



GUILDFORD  
BOROUGH

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Contact:

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**Pedro Wrobel**

Joint Chief Executive  
of Guildford and Waverley  
Borough Councils

23 February 2024

Dear Councillor,

Your attendance is requested at a meeting of the **OVERVIEW AND SCRUTINY COMMITTEE** to be held in Council Chamber, Millmead House, Millmead, Guildford, Surrey GU2 4BB on **TUESDAY, 5 MARCH 2024** at **7.00pm**.

Yours faithfully,

Pedro Wrobel

Joint Chief Executive

**MEMBERS OF THE OVERVIEW AND SCRUTINY COMMITTEE**

Chairman: Councillor James Walsh

Vice-Chairman: Councillor Philip Brooker

Councillor Honor Brooker

Councillor Jason Fenwick

Councillor Lizzie Griffiths

Councillor Gillian Harwood

Councillor Steven Lee

Councillor Maddy Redpath

Councillor Joanne Shaw

Councillor Katie Steel

Councillor Dominique Williams

Councillor Sue Wyeth-Price

**Authorised Substitute Members**

For the Overview and Scrutiny Committee, there is no limit on the number of substitute members for each political group on the Council.

**QUORUM: 4**



## **WEBCASTING NOTICE**

This meeting will be recorded for live and/or subsequent broadcast on the Council's website in accordance with the Council's capacity in performing a task in the public interest and in line with the Openness of Local Government Bodies Regulations 2014. The whole of the meeting will be recorded, except where there are confidential or exempt items, and the footage will be on the website for six months.

If you have any queries regarding webcasting of meetings, please contact Committee Services.

## **THE COUNCIL'S STRATEGIC FRAMEWORK (2021-25)**

### **Our Vision:**

A green, thriving town and villages where people have the homes they need, access to quality employment, with strong and safe communities that come together to support those needing help.

### **Our Mission:**

A trusted, efficient, innovative, and transparent Council that listens and responds quickly to the needs of our community.

### **Our Values:**

- We will put the interests of our community first.
- We will listen to the views of residents and be open and accountable in our decision-making.
- We will deliver excellent customer service.
- We will spend money carefully and deliver good value for money services.
- We will put the environment at the heart of our actions and decisions to deliver on our commitment to the climate change emergency.
- We will support the most vulnerable members of our community as we believe that every person matters.
- We will support our local economy.
- We will work constructively with other councils, partners, businesses, and communities to achieve the best outcomes for all.
- We will ensure that our councillors and staff uphold the highest standards of conduct.

### **Our strategic priorities:**

#### Homes and Jobs

- Revive Guildford town centre to unlock its full potential
- Provide and facilitate housing that people can afford
- Create employment opportunities through regeneration
- Support high quality development of strategic sites
- Support our business community and attract new inward investment
- Maximise opportunities for digital infrastructure improvements and smart places technology

## Environment

- Provide leadership in our own operations by reducing carbon emissions, energy consumption and waste
- Engage with residents and businesses to encourage them to act in more environmentally sustainable ways through their waste, travel, and energy choices
- Work with partners to make travel more sustainable and reduce congestion
- Make every effort to protect and enhance our biodiversity and natural environment.

## Community

- Tackling inequality in our communities
- Work with communities to support those in need
- Support the unemployed back into the workplace and facilitate opportunities for residents to enhance their skills
- Prevent homelessness and rough-sleeping in the borough



## A G E N D A

### **ITEM NO.**

**1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**

**2 LOCAL CODE OF CONDUCT AND DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS**

In accordance with the local Code of Conduct, a councillor is required to disclose at the meeting any Disclosable Pecuniary Interest (DPI) that they may have in respect of any matter for consideration on this agenda. Any councillor with a DPI must not participate in any discussion or vote regarding that matter and they must withdraw from the meeting immediately before consideration of the matter.

If that DPI has not been registered, the councillor must notify the Monitoring Officer of the details of the DPI within 28 days of the date of the meeting.

Councillors are further invited to disclose any non-pecuniary interest which may be relevant to any matter on this agenda, in the interests of transparency, and to confirm that it will not affect their objectivity in relation to that matter.

**3 MINUTES (Pages 7 - 20)**

To confirm the minutes of the Committee meeting held on 30 January 2024.

**4 LEAD COUNCILLOR QUESTION SESSION**

A question session with Councillor Angela Goodwin, Lead Councillor for Engagement and Customer Services. Councillor Goodwin's areas of responsibility: Communications and Engagement; Complaints; Ombudsman; Customer services; Case Management; Digital services; Freedom of Information; and ICT and Business Systems.

**5 PERFORMANCE MONITORING REPORT 2023-24 QUARTER 3 (Pages 21 - 72)**

- 6 **AIR QUALITY STRATEGY - WORKPLAN UPDATE** (Pages 73 - 166)
- 7 **GUILDFORD-WAVERLEY TRANSFORMATION AND COLLABORATION PROGRAMME: UPDATE**
- 8 **OVERVIEW AND SCRUTINY WORK PROGRAMME** (Pages 167 - 184)

To agree the draft Overview and Scrutiny work programme.

**Please contact us to request this document in an alternative format**

## OVERVIEW AND SCRUTINY COMMITTEE

30 January 2024

\* Councillor James Walsh (Chair)

- |                               |                                 |
|-------------------------------|---------------------------------|
| * Councillor Honor Brooker    | * Councillor Maddy Redpath      |
| * Councillor Philip Brooker   | * Councillor Joanne Shaw        |
| * Councillor Jason Fenwick    | Councillor Katie Steel          |
| * Councillor Lizzie Griffiths | * Councillor Dominique Williams |
| * Councillor Gillian Harwood  | * Councillor Sue Wyeth-Price    |
| Councillor Steven Lee         |                                 |

\*Present

Councillors Catherine Houston (Lead Councillor Commercial Services), Tom Hunt (Deputy Leader of the Council and Lead Councillor for Regeneration), Richard Lucas (Lead Councillor for Finance and Property), Julia McShane (Leader of the Council and Lead Councillor for Housing), Richard Mills OBE, George Potter (Lead Councillor for Environment and Climate Change), Merel Rehorst-Smith (Lead Councillor for Regulatory and Democratic Services), and Howard Smith were also in attendance. Councillors Yves de Contades, Amanda Creese, Geoff Davis, Carla Morson (Lead Councillor for Community and Organisational Development), Fiona White (Lead Councillor for Planning), and Catherine Young in were remote attendance.

### **OS33 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**

The Committee was advised of apologies from Councillors Steven Lee and Katie Steel.

### **OS34 ELECTION OF VICE-CHAIRMAN**

The Chairman reminded the meeting that Councillor Furniss had stepped down from the Committee.

Upon the motion of the Chairman, seconded by Councillor Honor Brooker, the Committee:

**RESOLVED:** That Councillor Philip Brooker be elected Vice-Chairman of the Committee for the remainder of the municipal year 2023-24.

**OS35 LOCAL CODE OF CONDUCT AND DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS**

There were no declarations of Disclosable Pecuniary Interests or disclosures of non-pecuniary interests.

**OS36 MINUTES**

The minutes of the Overview and Scrutiny Committee meeting held on 16 January 2024 were agreed.

**OS37 WATER ISSUES IN GUILDFORD**

The Chairman reminded the meeting that the purpose of the item was to consider the outages in November 2023, the management of the crisis, and measures being put in place to avoid such outages arising in the future. He welcomed three representatives from Thames Water: Tess Fayers, Director of Operations for Thames Valley and Home Counties; Paul Wetton, Director for Clean Water for Thames Valley and Home Counties; and Huw Thomas, Head of Engagement, Thames Valley and Home Counties.

The Director of Operations for Thames Valley and Home Counties began with an apology to those affected by the water supply disruption in November. She proceeded to lead a presentation on the water supply interruptions in the Guildford area (the slides for which had been published as part of the agenda papers). The presentation provided an overview of the incident, the key lessons learnt and priority actions taken since, and investments and plans by Thames Water to improve the resilience of the Guildford water supply system.

The Director for Clean Water for Thames Valley and Home Counties informed the Committee of the characteristics of the Guildford water supply area. He indicated that the water supply for the area consisted of two island zones, unconnected to the rest of the network, and that Guildford was reliant on treating water within the area as none was brought in. The meeting was advised of the benefit of connecting the two island zones to improve supply resilience. In addition, the Committee was advised that the daily demand within the Guildford supply area was 50m litres, which exceeded the storage capacity of the area's service reservoirs.

The Director for Clean Water for Thames Valley and Home Counties advised the Committee that on 2 November 2023 power fluctuations due to Storm Ciaran impacted eight sites, including four water treatment works, while

Shalford water treatment works was affected by increased turbidity from the river sources supplying it. He explained the variances in water pressure and supply likely to be experienced by customers during the incident.

With reference to the limited capacity of the Guildford system, the Director for Clean Water for Thames Valley and Home Counties indicated the challenge of removing assets from supply to undertake the necessary improvements. He advised the Committee that due to improvements introduced since November 2023 the Guildford system had been able to maintain supply during periods of very high turbidity at the Shalford water treatment works.

The Committee was advised by the Director for Clean Water for Thames Valley and Home Counties of the geographical area affected by the outages in November and the number of properties affected (14,520 properties had 12 or more consecutive hours of supply interruptions, of which 14,009 were household properties and 482 non-household properties).

With reference to the provision of alternative water supplies during the outages, the Director of Operations for Thames Valley and Home Counties informed the Committee that tankers were used to supply over 2m litres to hospitals and other sensitive locations and to directly infuse the network. She stated that 130 Thames Water staff were involved in running four bottled water stations from 4-12 November 2023. The meeting was informed that during the incident priority was given to vulnerable customers on tiers one and two of the Thames Water Priority Services Register. The Director of Operations for Thames Valley and Home Counties confirmed that during the incident over 5,000 calls concerning it were received in Thames Water's customer contact centre and a further 129 complaints had been made to date. In response to a question from the Director of Operations for Thames Valley and Home Counties, the Chairman indicated that the issue of compensation was best considered during the question session following the presentation.

With reference to lessons learned from the outages and actions planned, the Director for Clean Water for Thames Valley and Home Counties indicated that the leadership team across the Guildford and Godalming area had been improved. He reminded the Committee of the investments programmes already agreed and suggested that long term it would be necessary to improve the resilience of the Guildford system by connecting it to one of the London water supply systems. The Director for Clean Water for Thames Valley and Home Counties noted that such a connection would be many years in the

future. He explained that a change in working habits since the pandemic had lessened the drop in daytime demand in the Guildford area and a traditional emphasis on reducing both leakage and consumption would not be adequate.

The Director of Operations for Thames Valley and Home Counties informed the Committee that Thames Water acknowledged it needed to do more to support vulnerable customers during such outages other than focus on tiers one and two of their Priority Services Register. She advised that Thames Water was working to improve the scope and scale of the Register. The Committee was advised that feedback from Surrey's Local Resilience Forum was critical of the service provided to the Farnham Road Hospital during the November incident.

The Director of Operations for Thames Valley and Home Counties stated that communications with customers during and after the incident had not been timely, clear, and transparent. She indicated that more information should have been provided sooner to inform customers of the challenges of the incident. The meeting was informed that in terms of clear messaging it had at times been unhelpful to have a line of communications running to a Member of Parliament.

With reference to the investment in the Guildford system, the Director of Operations for Thames Valley and Home Counties emphasised the importance of improving both the resilience of water treatment works and network connectivity. The £93.1m of total investment committed to the Guildford system until 2025 and planned for the period 2025-30 was summarised.

The following information and responses were provided during the ensuing discussion:

- A member of the public, Ms Zöe Franklin, who had provided notice of her question in accordance with Public Speaking Procedure Rules, asked:

In November last year, thousands of residents across Castle, Onslow and St Nicolas and other wards found themselves without water, or with very low water pressure, for days. Since then we have been waiting for compensation, many have received nothing or much less than they would expect given the length of the outage. I would like to ask the committee chair to seek answers from Thames Water on how they are making compensation decisions relating to the outage and ask them to justify how it is fair or appropriate that residents on the same road

and/or who experience similar length outages have received very different compensation amounts or none.

- The Chairman invited the Director of Operations for Thames Valley and Home Counties to comment on the points raised by the question from the member of the public. In response, the Director of Operations for Thames Valley and Home Counties advised the meeting of Thames Water's Customer Guarantee Scheme and levels of compensation. The meeting was informed that the Thames Water account of any customer who had experienced interruptions lasting longer than 12 hours would automatically be credited with £30, with an extra £30 for every further 12-hour period that the water supply remained interrupted. She indicated that compensation for business customers operated to the same time periods but with a £75 allowance rather than £30.
- The Director of Operations for Thames Valley and Home Counties advised that flow and pressure measurements, together with property ground height were being applied to help establish eligibility for compensation. In addition, Thames Water had undertaken to include factors such as intermittent supply, the uniqueness of the incident, and the time at which supply had been restored in reaching its decisions concerning compensation. The meeting was informed that over 5,000 customers impacted by intermittent supply would receive compensation, with a total of over 18,000 customers receiving compensation; the amount of compensation for customers in the Guildford and Godalming area totalled £1.7m to date. The Director of Operations for Thames Valley and Home Counties agreed to examine specific ward concerns raised by Ms Zöe Franklin.
- In reply to a question, the Director for Clean Water for Thames Valley and Home Counties indicated that it would not be possible to set up an application programme interface (API) to enable members of the public to connect to the flow and pressure measurements used by Thames Water to help establish compensation payments. He undertook to see if further data could be made available to the public but highlighted the possible impact of different internal plumbing on water pressure at adjacent properties.
- In response to queries from a Committee member, the compensation levels were clarified and the meeting informed that over 500

compensation payments were related to business customers. The Director for Clean Water for Thames Valley and Home Counties advised that businesses might be able to recover lost income from an interrupted water supply through their business insurance.

