMME

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
8 January 2024	Executive Member Update	To receive an update from the Executive Member for Children's Services.	Standing item	Prue Bray
	Schools Update	To monitor schools' performance.	Standing item	Children's Services / Ming
	Safety Valve Update	To monitor the development and progress of the programme.	Standing item	Children's Services/ Ming Zhang
	To Review the Post Ofsted Improvement Plan	To monitor the progress of the improvement plan.	Challenge item	Children's Services / Helen Watson
	Schools Causing Concern – Part 2	To consider the work being undertaken to support schools causing concern in a part 2 session	Standing item	Children's Services/ Ming Zhang
	CSO&S Forward Plan	To consider the forward plan of the Committee	Standing item	Democratic Services/ Luciane Bowker

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DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
20 March 2024	Safety Valve Update	To monitor the development and progress of the programme.	Standing item	Children's Services/ Ming Zhang
	Schools Update	To monitor schools' performance.	Standing item	Children's Services / Ming
	Executive Member Update	To receive an update from the Executive Member for Children's Services.	Standing item	Prue Bray
	Schools Causing Concern – Part 2	To consider the work being undertaken to support schools causing concern in a part 2 session	Standing item	Children's Services/ Ming Zhang
	CSO&S Forward Plan	To consider the forward plan of the Committee	Standing item	Democratic Services/ Luciane Bowker

CLIMATE EMERGENCY OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
11 December 2023	Communications & Engagement Plan	To consider the Communications and Engagement Plan which supports delivery of the CEAP	Committee Request	Rhian Hayes
	Solar Farms	To consider progress relating to the development of solar farms in the Borough in line with the CEAP	Standing Item	David Smith
	Work Programme	To consider the Committee's Work Programme for 2023/24 – to be informed by CEAP updates	Standing Item	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Standing Item	Neil Carr

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DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
9 January 2024	CEAP Progress Report	To consider progress against one or more of the CEAP key priority areas for carbon reduction	Committee Request	Rhian Hayes
	Local Plan Update	To consider progress against the CEAP targets relating to the new Local Plan	Committee request	Ian Bellinger
	Solar Farms	To consider progress relating to the development of solar farms in the Borough in line with the CEAP	Standing Item	David Smith
	Work Programme	To consider the Committee's Work Programme for 2023/24 – to be informed by CEAP updates	Standing Item	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Standing Item	Neil Carr

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
29 February 2024	CEAP Progress Report	To consider progress against one or more of the CEAP key priority areas for carbon reduction	Committee Request	Rhian Hayes
	Solar Farms	To consider progress relating to the development of solar farms in the Borough in line with the CEAP	Standing Item	David Smith
	Work Programme	To consider the Committee's Work Programme for 2023/24 – to be informed by CEAP updates	Standing Item	Neil Carr
	Action Tracker	To consider the regular Action Tracker report	Standing Item	Neil Carr

COMMUNITY AND CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
14 November 2023	Medium Term Financial Plan	To receive details of proposed bids within the draft MTFP	Work programme	Graham Ebers
	St Crispins Leisure Centre	To consider the outcome of the public consultation and proposals for the future of the leisure centre	Committee Request	Susan Bentley
	Action Tracker	To consider the Committee's action tracker	Standing Item	Callum Wernham
	Work Programme	To consider the work programme for the Committee for 2023-24	Standing Item	Democratic Services

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DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
28 November 2023	Medium Term Financial Plan	To receive details of proposed and updated bids within the draft MTFP	Work programme	Graham Ebers
	Action Tracker	To consider the Committee's action tracker	Standing Item	Callum Wernham
	Work Programme	To consider the work programme for the Committee for 2023-24	Standing Item	Democratic Services

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
19 December 2023	Medium Term Financial Plan	To receive details of proposed and updated bids within the draft MTFP	Work programme	Graham Ebers
	Action Tracker	To consider the Committee's action tracker	Standing Item	Callum Wernham
	Work Programme	To consider the work programme for the Committee for 2023-24	Standing Item	Democratic Services

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
22 January 2024	Enforcement and Safety Service	To scrutinise the delivery of the Council's enforcement and safety service	Work programme	Narinder Brar
	Local Plan Update	To receive an update on the development of the new Local Plan	Work Programme	Ian Bellinger
	Planning Service	To scrutinise the delivery of the Council's Planning, Strategic Planning and Planning Enforcement services	Committee request	Trevor Saunders
	Violence Against Women and Girls Strategy	To consider an update on the Violence Against Women and Girls Strategy.	Committee Request	Narinder Brar
	WBC Buildings	To scrutinise arrangements for managing the Council's building assets across the Borough	Committee Request	Sarah Morgan
	Action Tracker	To consider the Committee's action tracker	Standing Item	Callum Wernham
	Work Programme	To consider the work programme for the Committee for 2023-24	Standing Item	Democratic Services

DATE OF MEETING	ITEM	PURPOSE OF REPORT	REASON FOR CONSIDERATION	CONTACT OFFICER
4 March 2024	Police and Fire Services	To receive an update on the work of the Police and Fire Services	Work programme	Narinder Brar
	Flood Risk Management	To receive the annual update on the Council's delivery of the flood risk management strategy	Work Programme	Boniface Ngu
	Combatting Drugs Partnership	To receive a report on the work of the Combatting Drugs Partnership Delivery Group	Committee Request	Narinder Brar
	Highways and Transport Customer Service	To consider a follow-up on any improvements in communications and resident satisfaction – following the discussion in September 2023	Committee Request	Chris Easton
	Action Tracker	To consider the Committee's action tracker	Standing Item	Callum Wernham
	Work Programme	To consider the work programme for the Committee for 2023-24	Standing Item	Democratic Services