- With reference to lessons learned by Thames Water, the meeting was advised that the Asset Management Plan to fund investment in the Guildford system from 2025-30 was subject to OFWAT agreement. The Director of Operations for Thames Valley and Home Counties indicated that OFWAT's determination was expected in June 2024.
- In reply to a question, the Director of Operations for Thames Valley and Home Counties advised the meeting of the limitations and challenges of the Priority Services Register and stated that Thames Water was to an extent reliant on others to build up the Register. The Head of Engagement for Thames Valley and Home Counties suggested the Council might possess information relating to vulnerable people that could usefully be shared with Thames Water. The Leader of the Council and Lead Councillor for Housing stated that during the incident the Council did provide Thames Water with information about vulnerable people and, as a result, she was aware that some vulnerable residents were not included in direct deliveries. The Head of Engagement for Thames Valley and Home Counties noted the merit in a regular sharing of information on vulnerable users rather than only during an incident.
- With reference to communications from Thames Water during water supply incidents, the Director of Operations for Thames Valley and Home Counties identified this was an area of constant improvement for the company. She noted that feedback from Surrey's Local Resilience Forum confirmed the updates to the public during the incident had proved to be overly optimistic and that it was better to provide more candid information.
- In reply to a question on the increased leadership and technical presence in the Guildford system following the incident, the Director of Operations for Thames Valley and Home Counties outlined the increase in staff. In addition, he stated that prior to the incident all the water treatment works in the Guildford system had been unmanned and monitored by a central control system in Reading, whereas Shalford water treatment works was now manned 24/7.



- In reply to a question from a Councillor, the Director of Operations for Thames Valley and Home Counties outlined how the Priority Services Register was used during water supply incidents.
- With reference to the tankers used to supply the Farnham Road hospital, a Councillor suggested that engine idling was a noise nuisance for nearby residents and sound dampening was needed. In reply, the Director of Operations for Thames Valley and Home Counties indicated that the issue would be reviewed.
- A member of the Committee questioned the impact of the November 2023 incident on residents of Burpham and Merrow and a lack of communications from Thames Water. The Director for Clean Water for Thames Valley and Home Counties confirmed that there had been supply issues throughout the Guildford system. He was unable to state why Burpham and Merrow had not been included on Thames Water maps of the affected area. In response, the member of the Committee indicated that priority water deliveries were undertaken by Thames Water in Burpham and Merrow which suggested Thames Water was aware the area was affected. In response to a question later in the meeting, the Director of Operations for Thames Valley and Home Counties agreed to look further into the situation in Merrow and Burpham.
- In reply to a question about the maintenance and replacement of the network, the Director for Clean Water for Thames Valley and Home Counties advised the meeting that approximately thirty visible leaks and fifteen detected leaks were fixed each week. He advised the Committee that sample pipes from repairs helped monitor the condition of the network and inform decisions over future replacement works.
- In response to questions, the Director for Clean Water for Thames Valley and Home Counties indicated that the fail-safes at Shalford water treatment works were to guarantee water quality. The Director of Operations for Thames Valley and Home Counties and the Director for Clean Water for Thames Valley and Home Counties invited Councillors to visit the water treatment works relevant to their wards.

- A Councillor attending the meeting remotely criticised the apparent lack of engagement by Thames Water since the incident and asked if Thames Water would indemnify hospital trusts that had to close or reduce services because of water supply issues. In addition, the Councillor referred to her questions submitted to Thames Water prior to the meeting requesting details of the company's spending on infrastructure for Surrey since 2010 and then for the Borough of Guildford (broken down by ward and by water treatment works or reservoir), along with the cost for each treatment works and reservoir in the next four years. The Councillor commented on the proposed pipeline from Pewley to Netley and asked for clarification as to whether it was two-way or not. The Director of Operations for Thames Valley and Home Counties thanked the Councillor for her feedback. The Chairman requested that responses to the specific queries raised be provided for circulation to the Committee members.
- A Councillor questioned whether there was sufficient capacity in the system to meet future demand and referred to work undertaken at Ladymead water treatment works. The Director for Clean Water for Thames Valley and Home Counties indicated that managing water resources in the Guildford system was a challenge and advised that a second contact tank had been added to the Ladymead water treatment works. The Director of Operations for Thames Valley and Home Counties outlined the increased resilience gained from investing in an additional contact tank at Ladymead water treatment works.
- In reply to a query, the Director for Clean Water for Thames Valley and Home Counties indicated that the current Water Resources Management Plan for the period until 2050 needed to be re-visited as growth and demand in the Guildford area was outstripping predictions and models. The Director of Operations for Thames Valley and Home Counties suggested the value in a colleague attending a future Committee meeting to discuss the Water Resources Management Plan with Councillors; the Head of Engagement, Thames Valley and Home Counties indicated he would liaise with the Senior Democratic Services Officer (Scrutiny) to progress such a meeting.
- In reply to a question on the power supply for Thames Water sites and system resilience, the Director for Clean Water for Thames Valley and Home Counties indicated that most of the water treatment works in the

Guildford system had double feeds from the principal sub stations and Thames Water were not reliant on investment by UK Power Networks

- In response to questions, the Director for Clean Water for Thames Valley and Home Counties informed the meeting of monitoring arrangements both for ground water and for the pipe network and indicated that discharge points for consented storm outfalls were not an issue for water treatment works in the Guildford system.
- In reply to a question concerning poor communications from Thames Water about a burst water main in Shalford on Boxing Day, the Director of Operations for Thames Valley and Home Counties acknowledged that such incidents were not viewed as routine by residents whereas they were considered business as usual for Thames Water.
- In reply to a question, the Committee was informed that Thames Water was not a statutory consultee on all planning applications. The Head of Engagement for Thames Valley and Home Counties acknowledged that Thames Water needed to improve its response-rate to consultations on large planning applications and suggested the matter might be discussed more fully with the Committee at a future meeting.
- In relation to communications, the Chairman suggested the value in increased collaboration within Thames Water.
- A Councillor requested that the information to be provided to the Committee on how Thames Water investment plans fit with Guildford's Local Plan should include Ash. The Director of Operations for Thames Valley and Home Counties stated that there were no investment plans for Ash Vale water treatment works. She advised that there was capacity within the Ash Vale water treatment works to treat flow from an additional 3,000 properties.
- With reference to the inaccessibility of bottled water stations for some residents during the November outages, a Committee member asked if the creation of more collection points had been considered. The Director of Operations for Thames Valley and Home Counties acknowledged that some vulnerable customers with mobility challenges could have been better supported although the company would help

customers with transient vulnerabilities and respond to individual requests.

- Responding to questions and statements, the Director for Clean Water for Thames Valley and Home Counties told the meeting of the duty of care Thames Water had to its staff and how the necessary rotation of staff had inadvertently led to miscommunication and misunderstandings. He advised the meeting of instances of hostility towards Thames Water staff at bottled water stations. The Director of Operations for Thames Valley and Home Counties indicated the value of feedback about the location of bottled water stations.
- A Councillor asked why when the only remaining area affected by the outage was Onslow the decision was made to keep the bottled water station at the Spectrum open, rather than the closer one at the cathedral site.

The Chairman thanked the Director of Operations for Thames Valley and Home Counties, the Director for Clean Water for Thames Valley and Home Counties, and the Head of Engagement, Thames Valley and Home Counties for attending and answering questions.

In concluding the item, the Chairman asked that the additional information requested by Councillors be forwarded to the Senior Democratic Services Officer (Scrutiny), that Thames Water liaise with the Council to progress improvements to its Priority Services Register, and action be taken to progress a Committee meeting to consider Thames Water's Water Resources Management Plan and the Councillor visits to relevant water treatment sites.

### **OS38 LEAD COUNCILLOR QUESTION SESSION**

The Chairman welcomed the Lead Councillor for Environment and Climate Change, Councillor George Potter, and invited him to make an introductory statement.

The Lead Councillor for Environment and Climate Change thanked those Councillors who had provided notice of the question areas and he asked if questions of a technical nature might be shared sooner. He suggested that some questions on Climate Change were better directed to other portfolio holders rather than himself, but indicated he would try to answer all questions put to him.

A Committee member asked the Lead Councillor for Environment and Climate Change for an update on progress in supporting businesses in the community to lower emissions and ensure sustainable ways of working. In reply, the Lead Councillor for Environment and Climate Change referred to the A3 sustainable travel project with Surrey County Council which offered grants to local van delivery drivers to convert to an electric vehicle, the relaunch of the Sustainable Business Network in Guildford, the forthcoming publication of the Guildford Business Guide which had a section on moving towards a low carbon economy, the promotion of a number of green business courses, collaboration with Surrey County Council to use funding for a decarbonisation loan scheme, and promotion of the easit travel scheme.

In response to a question on progress to achieving net zero by 2030, the Lead Councillor for Environment and Climate Change noted the establishment of the Climate Change Board, the development of Borough-wide partnerships to decrease carbon emissions, the establishment of a 2019 carbon emission baseline, the identification of Council activities where carbon emissions can be reduced, the development of an action plan to achieve net zero across Council activities by 2030, and the adoption of the action plan by the Council. In addition, the meeting was advised of decreases in the Council's emissions and plans for the Council's website to have a dedicated Climate Change section.

IN response to a question, the Lead Councillor for Environment and Climate Change confirmed that an update on the Climate Change Action Plan would be presented annually to full Council.

In answer to a question about the installation of solar panels on Council land and the installation of electric vehicle charging points, the Lead Councillor for Environment and Climate Change advised that officers were looking to identify feasible sites for the installation of solar panels on Council assets and that detailed questions on the EV charging points were perhaps better directed to the officers involved in air quality or the portfolio holder responsible for air quality.

When asked about the funding of projects identified by the Climate Change Board, the Lead Councillor for Environment and Climate Change indicated that the non-committed Climate Change budget was cut for the current year only and the budget would be reinstated from April 2024 onwards. He stated that

Climate Change actions were taking place across the Council using existing budgets and resources.

In reply to the suggestion that air quality should perhaps be within the Environment and Climate Change portfolio, the Lead Councillor for Environment and Climate Change advised that a decision had been made to mainstream climate change across the Council and to align the portfolios of Lead Councillors as closely as possible with the remits of the executive heads of service. The Lead Councillor for Environment and Climate Change suggested the Committee ask individual Lead Councillors about climate change within their portfolio when they appeared before the Committee and indicated he did not consider himself responsible for driving climate change across the Council. The Leader of the Council and Lead Councillor for Housing indicated that the members of the Executive would discuss the issues raised and update Committee members.

In reply to a question about working with partners to achieve progress on reducing the reliance on petrol and diesel-powered vehicles, the Lead Councillor for Environment and Climate Change advised the meeting of the limited influence of the Council on the provision of bus services, including Park and Ride. He suggested that opposition to the London Road, Burpham to Guildford Active Travel Scheme was largely due to how the scheme was developed and introduced by Surrey County Council. The Committee was advised of the e-bike scheme and the setup funding it would receive from the Council, the University of Surrey, and Surrey County Council.

A Councillor asked the Lead Councillor for Environment and Climate Change to identify the top three achievements since the Council's declaration of a Climate Change Emergency in 2019. In response, the Lead Councillor for Environment and Climate Change noted that communication of the Council's achievements had been poor. He then referred to the creation of a dedicated climate change officer post at the Council, the installation of solar panels at multi-storey car parks, the re-procurement of the Council's energy contract, and planning policies relating to EV charging points, cycling, and walking. The Leader of the Council and Lead Councillor for Housing reminded the meeting of the electrification of the Council's community meals and community transport fleets and sustainable initiatives involving the community wellbeing team based at The Hive.

In reply to a question from a Councillor, the Lead Councillor for Environment and Climate Change suggested the advantages of merging officer teams with Waverley Borough Council and noted the productive relationship with Surrey County Council. He reminded the Committee that the Council had a net zero carbon emissions goal of 2030, whereas the county council was aiming for 2050.

In response to a question on his support for the London Road, Burpham to Guildford Active Travel Scheme, the Lead Councillor for Environment and Climate Change indicated that his support for the scheme was not unequivocal as the design was not finalised and consultation results had not yet been taken into account.

In reply to a query from a Committee member, the Lead Councillor for Environment and Climate Change referred to the creation of jobs and development of skills within the local economy from initiatives such as the e-bike scheme.

A Committee member stated that fly-tipping in Ash had increased since residents had been prevented from using their closest recycling centre (in Hampshire) and a further increase in fly-tipping was expected following the closure of the recycling Bring Site in Ash Wharf. In response, the Lead Councillor for Environment and Climate Change indicated that an increase in fly-tipping was expected after the closure of the Bring Sites but that it would remain within the capacity of the Council to deal with.

In reply to a question about fly-tipping blocking drainage ditches and culverts and causing flooding, the Lead Councillor for Environment and Climate Change advised that all the services of the Bring Sites could be dealt with through household collections. He requested that any issues be reported to himself or the Interim Executive Head of Environmental Services.

In response to questions from a Committee member, the Lead Councillor for Environment and Climate Change confirmed the recent policy change affecting the provision of refuse sacks for town centre residents. With reference to the supply of refuse and recycling bins to residents and local developments, the Lead Councillor for Environment and Climate Change stated that there were no immediate outstanding deliveries to new developments, officers were continuing to work through the delivery backlog on refuse and recycling bins, and every type of container was in stock.

The Chairman thanked the Lead Councillor for Environment and Climate Change for attending and answering questions.

**OS39 OVERVIEW AND SCRUTINY WORK PROGRAMME**

The Senior Democratic Services Officer (Scrutiny) invited the Committee members to consider the work plan items attached at Appendix 1 to the report submitted to the Committee.

The Chairman requested Committee members submit key questions to inform the scope of the report on Community Services scheduled for the Committee's next meeting.

The Leader of the Council and Lead Councillor for Housing indicated that she would be referring matters to the Committee for investigation.

The meeting finished at 10.07 pm

Signed .....

Date .....

Chairman



# Guildford Borough Council

Report to: Overview and Scrutiny Committee

Date: 5 March 2024

Ward(s) affected: All

Report of Director: Transformation & Governance

Author: Andrea Barnett, Policy Officer

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Lead Councillor responsible: Councillor Carla Morson

Tel: 07843 489796

Email: carla.morson@guildford.gov.uk

Report Status: Open

## Performance Monitoring Report 2023/24 Quarter 3

### 1. Executive Summary

- 1.1. This report is part of our performance monitoring framework and presents an overview of our performance against our corporate indicators (KPIs) during quarter 3 and where possible, the annual KPIs for 2022/23, alongside the detailed quarterly Performance Monitoring Report (Appendix 1).
- 1.2. From this quarter onwards we will be reporting on 35 quarterly KPIs and 5 annual KPIs.
- 1.3. This report provides a summary of the RAG ratings in this quarter together with a comparison of quarterly RAG ratings between 2022-23 and 2023-24.
- 1.4. Exceptions in data available for this report are summarised in section 9 of this report.

## **2. Recommendation to Committee**

- 2.1. That the Committee reviews the Performance Monitoring Report for 2023/24 quarter 3 and where possible, the annual KPIs for 2022/23 (Appendix 1) and makes any observations or comments.
- 2.2. Should any members of the Committee have any queries about specific performance indicators detailed in the Performance Monitoring Report, please submit these to [andrea.barnett@guildford.gov.uk](mailto:andrea.barnett@guildford.gov.uk) least two days prior to the Committee meeting to enable an explanation to be given.

## **3. Reason(s) for Recommendation:**

- 3.1. To support our corporate performance monitoring framework and enable the Committee to monitor the Council's performance against key indicators, as well as review key data relating to the 'health' of the borough.

## **4. Exemption from publication**

- 4.1. This report and any part of it is not exempt from publication.

## **5. Purpose of Report**

- 5.1. The purpose of this report is to present the Performance Monitoring Report for quarter 3 of the financial year 2023/24 (Appendix 1).
- 5.2. The Performance Monitoring Report is presented to this Committee on a quarterly basis, allowing councillors to monitor our performance against the indicators set out in our performance framework.
- 5.3. The Performance Monitoring Report is a public document which shows the Council's progress against a variety of performance indicators.

## **6. Strategic Priorities**

- 6.1. The Council's performance management arrangements support our aim of delivering value for money services by tracking our progress against each indicator. As trends develop, we will be able to build a bigger picture of our performance to help inform and shape future activity and decision making.

- 6.2. The performance management framework supports all aspects of the Council's strategic priorities by ensuring that we stay on track in delivering key outcomes shown in our corporate and service plans. By monitoring key performance indicators, we can celebrate our successes and identify any broad trends or key issues. This will support us in being an efficient, focussed organisation delivering high quality services.

## **7. Background**

- 7.1. The previous Performance Monitoring Report was received positively by the Overview and Scrutiny Committee.
- 7.2. Officers have noted previous discussions and feedback received through the quarterly presentation of the Performance Monitoring Report and have implemented changes where appropriate. Joint Executive Heads of Service provide commentary where KPIs are not meeting their target or are not heading in the preferred direction of travel.
- 7.3. During quarters 1 and 2 2022/23 we undertook a review to ensure that our KPIs are meaningful and provide a clear definition of what is being collected. Joint Executive Heads of Service discussed their KPIs with Lead Members, to agree a revised set of indicators for corporate performance monitoring. For this quarter onwards we will be reporting on 35 quarterly KPIs. For the 5 annual KPIs, they are reported in Q4 of each year or the quarter when the data is available.

## **8. Q3 Summary**

- 8.1. The number of quarterly KPIs that are showing a positive green or amber rating totals 45.7% which is almost a 9% decrease on Q2. We hope this will increase in Q4 once the data for the KPIs showing as no data is provided. There are 8 KPIs with a red rating which relate to 22.9% of the KPIs, which is an increase by almost 9% on Q2. The reasons for this include resource issues, increases in households living in temporary accommodation and rough sleepers during the quarter. There are 17.1% of the quarterly KPIs reporting as no data available which relates to the KPIs identified in the exception summary below. This will reduce once data is provided from Q4 onwards. The primary reason for the lack of data submission was due to time lags in receiving data and data not being available.

8.2. The table below focusses on the quarterly recorded KPIs to provide a comparison across 2022/23 and Quarters 1-3 of 2023/24.

Year	Quarter	RAG Rating					
		Green	Amber	Red	Data only	No data	N/A
2022/23	Q1	29	1	18	15	1	
	64 KPI	45.3%	1.6%	28.1%	23.4%	1.6%	
	Q2	23	6	14	15	6	
	64 KPI	35.9%	9.4%	21.9%	23.4%	9.4%	
	Q3	13	2	9	7	4	
	35 KPI	37.1%	5.7%	25.7%	20%	11.4%	
2023/24	Q4	12	4	9	4	3	3
	35 KPI	34.3%	11.4%	25.7%	11.4%	8.6%	8.6%
	Q1	14	2	9	7	3	
	35 KPI	40%	5.7%	25.7%	20%	8.6%	
	Q2	17	2	5	6	5	
	35 KPI	48.6%	5.7%	14.3%	17.1%	14.3%	
Q3 35 KPI	14	2	8	5	6		
	40%	5.7%	22.9%	14.3%	17.1%		

## 9. Key headlines from Q3 performance

9.1. Our performance monitoring framework will continue to evolve and there will be changes to the report and KPIs to ensure that they continue to provide the right information and detail required. For KPIs that are off target or heading in the wrong direction, mitigating actions have been put in place to address these.

9.2. Since our last report, the following KPIs are presenting notable changes against target or direction of travel:

- H&J7 – Time taken to assess new applications on the housing register target** - the team has implemented a new system which has significantly reduced the processing time to assess new applications; this ranged from 12 days in Q1 to 6 days in Q3. It is hoped this will reduce still further in Q4 and as turnaround times have significantly reduced, we aim to introduce a new target from Q1 2024/25.

- **COU9 and COU10 - Speed of determining applications for minor and other developments** – these KPIs have continued to exceed their targets this quarter and it is hoped this trend will continue.

9.3. The time lags and data not possible to record in this report relate to the following KPIs:

<b>KPI ref:</b>	<b>Indicator</b>	<b>Reason</b>
ENV1	Kilograms of domestic residual waste collected, per household, from the kerbside	3-month time lag
ENV2	Household waste recycled and composted	3-month time lag
H&J1	Average time to let void housing properties	Data not available
H&J3	Number of net new additional homes	3-month time lag
H&J4	Affordable new homes completed each year	Data not available
H&J10	Percentage of vacant town centre retail units	Time lag in receiving data from external source

## 10. Key Risks

10.1. Without a fit-for-purpose performance management framework the Council will not be able to demonstrate performance against delivery of the key themes with our Corporate Plan 2021-2025.

## 11. Financial Implications

11.1. There are no financial implications arising directly from this report.

## 12. Legal Implications

12.1. There are no legal implications arising directly from this report.

**13. Human Resource Implications**

- 13.1. There are no human resource implications arising directly from this report.

**14. Equality and Diversity Implications**

- 14.1. The Public Sector Equality Duty has been considered in the context of this report and it has been concluded that there are no equality and diversity implications arising directly from this report.

**15. Climate Change/Sustainability Implications**

- 15.1. There are no direct climate change or sustainability implications of this report.

**16. Summary of Options**

- 16.1. The Committee is asked to consider and comment on the Performance Monitoring information presented in this report.

**17. Conclusion**

- 17.1. The Committee is presented with an opportunity to review the Council's performance over the last quarter as set out in the Performance Monitoring Report.

**18. Background Papers**

- 18.1. None.

**19. Appendices**

Appendix 1 – Performance Monitoring Report Quarter 3, 2023/24

## Guildford Borough Council – Performance Monitoring Report Quarter 3, 2023/24

### 1. Introduction

The Council's performance monitoring framework incorporates a range of performance indicators (KPI) aligned under four broad themes: Environment, Homes and Jobs, Community and Council. The KPI data shows how the Council is performing in various service areas along with indicators giving a broad picture of the 'health' of Guildford borough. Following a review during Q1 and Q2 of 2022/23, our framework now comprises a total of 40 KPIs: 35 recorded quarterly and 5 annually.

This report incorporates an 'at a glance' [scorecard summary](#) of the rating of each KPI, with more detailed information and a chart for each indicator shown in [section 6](#). An explanation of the rating for each KPI is included in section 2, as is an overview of our [current position](#) in section 3 and an [exception summary](#) in section 4 showing where KPI data has not been submitted for reporting on this occasion.

Section 2.4 provides details on changes which have been made to the report/ KPI since the previous iteration.

This report will be submitted to Corporate Management Board and our Overview and Scrutiny Committee on a quarterly basis for their comment and review.

### 2.1 External factors

The rising cost of living is having a significant impact on our residents, including the most vulnerable. Our services are seeing an increase in demand and will need to continue to respond to the impact. This is also having an impact on business as usual activities as resources are being redirected to deliver timebound government initiatives, for example, within Exchequer Services, this is the Energy Bill Support scheme and the Household Support Fund in Community Services.






More people continue to access community services provision due to the cost of living crisis – this is particularly seen in the use of the community fridge and pantry as well as the preloved donation bank. We also continue to see many in our communities facing social isolation and mental health struggles which cannot immediately be supported by the NHS. This is resulting in a greater use of the safe space at the Hive and greater pressure on social prescribing and signposting to support services in the voluntary, charity and faith sectors. Our VCF partners are therefore also seeing unprecedented demand whilst trying to balance their own staffing, financial and wider resource difficulties.

In addition, construction costs increases, and inflation are having a profound impact on the Council's capital programme, meaning that budgets for capital schemes are needing regular revision to account for fluctuations in market conditions.

## 2.2 Performance indicator rating

To show the status of individual indicators we have assessed each one against a red, amber, or green (RAG) rating. Where the indicator has a target, it will be RAG rated against this, otherwise it will be rated against the preferred direction of travel (i.e. increasing or decreasing).

The RAG ratings applied to this report are detailed below:

-  Green: on, or over, target or heading in the preferred direction of travel (including for annual targets)
-  Amber: up to 5% off target, or the same as the previous quarter/year
-  Red: more than 5% off target or heading in the wrong direction of travel
-  Data only, or no data to compare with
-  No data submitted for this quarter

## 2.3 Performance monitoring themes

To help categorise our KPIs we have grouped them under the headings shown below. These themes are broadly aligned to our current Corporate Plan.

<a href="#">Environment</a> (section 6.1)	ENV
<a href="#">Homes and Jobs</a> (section 6.2)	H&J
<a href="#">Community</a> (section 6.3)	COM
<a href="#">Council</a> (section 6.4)	COU

## 2.4 Changes and updates from our previous report

During quarters 1 and 2 of 2022/23, we reviewed our set of performance indicators in consultation with Executive Heads of Service (EHOS), Corporate Management Board (CMB) and Portfolio Leads. The purpose of the review was to ensure that our KPIs are meaningful corporate indicators and provide a clear definition of what is being collected.

Together with CMB, EHOS were invited to discuss their KPIs with Lead Members, to agree indicators for corporate performance monitoring. It was agreed that from quarter 3 onwards 2022/23 we would report on 35 quarterly KPIs and 5 annual KPIs.



Since our last report, the following KPIs are presenting notable changes against target or direction of travel:

- **H&J7 – Time taken to assess new applications on the housing register target**  
the team has implemented a new system which has significantly reduced the processing time to assess new applications; this ranged from 12 days in Q1 to 6 days in Q3. It is hoped this will reduce still further in Q4 and as turnaround times have significantly reduced, we aim to introduce a new target from Q1 2024/25.
- **COU9 and COU10 - Speed of determining applications for minor and other developments** – these KPIs have continued to exceed their targets this quarter and it is hoped this trend will continue.

### 3 Scorecard summary

Table 1 below provides an overview of the RAG rating for each quarterly KPI for Quarters 3 and 4 of 2022/23 and Quarters 1-3 of 2023/24. Table 2 relates to the annual KPIs and provides a comparison from 2019/20 to 2022/23 and indicates when it was or will be reported to committee.

For quarter 3, there may be no means of assessing the RAG rating against a preferred direction of travel if we do not have data for the preceding quarter. Where this is the case, the quarter has been rated as 'data only' (i) and is shown in the chart table accompanying each KPI in section 6.



















Not applicable (n/a) is shown for quarters where data is not available due to new KPIs being introduced.