Task & Finish Groups – Active Travel Task and Finish Group

HEALTH OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
31 January 2024	WestCall – out of hours GP service	Update	Update	Berkshire NS Foundation Trust
	Autism Strategy	Challenge item	Challenge item	Adult Social Care
	Coroners court	Referral from Community and Corporate Overview and Scrutiny Committee	Update	
	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough
	ASC KPIs	Challenge item	Challenge item	Matt Pope

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
19 March 2024	South Central Ambulance Service	Update	Update	SCAS
	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough
	ASC KPIs	Challenge item	Challenge item	Matt Pope

Currently unscheduled topics:

- Maternal mental health – June 2024
- GP access
- communicating different ways of working with the public
- Domiciliary care (including Market Provision Statement)

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Overview and Scrutiny Management Committee – Action Tracker 2023/24

O&S Management Committee – 12 June 2023		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Thames Water	<ul style="list-style-type: none"> • Letter from Chair to Thames Water summarising issues discussed • Members to attend site visits at STWs • Notify Town/Parish Councils about opportunities for Thames Water briefings • Arrange discussion with Members on sinkholes in Borough • Thames Water – WBC discussions on cost of living measures, smart meters, adoption of infrastructure and water efficient homes 	<ul style="list-style-type: none"> • Completed • Ongoing • Ongoing • Ongoing • Ongoing
Q4 Corporate Performance Report	<ul style="list-style-type: none"> • Review layout and content of pie charts in report • Director and Executive Member review targets in leisure centre KPI • Further report on performance of leisure centres • Officers consider inclusion of assets values in KPI on investment portfolio 	<ul style="list-style-type: none"> • Completed • Completed • Ongoing • Completed
O&S Work Programmes	<ul style="list-style-type: none"> • Allocate resident/Town/Parish suggestions to O&S Committees • All reports/presentations to be submitted in advance of O&S meetings 	<ul style="list-style-type: none"> • Completed • Completed

O&S Management Committee – 18 July 2023		
Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Leader of the Council – Stephen Conway	<ul style="list-style-type: none"> • Improving the “Overview” aspect of O&S – discussions with Leader and O&S Chairs • All-Member briefing on the “Safety Valve” agreement with the DfE 	<ul style="list-style-type: none"> • Completed • Completed

	<ul style="list-style-type: none"> • Specific focus on improving partnership working with Thames Valley Police 	<ul style="list-style-type: none"> • Completed
Annual Complaints Report 2022/23	<ul style="list-style-type: none"> • Future reports to include data on response times for each stage of the complaints process • The term “customer” to be reviewed as part of the emerging Customer Excellence Strategy • Any policy updates to be submitted to the appropriate O&S Committee • Future complaints reports include more detailed equality monitoring data 	<ul style="list-style-type: none"> • Completed • Completed • Completed • Completed
Bus Enhanced Partnership & Scheme	<ul style="list-style-type: none"> • Progress on implementation to be submitted to O&S annually • Officers check legislation re inclusion of an exit clause to the agreement • Report to Executive to include clarification on WBC’s financial commitment after 2026/27 	<ul style="list-style-type: none"> • Completed • Completed • Completed
O&S Work Programmes	<ul style="list-style-type: none"> • Add OSMC item on Sports Pitch Strategy • Add OSMC item on WBC Recruitment and Retention • Approach SSEN re attendance at OSMC • Add C&C item on 2023 grass cutting 	<ul style="list-style-type: none"> • Completed • Completed • Ongoing • Ongoing

O&S Management Committee – 11 September 2023

Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Q1 2023/24 Performance Report	<ul style="list-style-type: none"> • Provide further information on points raised by Members 	<ul style="list-style-type: none"> • Completed
Estate Infrastructure Task & Finish Group	<ul style="list-style-type: none"> • Original 12 recommendations endorsed and updated as agreed by Members • Further update to the Committee in 2024/25 	<ul style="list-style-type: none"> • Completed • Completed

Scrutiny Improvement Review Action Plan	<ul style="list-style-type: none"> • Update Action Plan to reflect Member discussion • O&S reports to include sections agreed by the Committee • SIR feedback session with Centre for Governance and Scrutiny noted 	<ul style="list-style-type: none"> • Completed • Completed • Completed
O&S Work Programmes	<ul style="list-style-type: none"> • Add OSMC item on Sports Pitch Strategy • Add OSMC item on WBC Recruitment and Retention • Approach SSEN re attendance at OSMC 	<ul style="list-style-type: none"> • Completed • Completed • Ongoing

O&S Management Committee – 4 October 2023

Agenda Item	Action	Update
Minutes of Previous Meeting	<ul style="list-style-type: none"> • Agreed 	<ul style="list-style-type: none"> • Completed
Vision for Our Borough	<ul style="list-style-type: none"> • Further update report in early 2024 	<ul style="list-style-type: none"> • Completed
WBC Future Office Provision	<ul style="list-style-type: none"> • Recommendation to the Executive that other options across the Borough be included in feasibility work, including improvements to Shute End • Officers to produce timeline for further “gateway” reports to O&S • Financial implications to be scrutinised through Budget Scrutiny process 	<ul style="list-style-type: none"> • Completed • Completed • Ongoing
Unauthorised Encampments	<ul style="list-style-type: none"> • Circulate further info in response to Member questions • Further update report in 2024/25 	<ul style="list-style-type: none"> • Ongoing • Ongoing
O&S Work Programmes	<ul style="list-style-type: none"> • St Crispin’s Leisure Centre to Community & Corporate on 14 November • Barkham Solar Farm – all elements to be scrutinised by Climate Emergency O&S • Community & Corporate to scrutinise transport plans for new developments in Barkham area 	<ul style="list-style-type: none"> • Completed • Ongoing • Ongoing

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