TABLE 1 - QUARTERLY KPIs:			KPI Measure	2022/23			2023/24	
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand /Output; H/B=Health of Borough	Q3	Q4	Q1	Q2	Q3
<a href="#">ENV1</a>	Environment	Kilograms of domestic residual waste collected, per household, from the kerbside	P					
<a href="#">ENV2</a>		Household waste recycled and composted	P					
<a href="#">H&amp;J1</a>	Homes & Jobs	Average time to let void housing properties	P					
<a href="#">H&amp;J3</a>		Number of net new additional homes	D/O					
<a href="#">H&amp;J4</a>		Affordable new homes completed each year	D/O					

TABLE 1 - QUARTERLY KPIS:			KPI Measure	2022/23			2023/24	
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand /Output; H/B=Health of Borough	Q3	Q4	Q1	Q2	Q3
<a href="#">H&amp;J5</a>	<a href="#">Homes &amp; Jobs</a>	Number of homeless families placed in B&B	D/O					
<a href="#">H&amp;J7</a>		Time taken to assess new applications on the housing register	D/O	n/a	n/a			
<a href="#">H&amp;J8</a>		Non-domestic (business) rates collected	P					
<a href="#">H&amp;J10</a>		Percentage of vacant town centre retail units	H/B					
<a href="#">H&amp;J11</a>		Percentage of affordable housing units granted planning permission on eligible sites	P					
<a href="#">H&amp;J12</a>		Percentage of homes that do not meet the Decent Home Standard (DHS)	D/O	n/a	n/a			
<a href="#">H&amp;J13</a>		Repairs completed within target timescale (emergency & non-emergency repairs)	D/O	n/a	n/a			
<a href="#">COM1</a>	<a href="#">Community</a>	Number of households living in temporary accommodation	D/O					
<a href="#">COM2</a>		Snapshot of rough sleepers	D/O					
<a href="#">COM3</a>		Number of successful homelessness outcomes	P					
<a href="#">COM4</a>		Percentage of Council tax collected	P					

TABLE 1 - QUARTERLY KPIS:			KPI Measure	2022/23			2023/24	
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand /Output; H/B=Health of Borough	Q3	Q4	Q1	Q2	Q3
<a href="#">COU1</a>	Council	Staff sickness absence	P	✓	✓	✓	✓	✓
<a href="#">COU2</a>		Staff turnover	P	✓	✓	✓	✓	✓
<a href="#">COU3</a>		Council suppliers paid within 30 days	P	✓	□	□	□	□
<a href="#">COU4</a>		Council sundry debt invoices collected within 30 days	P	✗	□	✗	✗	□
<a href="#">COU5</a>		Time taken to assess new Housing Benefit claims	P	✗	✗	✗	✗	✗
<a href="#">COU6</a>		Rent collection rate – rent collected in year	P	✓	✓	✓	✓	✓
<a href="#">COU7</a>		Rent collection rate – rent collected in year plus arrears brought forward	P	✓	✓	✓	✓	✓
<a href="#">COU8</a>		Speed of determining applications for major development	P	✓	✓	✓	✓	✓
<a href="#">COU9</a>		Speed of determining applications for minor development	P	✗	✗	✓	✓	✓
<a href="#">COU10</a>		Speed of determining applications for other development	P	✗	✗	□	✓	✓
<a href="#">COU11</a>		Appeals dismissed against the Council's refusal of planning permission	P	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ
<a href="#">COU12</a>		Number of planning applications	D/O	ⓘ	ⓘ	ⓘ	ⓘ	ⓘ

TABLE 1 - QUARTERLY KPIS:			KPI Measure	2022/23			2023/24	
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand /Output; H/B=Health of Borough	Q3	Q4	Q1	Q2	Q3
<a href="#">COU13</a>	Council	% of contact via the phone into the Customer Services Centre	P					
<a href="#">COU14</a>		Total number of followers on our corporate communications digital channels, including Facebook, Twitter, Instagram, LinkedIn, Nextdoor and our digital newsletter.	P					
<a href="#">COU15</a>		Number of Local Government & Social Care Ombudsman and Housing Ombudsman complaints upheld	P					
<a href="#">COU16</a>		Average phone wait times	P					
<a href="#">COU17</a>		% of contact that is digital: 1. Direct contact that is digital 2. Overall contact that is digital	P					
<a href="#">COU18</a>		Average response times for online contact through forms	P					
<a href="#">COU19</a>		Percentage of Freedom of Information and Environmental Information Regulation requests responded to within statutory timeframes	P					

TABLE 2 - ANNUAL KPIS:			KPI Measure				
Ref no	Theme	Performance indicator	P=Performance; D/O=Demand/Output; H/B=Health of Borough	2019/20	2020/21	2021/22	2022/23
<a href="#">ENV3</a>	Environment	CO2 emissions from Council operations	P				The annual data for 2022/23 is expected in Q4 2023/24
ENV4		Energy use by the Council; gas, electricity and fleet	P				
<a href="#">H&amp;J2</a>	Homes & Jobs	Number of empty homes	D/O				 (reported in Q4 2022/23)
<a href="#">H&amp;J6</a>		Average waiting time for Council housing (Band C)	D/O				 (reported in Q4 2022/23)
H&J9		Net change in completed commercial and business floorspace	H/B				 (reported in Q1 2023/24)

## 4 Current position

Each quarter we will present the current position of our performance indicators which will show, broadly speaking, our overall progress against each RAG rating. This will also be considered in relation to previous quarters where relevant.

### 4.1 Quarter 3

At the end of quarter 3, we have been able to give a RAG rating to all 35 of our quarterly recorded KPIs. These are shown in the table below.

Quarter	RAG Rating				
	Green	Amber	Red	Data only	No data
3	14	2	8	5	6
	40%	5.7%	22.9%	14.3%	17.1%

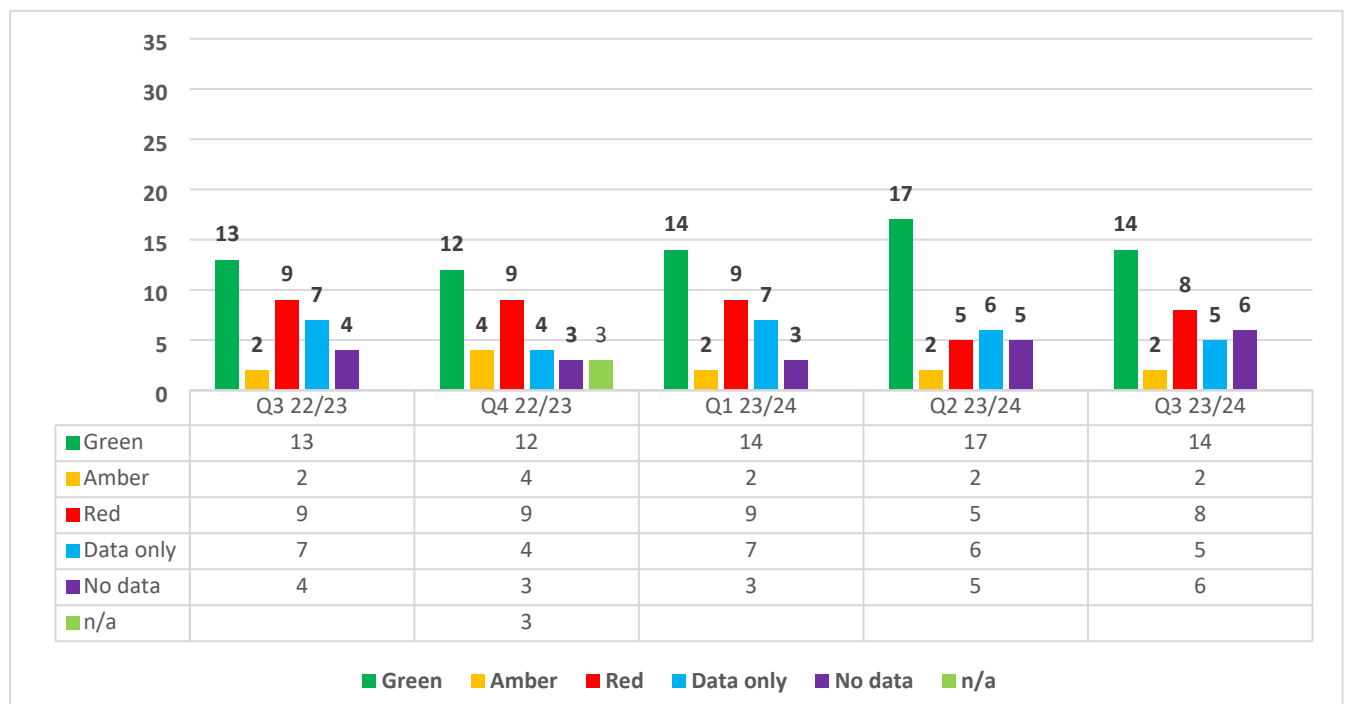
In the table above, the number of quarterly KPIs that are showing a positive green or amber rating totals 45.7% which is almost a 9% decrease on Q2. We hope this will increase in Q4 once the data for the KPIs showing as no data is provided. There are 8 KPIs with a red rating which relate to 22.9% of the KPIs, which is an increase by almost 9% on Q2. The reasons for this include resource issues, increases in households living in temporary accommodation and rough sleepers during the quarter. There are 17.1% of the quarterly KPIs reporting as no data available which relates to the KPIs identified in the exception summary below. This will reduce once data is provided from Q4 onwards. The primary reason for the lack of data submission was due to time lags in receiving data and data not being available.

## 4.2 Previous quarters

There are 35 KPIs for quarter 3 of 2023/24. The table below focusses on the quarterly recorded KPIs to provide a comparison across the year. Data omitted from/updated since our previous report has been included in the table where possible.

Year	Quarter	RAG Rating					
		Green	Amber	Red	Data only	No data	N/A
2022/23	Q1	29	1	18	15	1	
	64 KPI	45.3%	1.6%	28.1%	23.4%	1.6%	
	Q2	23	6	14	15	6	
	64 KPI	35.9%	9.4%	21.9%	23.4%	9.4%	
	Q3	13	2	9	7	4	
	35 KPI	37.1%	5.7%	25.7%	20%	11.4%	
2023/24	Q4	12	4	9	4	3	3
	35 KPI	34.3%	11.4%	25.7%	11.4%	8.6%	8.6%
	Q1	14	2	9	7	3	
	35 KPI	40%	5.7%	25.7%	20%	8.6%	
	Q2	17	2	5	6	5	
	35 KPI	48.6%	5.7%	14.3%	17.1%	14.3%	
2023/24	Q3	14	2	8	5	6	
	35 KPI	40%	5.7%	22.9%	14.3%	17.1%	

The quarterly data above is demonstrated in the chart below:





## 5 Exception summary

This section highlights any quarterly KPIs indicators where data has not been submitted for the period of this report (2023/24 quarter 3).

The categories of ‘exceptions’ used in this summary are:

<b>Reason</b>	<b>Explanation</b>
Time lag in data provision	There is a period of lag in data for this KPI being available/ recorded
Data not currently available/ possible to record	Data is not available or the capacity/ ability to record data for this KPI is not possible currently

The ‘time lag in data provision’ category in the exception summary shows where data will be provided but has a time lag (usually between 1 and 3 months). This data will appear in reports from quarter 4, 2023/24 onwards.

We have a total of 35 quarterly reportable for quarter 3. Executive Heads of Service are responsible for communicating any reasons for the non-submission of data.

<b>Reason</b>	<b>Quarterly</b>	
	<b>No.</b>	<b>%</b>
Time lag in data provision	4	66.7%
Data not currently available/ possible to record	2	33.3%

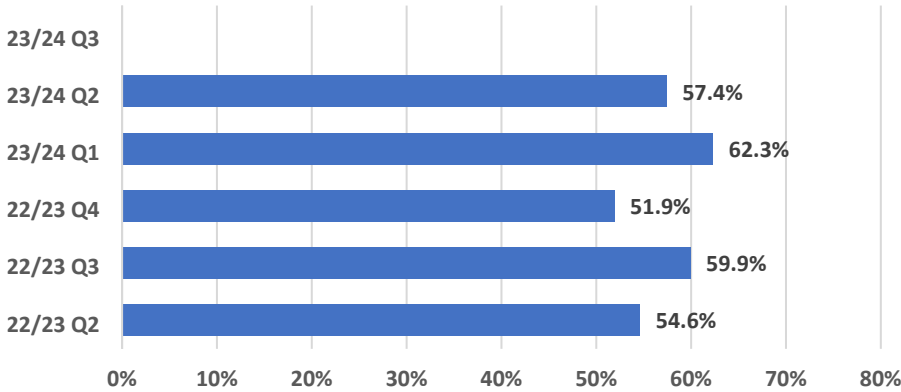
## 6 Performance monitoring data

### 6.1 Environment

This section includes all performance indicators with a broad environmental theme.

ENV1	Kilograms of domestic residual waste collected, per household, from the kerbside		Lead Councillor: George Potter																
			Service Area: Environmental Services																
			Service Lead: Mark Allen																
<table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (kg)</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>-</td> </tr> <tr> <td>23/24 Q2</td> <td>89.52</td> </tr> <tr> <td>23/24 Q1</td> <td>85.39</td> </tr> <tr> <td>22/23 Q4</td> <td>95.60</td> </tr> <tr> <td>22/23 Q3</td> <td>85.81</td> </tr> <tr> <td>22/23 Q2</td> <td>93.50</td> </tr> </tbody> </table>			Quarter	Value (kg)	23/24 Q3	-	23/24 Q2	89.52	23/24 Q1	85.39	22/23 Q4	95.60	22/23 Q3	85.81	22/23 Q2	93.50	<p><b>Target:</b> Data only</p> <p><b>This quarter:</b> <span style="display: inline-block; width: 15px; height: 15px; background-color: purple; vertical-align: middle;"></span></p> <p><b>Last quarter:</b> <span style="display: inline-block; width: 15px; height: 15px; border: 1px solid blue; border-radius: 50%; text-align: center; vertical-align: middle; font-size: 10px;">i</span></p>		
Quarter	Value (kg)																		
23/24 Q3	-																		
23/24 Q2	89.52																		
23/24 Q1	85.39																		
22/23 Q4	95.60																		
22/23 Q3	85.81																		
22/23 Q2	93.50																		
<b>2022/23</b>			<b>2023/24</b>																
<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>														
93.50kg	85.81kg	95.6kg	85.39kg	89.52kg															
<b>Description:</b>	Kilograms of domestic residual waste collected from each household at kerbside, as per the DEFRA definition. Figures relate to waste collected each quarter. There is a 1-2 month time lag on provision of this data.																		
<b>Comments:</b>	This KPI is recorded as data only as the figures are subject to seasonal change beyond our control.																		

<b>ENV2</b>	<b>Household waste recycled and composted</b>	<b>Lead Councillor:</b> George Potter
		<b>Service Area:</b> Environmental Services
		<b>Service Lead:</b> Mark Allen



**Target:** Data only

**This quarter:** ■

**Last quarter:** i

2022/23			2023/24		
Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
54.6%	59.9%	51.9%	62.3%	57.4%	
<b>Description:</b>	Percentage of household waste recycled and composted. Figures relate to household waste collected each quarter. There is a 1-2 month time lag on provision of this data.				
<b>Comments:</b>	This KPI is recorded as data only as the figures are subject to seasonal change beyond our control.				

## 6.2 Homes and Jobs

This section includes all performance indicators with a broad homes and jobs theme.

<b>H&amp;J1</b>	<b>Average time to let void housing properties</b>	<b>Lead Councillor:</b> Julia McShane																							
		<b>Service Area:</b> Housing Services																							
		<b>Interim Strategic Director:</b> Michael Coughlin																							
<b>Data not available</b>																									
<div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0; display: inline-block;">                 Preferred direction of travel:  </div>																									
<div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0; display: inline-block;">                 This quarter:  </div>																									
<div style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0; display: inline-block;">                 Last quarter:  </div>																									
<b>2022/23</b>		<b>2023/24</b>																							
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>																					
No data	No data	No data	No data	No data																					
<b>Description:</b>	This figure excludes major voids, new builds, sheltered and supported properties. This KPI crosses over service areas, so one area does not have full control of the data shown.																								
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b></p> <p>The ongoing review of our contractors following the alleged fraud has resulted in work being reassigned to the Responsive Repairs Team to manage and although work is underway to review and address the resourcing issues, this will take time.</p> <p>It has not been possible to validate the data for 2022/23 and Quarters 1-3 of 2023/24 which is why data for those quarters is not included in this report. We are aiming to provide an update for Q4 onwards.</p> <p>The current situation as at 22 February 2024 is as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Voids</th> <th style="text-align: left;">Contractor</th> <th style="text-align: center;">No. of Voids</th> </tr> </thead> <tbody> <tr> <td>Legacy Voids</td> <td>Gilmartins</td> <td style="text-align: center;">13</td> </tr> <tr> <td>Legacy Voids</td> <td>Sevilles</td> <td style="text-align: center;">43</td> </tr> <tr> <td>BAU Voids</td> <td>Council's DLO</td> <td style="text-align: center;">14</td> </tr> <tr> <td>BAU Voids</td> <td>Breyer</td> <td style="text-align: center;">27</td> </tr> <tr> <td>Not yet Issued</td> <td style="text-align: center;">-</td> <td style="text-align: center;">27</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;"><b>124</b></td> </tr> </tbody> </table>				Voids	Contractor	No. of Voids	Legacy Voids	Gilmartins	13	Legacy Voids	Sevilles	43	BAU Voids	Council's DLO	14	BAU Voids	Breyer	27	Not yet Issued	-	27			<b>124</b>
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BAU Voids	Breyer	27																							
Not yet Issued	-	27																							
		<b>124</b>																							

Legacy voids have all now been inspected and photographed and we are working with Procurement to appoint a new contractor to carry out these works.

BAU voids (works that have been inspected and allocated) are either in progress or planned.

There are 27 voids that have not yet been issued which are awaiting a full inspection. Once these have been completed, they will be evaluated on the works required (i.e. majors, minors with either 7-day or 14-day turnaround times), following which they will be allocated to a contractor.

**Note:**

Majors (inc. new kitchens and bathrooms);

Minors 7-day (inc. minor redecoration, cleaning, gas/electrical checks and boiler servicing); and

Minors 14-day (inc. replastering and full redecoration).

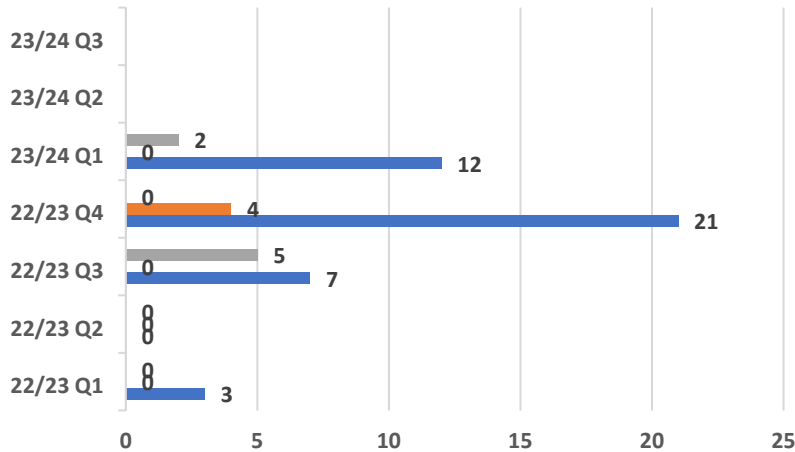
Initially, the focus will be on properties requiring Minor works, so they can be put back into the housing allocations system as soon as possible.

**Action Taken to Improve Performance:**

Staff resources have been recruited to oversee maintenance and repairs, and to make recommendations. We are also having weekly meetings with the Housing Allocations Team to ensure urgently required properties are prioritised.

H&J3	Number of net new additional homes		Lead Councillor: Fiona White														
			Service Area: Regeneration & Planning Policy														
			Service Lead: Abi Lewis														
<table border="1"> <caption>Net New Additional Homes Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Homes</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>126</td> </tr> <tr> <td>23/24 Q2</td> <td>109</td> </tr> <tr> <td>23/24 Q1</td> <td>309</td> </tr> <tr> <td>22/23 Q4</td> <td>99</td> </tr> <tr> <td>22/23 Q3</td> <td>126</td> </tr> </tbody> </table>			Quarter	Number of Homes	23/24 Q3	126	23/24 Q2	109	23/24 Q1	309	22/23 Q4	99	22/23 Q3	126	<p><b>Target:</b> 1,686 over the preceding 3-year period (100% of Delivery Test)</p> <p>This quarter: <span style="color: purple;">■</span></p> <p>Last quarter: <input checked="" type="checkbox"/></p>		
Quarter	Number of Homes																
23/24 Q3	126																
23/24 Q2	109																
23/24 Q1	309																
22/23 Q4	99																
22/23 Q3	126																
<b>2022/23</b>		<b>2023/24</b>															
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>													
126	99	287	309	109													
<b>Description:</b>	This is the calculation of all new residential properties built, or created through change of use to residential use, minus all residential properties demolished in the year. This equals the net new additional homes.																
<b>Comments:</b>	Whilst the majority of completions per quarter are captured within the 3 month period following that quarter there are some that come through after this period. In order to reflect the most up to date and accurate information, previous quarter totals will be updated where this occurs, or other anomalies are identified. There were 109 C3 completions in Q2.																

<b>H&amp;J4</b>	<b>Affordable new homes completed each year</b>	<b>Lead Councillor:</b> Fiona White
		<b>Service Area:</b> Planning Development
		<b>Service Lead:</b> Claire Upton-Brown



**Target:** no target

**This quarter:**

**Last quarter:**

	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	23/24 Q1	23/24 Q2	23/24 Q3
Affordable Rent	3	0	7	21	12		
Social Rent	0	0	0	4	0		
Shared Ownership	0	0	5	0	2		

2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
Total affordable units 12	Total affordable units 25	Total affordable units 14		
<b>Description:</b>	Data only. Affordable new homes completed each year.			
<b>Comments:</b>	Data not available; an update for quarters 2 and 3 will be included in quarter 4.			

<b>H&amp;J5</b>	<b>Number of homeless families placed in B&amp;B</b>	<b>Lead Councillor:</b> Julia McShane
		<b>Service Area:</b> Housing Services
		<b>Interim Strategic Director:</b> Michael Coughlin

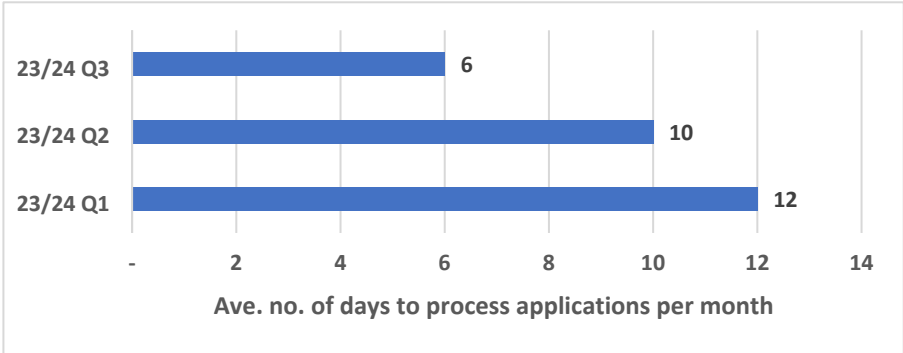
  

<table border="1"> <caption>Number of homeless families placed in B&amp;B</caption> <thead> <tr> <th>Quarter</th> <th>Number of families</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>10</td> </tr> <tr> <td>23/24 Q2</td> <td>6</td> </tr> <tr> <td>23/24 Q1</td> <td>8</td> </tr> <tr> <td>22/23 Q4</td> <td>6</td> </tr> <tr> <td>22/23 Q3</td> <td>5</td> </tr> </tbody> </table>	Quarter	Number of families	23/24 Q3	10	23/24 Q2	6	23/24 Q1	8	22/23 Q4	6	22/23 Q3	5	<p>Preferred direction of travel: </p> <p>This quarter: </p> <p>Last quarter: </p>
Quarter	Number of families												
23/24 Q3	10												
23/24 Q2	6												
23/24 Q1	8												
22/23 Q4	6												
22/23 Q3	5												

2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
5	6	9	8	6
				10
<b>Description:</b>	Number of homeless families placed in B&B.			
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b> The levels will continue to be managed through active prevention work, but activity and need will continue. We expect a monthly variation but the trend to continue to be stable overall.</p>			
<b>Action Taken to Improve Performance:</b>	No further specific action is planned.			



<b>H&amp;J7</b>	<b>Time taken to assess new applications on the housing register</b>	<b>Lead Councillor:</b> Julia McShane
		<b>Service Area:</b> Housing Services
		<b>Interim Strategic Director:</b> Michael Coughlin



**Target:** 21 days from the date of verification

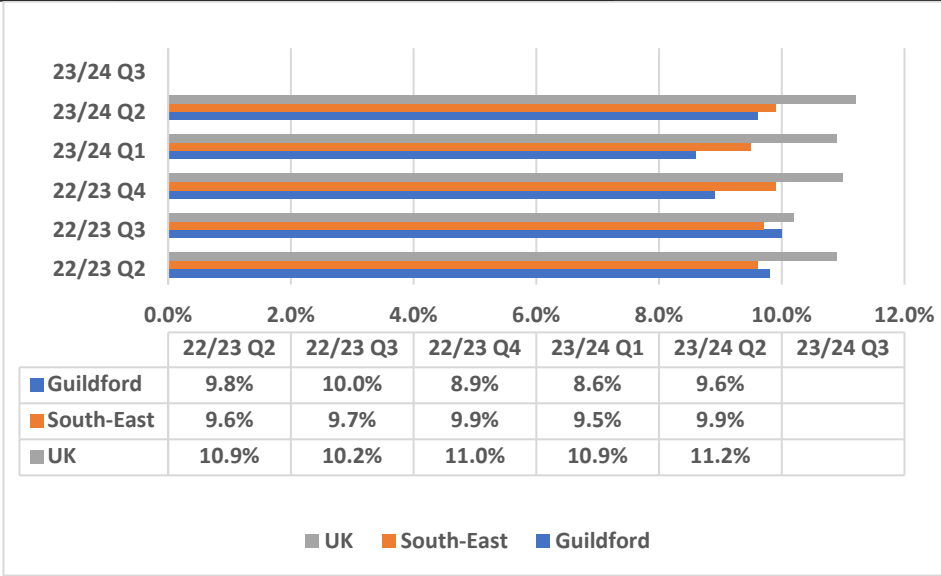
This quarter:

Last quarter:

2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
n/a	n/a	12 days	10 days	6 days
<b>Description:</b>	<p>Following provision of all documentation by the customer and their application has been verified by a Case Officer, this is the length of time taken for an application to be processed.</p> <p>Verification includes checks for connection to the borough, debts and potential fraud.</p>			
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b></p> <p>The team has implemented a new system which has significantly reduced the processing time to assess new applications; this ranged from 12 days in Q1 to 6 days in Q3. It is hoped this will reduce still further in Q4 and as turnaround times have significantly reduced, we aim to introduce a new target from Q1 2024/25.</p>			

H&J8	Non-domestic (business) rates collected (%)	Lead Councillor: Richard Lucas				
		Service Area: Finance (Revenue & Benefits)				
		Service Lead: Richard Bates				
		<p><b>Target: 99% for the year</b></p>			<p>This quarter: </p>	
					<p>Last quarter: </p>	
2022/23		2023/24				
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3		
82.6%	97.36%	35.13%	58.7%	82.91%		
<b>Description:</b>	Percentage calculated, as a cumulative year-to-date figure, from the total council tax payments received compared to the total amounts payable in that year.					
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b> Collection is up by a third of a percent on 2022-23. This is an improvement on the last quarter. However, it is still too low to achieve a collection rate of 99% in year. This is because the economic climate is still affecting businesses and we are still recovering from diverting resources onto government support schemes from 2020 to 2023. The current projection is that we can improve the collection rate a bit more this year.</p>					
<b>Action Taken to improve Performance:</b>	<p>We continue to reduce the outstanding work and to take regular recovery action.</p> <p>Separate plans are being worked on to tackle previous year arrears.</p>					

<b>H&amp;J10</b>	<b>Percentage of vacant town centre retail units</b>	<b>Lead Councillor:</b> Tom Hunt
		<b>Service Area:</b> Regeneration & Planning Policy
		<b>Service Lead:</b> Abi Lewis



**Target:** No target

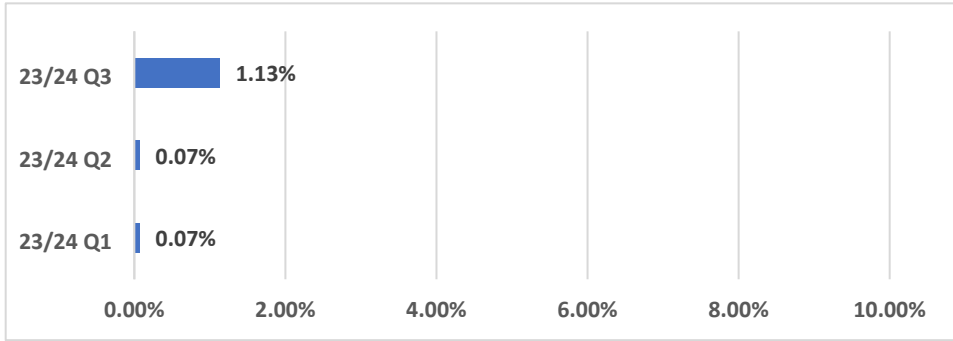
**This quarter:**

**Last quarter:** i

2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
10%	8.9%	8.6%	9.6%	
<b>Description:</b>	Data is for vacant ground level retail and leisure premises situated within Guildford’s Business Improvement District (BID). Data provided by Experience Guildford. The preferred direction of travel is based on the south-east figure.			
<b>Comments:</b>	Data not available at this time for Q3, but it will be provided in Q4.			

<b>H&amp;J11</b>	<b>Percentage of affordable housing units granted planning permission on eligible sites</b>	<b>Lead Councillor:</b> Fiona White														
		<b>Service Area:</b>	Regeneration & Planning Policy													
		<b>Service Lead:</b>	Abi Lewis													
<table border="1"> <caption>Percentage of affordable housing units granted planning permission on eligible sites</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>15%</td> </tr> <tr> <td>23/24 Q2</td> <td>41%</td> </tr> <tr> <td>23/24 Q1</td> <td>3%</td> </tr> <tr> <td>22/23 Q4</td> <td>25%</td> </tr> <tr> <td>22/23 Q3</td> <td>30%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q3	15%	23/24 Q2	41%	23/24 Q1	3%	22/23 Q4	25%	22/23 Q3	30%	<p><b>Target:</b> 40%</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>		
Quarter	Percentage															
23/24 Q3	15%															
23/24 Q2	41%															
23/24 Q1	3%															
22/23 Q4	25%															
22/23 Q3	30%															
		<b>2022/23</b>		<b>2023/24</b>												
		<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>										
		30%	25%	3%	41%	15%										
<b>Description:</b>	Percentage of affordable housing units granted planning permission on eligible sites.															
<b>Comments:</b>	<p><b>2023/24 - Quarter 3:</b></p> <p>There were two permissions on qualifying sites in Q3. Planning ref: 21/P/01211 May and Juniper Cottages, Ash Green Road, Ash (40%) &amp; 23/P/01211 North Street (10% for viability reasons).</p>															

<b>H&amp;J12</b>	<b>Percentage of homes that do not meet the Decent Home Standard (DHS)</b>	<b>Lead Councillor:</b> Julia McShane
		<b>Service Area:</b> Housing Services
		<b>Interim Strategic Director:</b> Michael Coughlin



**Target:** Data Only

This quarter:

Last quarter:

2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
n/a	n/a	0.07%	0.07%	1.13%

**Description:** This indicator reflects the most recent guidance from the Regulator of Social Housing and is a new indicator in this report from Q1 23/24. The measure shows the percentage of a social landlord’s homes that do not meet the Government Decent Homes Standard.

**Comments:**

**2023/24 - Quarter 3:**  
The Council continues to invest in improving its housing stock and this level will vary depending on issues reported, time to resolve or the age of some building elements but will continue to be maintained at high levels.

There is currently a review of the work that is being done in housing, we are committed to ensuring the quality of the housing that we provide and will be reviewing the value for money and the requirements of the regulator. Safety will remain a focus.

<b>H&amp;J13</b>	<b>Repairs completed within target timescale (emergency &amp; non-emergency repairs)</b>	<b>Lead Councillor:</b> Julia McShane										
		<b>Service Area:</b> Housing Services										
		<b>Interim Strategic Director:</b> Michael Coughlin										
<table border="1"> <caption>Repair Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>91.6%</td> </tr> <tr> <td>23/24 Q2</td> <td>89%</td> </tr> <tr> <td>23/24 Q1</td> <td>90.1%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q3	91.6%	23/24 Q2	89%	23/24 Q1	90.1%	<p><b>Target:</b> 90%</p> <p><b>This quarter:</b> <input checked="" type="checkbox"/></p> <p><b>Last quarter:</b> <input type="checkbox"/></p>		
Quarter	Percentage											
23/24 Q3	91.6%											
23/24 Q2	89%											
23/24 Q1	90.1%											
<b>2022/23</b>		<b>2023/24</b>										
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>								
n/a	n/a	90.1%	89%	91.6%								
<b>Description:</b>	The percentage of emergency & non-emergency repairs completed within target in the reporting period. This was a new indicator for Q1 23/24.											
<b>Comments:</b>	<p><b>2023/24 - Quarter 3:</b></p> <p>When repairs are reported they are awarded a category depending upon the issue raised and this measure shows the percentage of emergency and non-emergency repairs completed within the agreed targets for the homes the Council manages. Safety issues remain the highest priority whilst we look at the current major cyclic maintenance issues in the service.</p>											

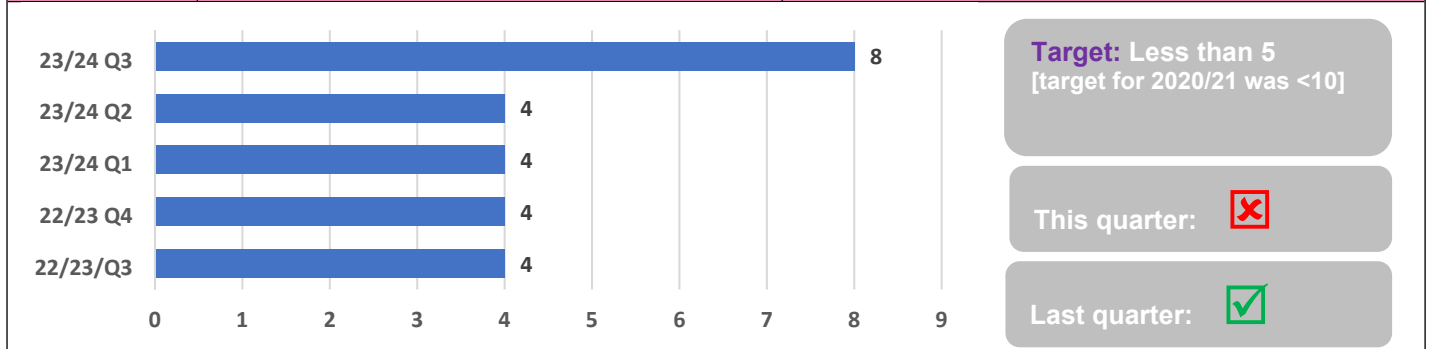
### 6.3 Community

This section includes all performance indicators with a broad community theme.

<b>COM1</b>	<b>Number of households living in temporary accommodation</b>	<b>Lead Councillor:</b> Julia McShane												
		<b>Service Area:</b> Housing Services												
		<b>Interim Strategic Director:</b> Michael Coughlin												
<table border="1"> <caption>Number of households in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>36</td> </tr> <tr> <td>23/24 Q2</td> <td>31</td> </tr> <tr> <td>23/24 Q1</td> <td>32</td> </tr> <tr> <td>22/23 Q4</td> <td>29</td> </tr> <tr> <td>22/23/Q3</td> <td>30</td> </tr> </tbody> </table>		Quarter	Number of Households	23/24 Q3	36	23/24 Q2	31	23/24 Q1	32	22/23 Q4	29	22/23/Q3	30	<p>Preferred direction of travel: </p> <p>This quarter: </p> <p>Last quarter: </p>
Quarter	Number of Households													
23/24 Q3	36													
23/24 Q2	31													
23/24 Q1	32													
22/23 Q4	29													
22/23/Q3	30													
<b>2022/23</b>		<b>2023/24</b>												
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>										
30	29	32	31	36										
<b>Description:</b>	Number of households in temporary accommodation at the end of the quarter. These are only the households who are accommodated following an acceptance of a homelessness duty. Other households may be placed in temporary accommodation without us accepting a duty, but by using our prevention powers.													
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b> Temporary accommodation is increasing for all councils, especially in Surrey.</p> <p>The stock we traditionally used for temporary accommodation is used for prevention and relief of homelessness. This has been a very successful approach as well as using private rented enabling families to choose when and where they live long term. This means families are entitled to remain until they source alternative accommodation usually via the housing register. As we operate a Choice Based lettings system, families can wait a number of years for houses in certain areas, which can cause a block in available accommodation.</p>													
<b>Action Taken to Improvement Performance:</b>	<p>We are reviewing those in temporary accommodation and arranging move on. It will result in less choice, but we must start doing this to increase access to short term accommodation.</p> <p>The Council needs to procure more temporary accommodation within the Guildford area, but we are in competition with other agencies.</p>													

<b>COM2</b>	<b>Snapshot of rough sleepers</b>	<b>Lead Councillor:</b> Julia McShane
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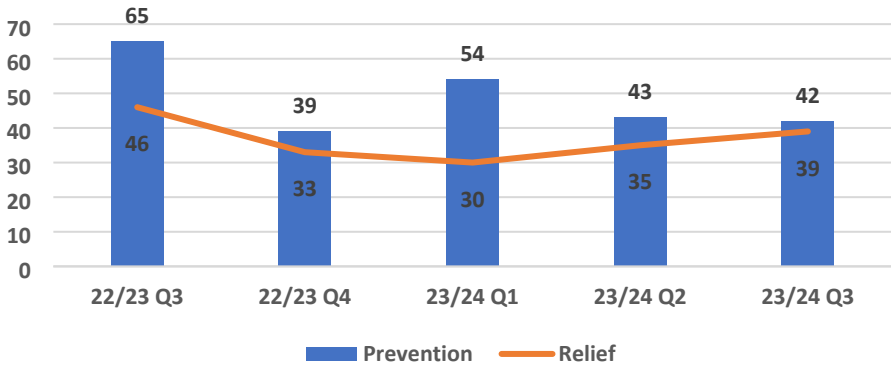
		<b>Service Area:</b> Housing Services
		<b>Interim Strategic</b>
		<b>Director:</b> Michael Coughlin



2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
4	4	4	4	8
<b>Description:</b>	These figures are intelligence-based estimates relating to a specified date each quarter. HOST collate information based on their caseload, rough sleeper outreach and multi-agency feedback received.			
<b>Comments:</b>	<b>2023/24 – Quarter 3:</b> We have not met our target this quarter due to an influx of rough sleepers who have a local connection elsewhere, mainly neighbouring and nearby authorities whose approach to helping rough sleepers does not extend beyond legislative requirements.			



<b>COM3</b>	<b>Number of successful homelessness outcomes</b>	<b>Lead Councillor:</b> Julia McShane
		<b>Service Area:</b> Housing Services
		<b>Interim Strategic Director:</b> Michael Coughlin



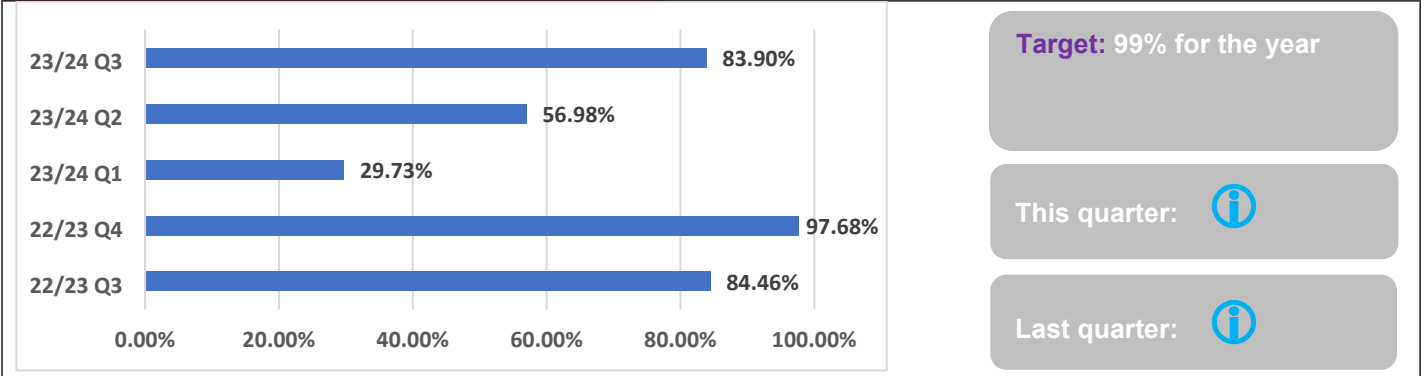
**Target:** Higher prevention to relief

This quarter:

Last quarter:

2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
65/46 (subject to DLUHC confirmation)	39/33 (subject to DLUHC confirmation)	54/30 (subject to DLUHC confirmation)	43/35 (subject to DLUHC confirmation)	42/39 (subject to DLUHC confirmation)
<b>Description:</b>	Successful prevention/ relief case outcomes.			
<b>Comments:</b>	None.			

<b>COM4</b>	<b>Council tax collected (%)</b>	<b>Lead Councillor:</b> Richard Lucas
		<b>Service Area:</b> Finance (Revenue & Benefits)
		<b>Service Lead:</b> Richard Bates



2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
84.46%	97.68%	29.73%	56.98%	83.9%

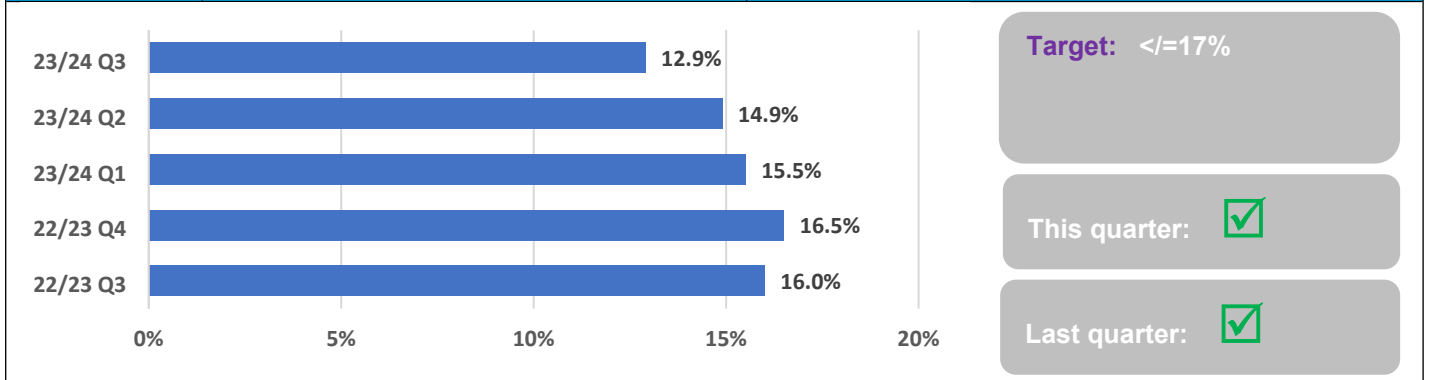
<b>Description:</b>	Percentage calculated, as a cumulative year-to-date figure, from the total of council tax payments received compared to the total amounts payable in that year.
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b></p> <p>Collection is down on 2022-23 by half a percent. By 31 December we expect to have collected between 75% and 90%. The ideal is to be closer to 90%. As reported last quarter, actions were being taken to rectify a large volume of work outstanding in the case team. Whilst the outstanding work has reduced considerably, it has affected current year collection. This is because delays in billing result in a lower number of higher value instalments for residents. The cost of living crisis is also affecting many residents' ability to pay the correct amount by the correct time.</p>
<b>Action Taken to Improve Performance:</b>	<p>We continue to reduce the outstanding work and to take regular recovery action. However, it will take longer than 3 months to improve collection.</p> <p>Once the outstanding work is under control the plan is to try and keep it this way. A growth bid for the Case team is included in the budget report for 2024.</p> <p>Separate plans are being worked on to tackle previous year arrears.</p>

6.4 Council

This section includes all performance indicators with a broad Council theme.

COU1	Staff sickness absence - all sickness		Lead Councillor: Carla Morson														
			Service Area: Organisational Development														
			Service Lead: Robin Taylor														
<table border="1"> <caption>Staff Sickness Absence - All Sickness (Days)</caption> <thead> <tr> <th>Quarter</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>8.1</td> </tr> <tr> <td>23/24 Q2</td> <td>8.2</td> </tr> <tr> <td>23/24 Q1</td> <td>8.3</td> </tr> <tr> <td>22/23 Q4</td> <td>8.4</td> </tr> <tr> <td>22/23 Q3</td> <td>8.8</td> </tr> </tbody> </table>			Quarter	Days	23/24 Q3	8.1	23/24 Q2	8.2	23/24 Q1	8.3	22/23 Q4	8.4	22/23 Q3	8.8	<p><b>Target:</b> Less than / equal to 9 days</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>		
Quarter	Days																
23/24 Q3	8.1																
23/24 Q2	8.2																
23/24 Q1	8.3																
22/23 Q4	8.4																
22/23 Q3	8.8																
<b>2022/23</b>		<b>2023/24</b>															
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>													
8.8 days	8.4 days	8.6 days 8.3 days*	8.2 days	8.1 days													
<b>Description:</b>	Rolling year to date number of working days/ shifts lost due to sickness absence. This is calculated by the number of long- and short-term sickness absence days divided by the number of full-time equivalent staff.																
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b> Q3 performance of 8.1 days is within the target range (less than or equal to 9 days).</p> <p>10 of the 11 District Authorities in Surrey shared their sickness figures for quarter 3. Of that comparison group, Guildford’s figure of 8.1 days compared to a mean average of 7.8 days.</p> <p>The Council takes a robust approach to managing staff sickness absence and will continue to keep its sickness stats and approach to sickness absence management under review, including as part of the work currently under way to develop a new workforce strategy.</p> <p>*Note: figure amended for Q1 as updated figure provided, following removal of Parking Services staff TUPE'd to a contractor and SCC on 1 April.</p>																

<b>COU2</b>	<b>Staff turnover</b>	<b>Lead Councillor:</b> Carla Morson
		<b>Service Area:</b> Organisational Development
		<b>Service Lead:</b> Robin Taylor



2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
16%	16.5%	<del>16.5%</del> 15.5%*	14.9%	12.9%

**Description:** This is a rolling year-to-date figure calculated from the total number of staff leaving (voluntarily and non-voluntary) as a percentage of total staff in post.

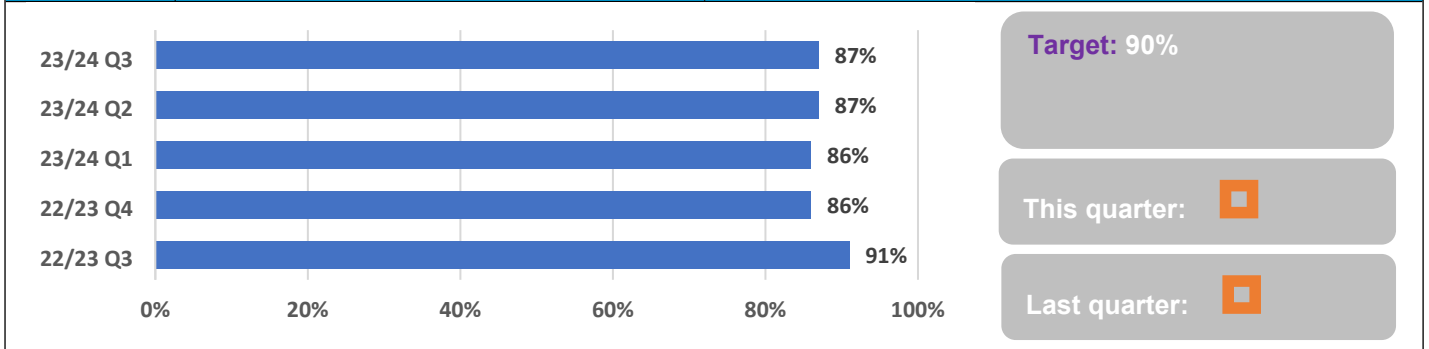
**Comments:**

**2023/24 – Quarter 3:**  
Results for Q3 are within the target range, are lower than the results from the previous quarter and are lower than the same quarter from the previous financial year.

10 of the 11 District Authorities in Surrey shared their staff turnover figures for quarter 3. Of that comparison group, Guildford’s figure of 12.9% compared to a mean average of 14.1%.

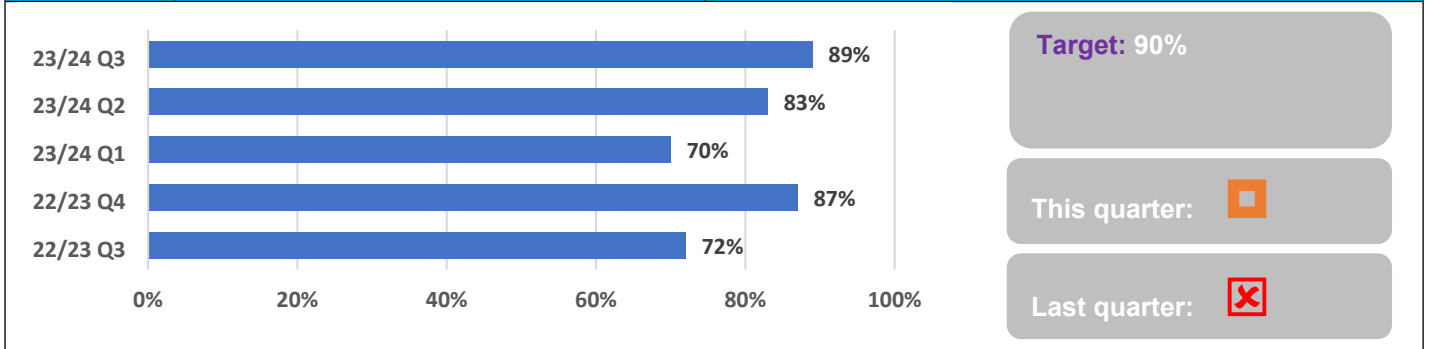
\*Note: figure amended for Q1 as updated figure provided, following removal of Parking Services staff TUPE'd to a contractor and SCC on 1 April.

<b>COU3</b>	<b>Council suppliers paid within 30 days</b>	<b>Lead Councillor:</b> Angela Goodwin
		<b>Service Area:</b> Communications & Customer Services
		<b>Service Lead:</b> Nicola Haymes



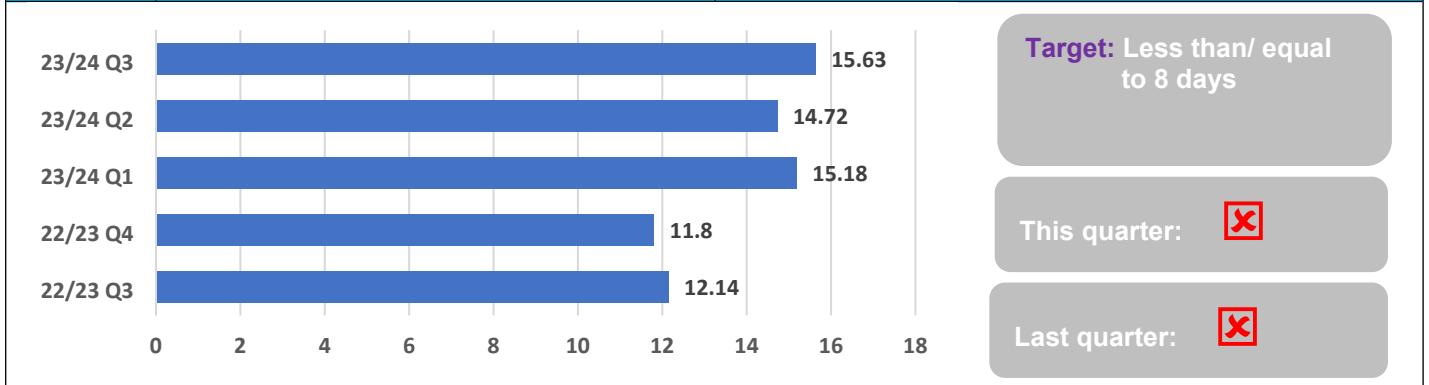
<b>2022/23</b>		<b>2023/24</b>		
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
91%	86%	86%	87%	87%
<b>Description:</b>	Percentage of Council suppliers paid within 30 days.			
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b></p> <p>The % of non-housing invoices paid within 30 days during this quarter was 91%. Housing invoices were lower due to the process involved in paying these which can result in invoices being paid after 30 days to allow for relevant inspections of work to have taken place. This impacts on the overall % for this KPI.</p>			
<b>Action Taken to Improve Performance:</b>	We continue to work with services to promote the need to action invoices promptly to ensure supplier payment.			

<b>COU4</b>	<b>Council sundry debt invoices collected within 30 days</b>	<b>Lead Councillor:</b> Angela Goodwin
		<b>Service Area:</b> Communications & Customer Services
		<b>Service Lead:</b> Nicola Haymes



<b>2022/23</b>		<b>2023/24</b>		
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
72%	87%	70%	83%	89%
Percentage of sundry debt owed to the Council collected within 30 days.				
<b>Comments:</b>	<b>2023/24 – Quarter 3:</b> There continues to be an increase in this KPI this quarter bringing this very close to target. Quarterly reporting by its nature does not allow for a clear reflection of 30 day timescales and can only ever provide a snapshot in time.			
<b>Action Taken to Improve Performance:</b>	Review KPI as to whether it would be more accurate to report on % of invoices paid by due date to provide a clearer view of the council's position.			

<b>COU5</b>	<b>Time taken to assess new Housing Benefit claims</b>	<b>Lead Councillor:</b> Richard Lucas
		<b>Service Area:</b> Finance (Revenue & Benefits)
		<b>Service Lead:</b> Richard Bates



<b>2022/23</b>		<b>2023/24</b>		
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>
12.14 days	11.8 days	15.18 days	14.72 days	15.63 days
<b>Description:</b>	Days taken to process new Housing Benefit claims.			
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b></p> <p>An internal audit of HB is just concluding. The KPIs were considered as part of the audit. Officers concluded that the original KPI was set a long time ago, and the roll out of Universal Credit from 2018 has changed the nature of the workload. New claims are lower in number and typically more complex than 5+ years ago. As a result it takes longer to obtain all the information needed to assess these claims. DWP publishes new claim processing statistics. Since April 2022 these have averaged around 21 days for South-East England. We have achieved 16 days in that time – sometimes a bit higher sometimes a bit lower.</p>			
<b>Action Taken to Improve Performance:</b>	We propose that the target is changed to 16 days. This remains a challenge but is more realistic than the current target.			

<b>COU6</b>	<b>Rent collection rate – percentage of rent collected in year</b>	<b>Lead Councillor:</b> Julia McShane															
		<b>Service Area:</b> Housing Services															
		<b>Interim Strategic Director:</b> Michael Coughlin															
<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>99.48%</td> </tr> <tr> <td>23/24 Q2</td> <td>99.66%</td> </tr> <tr> <td>23/24 Q1</td> <td>99.72%</td> </tr> <tr> <td>22/23 Q4</td> <td>99.48%</td> </tr> <tr> <td>22/23 Q3</td> <td>99.50%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q3	99.48%	23/24 Q2	99.66%	23/24 Q1	99.72%	22/23 Q4	99.48%	22/23 Q3	99.50%	<p><b>Target:</b> 99%</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>			
Quarter	Percentage																
23/24 Q3	99.48%																
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2022/23		2023/24															
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3													
99.50%	99.48%	99.72%	99.66%	99.48%													
<b>Description:</b>	Percentage of council house rent collected in year.																
<b>Comments:</b>	None.																

<b>COU7</b>	<b>Rent collection rate – percentage of rent collected in year, plus arrears brought forward</b>	<b>Lead Councillor:</b> Julia McShane															
		<b>Service Area:</b> Housing Services															
		<b>Interim Strategic Director:</b> Michael Coughlin															
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Quarter	Percentage																
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2022/23		2023/24															
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3													
98.94%	98.91%	98.75%	98.69%	98.48%													
<b>Description:</b>	Percentage of council house rent collected in year including arrears brought forward.																
<b>Comments:</b>	None.																



<b>COU8</b>	<b>Speed of determining planning applications for major development (%)</b>	<b>Lead Councillor:</b> Fiona White														
		<b>Service Area:</b> Planning Development Services														
		<b>Service Lead:</b> Claire Upton-Brown														
<table border="1"> <caption>COU8 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>87.71%</td> </tr> <tr> <td>23/24 Q2</td> <td>80.00%</td> </tr> <tr> <td>23/24 Q1</td> <td>83.33%</td> </tr> <tr> <td>22/23 Q4</td> <td>85.71%</td> </tr> <tr> <td>22/23 Q3</td> <td>100%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q3	87.71%	23/24 Q2	80.00%	23/24 Q1	83.33%	22/23 Q4	85.71%	22/23 Q3	100%	<p><b>Target:</b> 60%</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>		
Quarter	Percentage															
23/24 Q3	87.71%															
23/24 Q2	80.00%															
23/24 Q1	83.33%															
22/23 Q4	85.71%															
22/23 Q3	100%															
<b>2022/23</b>		<b>2023/24</b>														
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>												
100%	85.71%	83.33%	80%	87.71%												
<b>Description:</b>	Figure for each quarter (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on applications made within 13 weeks.															
<b>Comments:</b>	None.															

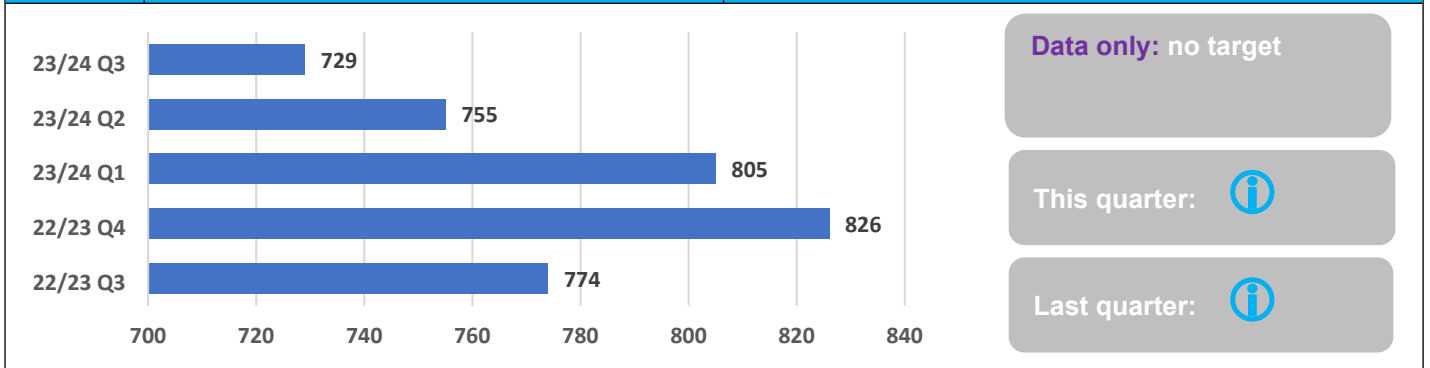
<b>COU9</b>	<b>Speed of determining planning applications for minor development (%)</b>	<b>Lead Councillor:</b> Fiona White														
		<b>Service Area:</b> Planning Development Services														
		<b>Service Lead:</b> Claire Upton-Brown														
<table border="1"> <caption>COU9 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>81.11%</td> </tr> <tr> <td>23/24 Q2</td> <td>81.82%</td> </tr> <tr> <td>23/24 Q1</td> <td>77.08%</td> </tr> <tr> <td>22/23 Q4</td> <td>64.77%</td> </tr> <tr> <td>22/23 Q3</td> <td>63.89%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q3	81.11%	23/24 Q2	81.82%	23/24 Q1	77.08%	22/23 Q4	64.77%	22/23 Q3	63.89%	<p><b>Target:</b> 70%</p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>		
Quarter	Percentage															
23/24 Q3	81.11%															
23/24 Q2	81.82%															
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22/23 Q4	64.77%															
22/23 Q3	63.89%															
<b>2022/23</b>		<b>2023/24</b>														
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>												
63.89%	64.77%	77.08%	81.82%	81.11%												
<b>Description:</b>	Figure for each quarter (as per the <a href="#">Combined Development Control (PS1 and PS2) Form</a> ) of the percentage of decisions on applications made within 8 weeks.															
<b>Comments:</b>	None.															
<b>Action Taken to Improve Performance:</b>	The situation continues that this improvement has been achieved relying on a high level of agency staff, the recruitment and retention of staff remains an issue.															

<b>COU10</b>	<b>Speed of determining planning</b>	<b>Lead Councillor:</b> Fiona White
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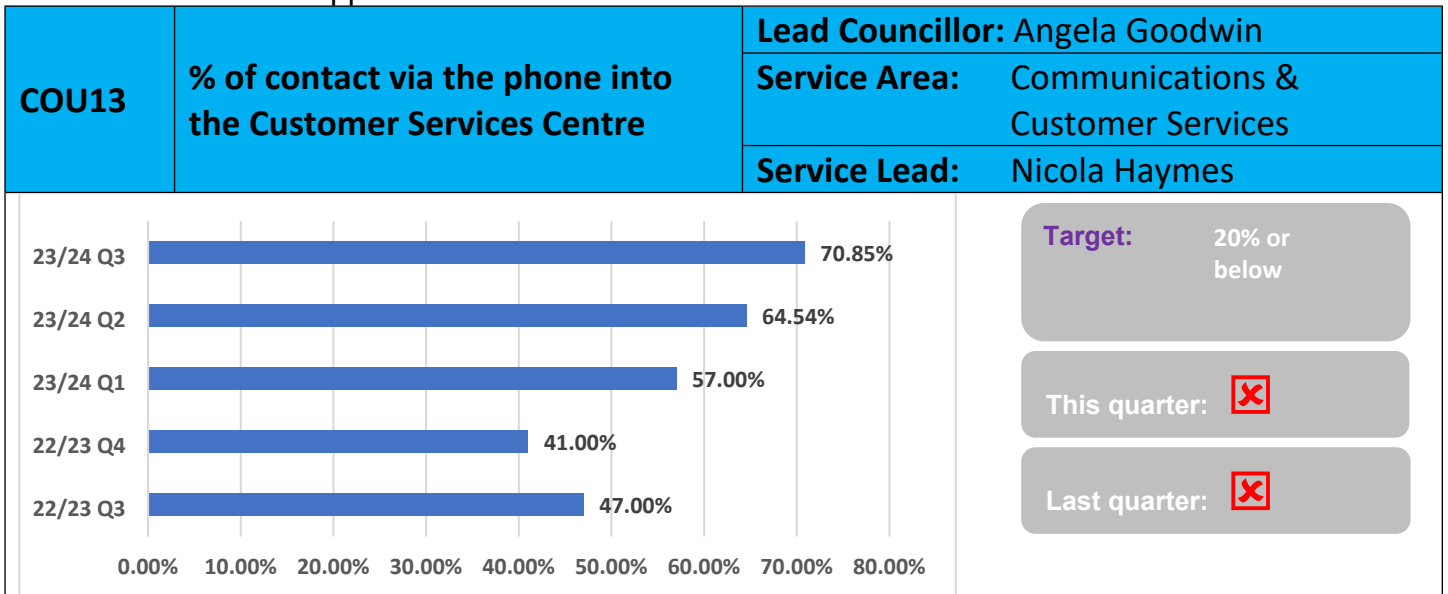
applications for other development (%)		Service Area: Planning Development Services														
		Service Lead: Claire Upton-Brown														
<table border="1"> <caption>Percentage of decisions on applications for other development</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>91.89%</td> </tr> <tr> <td>23/24 Q2</td> <td>93.53%</td> </tr> <tr> <td>23/24 Q1</td> <td>83.70%</td> </tr> <tr> <td>22/23 Q4</td> <td>76.76%</td> </tr> <tr> <td>22/23 Q3</td> <td>72.18%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q3	91.89%	23/24 Q2	93.53%	23/24 Q1	83.70%	22/23 Q4	76.76%	22/23 Q3	72.18%	<p><b>Target: 85%</b></p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>		
Quarter	Percentage															
23/24 Q3	91.89%															
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<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>												
72.18%	76.76%	83.7%	93.53%	91.89%												
<b>Description:</b>	Figure for each quarter (as per the Combined Development Control (PS1 and PS2) Form) of the percentage of decisions on applications made within 8 weeks.															
<b>Comments:</b>	None.															

COU11 Appeals dismissed against the Council's refusal of planning permission (%)		Lead Councillor: Fiona White														
		Service Area: Planning Development Services														
		Service Lead: Claire Upton-Brown														
<table border="1"> <caption>Percentage of appeals dismissed where the Council has refused planning permission</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>52.17%</td> </tr> <tr> <td>23/24 Q2</td> <td>50%</td> </tr> <tr> <td>23/24 Q1</td> <td>66.67%</td> </tr> <tr> <td>22/23 Q4</td> <td>100%</td> </tr> <tr> <td>22/23 Q3</td> <td>61.5%</td> </tr> </tbody> </table>		Quarter	Percentage	23/24 Q3	52.17%	23/24 Q2	50%	23/24 Q1	66.67%	22/23 Q4	100%	22/23 Q3	61.5%	<p><b>Data only: no target</b></p> <p>This quarter: <input type="checkbox"/></p> <p>Last quarter: <input type="checkbox"/></p>		
Quarter	Percentage															
23/24 Q3	52.17%															
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<b>2022/23</b>		<b>2023/24</b>														
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>												
61.5%	100%	66.67%	50%	52.17%												
<b>Description:</b>	Percentage of appeals dismissed where the Council has refused planning permission.															
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b></p> <p>This figure needs to be monitored closely to ensure that the Council is making sound decisions on planning applications.</p>															

<b>COU12</b>	<b>Number of planning applications</b>	<b>Lead Councillor:</b> Fiona White
		<b>Service Area:</b> Planning Development Services
		<b>Service Lead:</b> Claire Upton-Brown



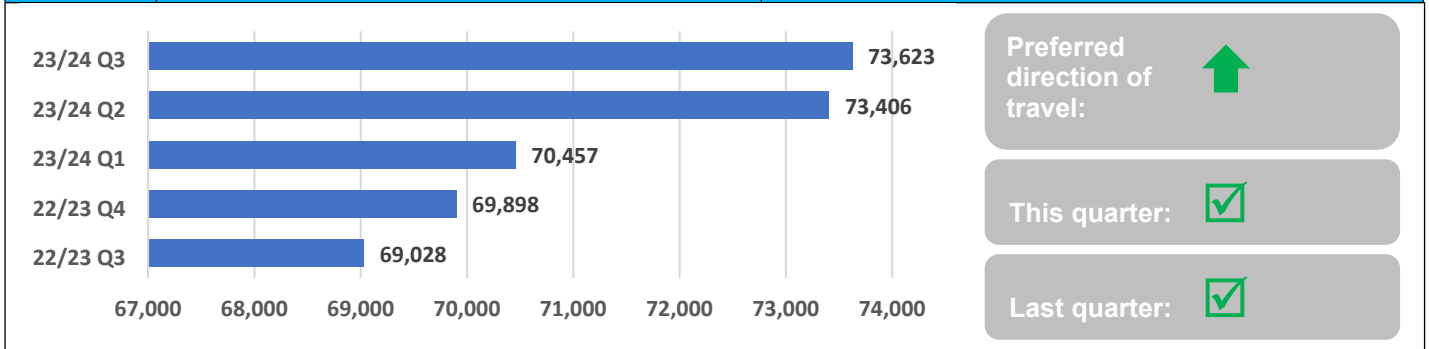
2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
774	826	805	755	729
<b>Description:</b>	Relates to number of planning applications validated during each quarter.			
<b>Comments:</b>	None.			



2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
47%	41%	57%	64.54%	70.85%
<b>Description:</b>	Percentage of contact received by customer services that is via the phone compared to other digital routes of contact.			
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b> This KPI measures the contact that customer services respond to directly. Digital contact falls into different categories direct digital contact and indirect digital contact. Direct digital contact is the contact where customer services respond directly, so for example, where a resident logs a question or query and receives a response from a customer services agent. Indirect digital contact is where a resident uses digital information such as the website or an automated form that goes direct to the service to resolve the issue (such as a missed bin) without any customer service agent’s involvement.</p> <p>We have worked to improve our information articles on the website and to improve the information that is displayed for residents as they complete a contact form. For example if a resident starts to enter “missed bin” into the contact form, an article will appear advising the resident how to report this in the fastest way through an automated form. This is known as assumed deferred contact as residents are using other digital options that do not need customer services to respond.</p> <p>The improvements in our indirect digital contact options and the return of parking enquiries to Surrey County Council has decreased the number of digital enquiries the customer services team deal with directly which has resulted in the quarterly figures. We are recommending this KPI is reviewed for next year’s performance reporting.</p>			

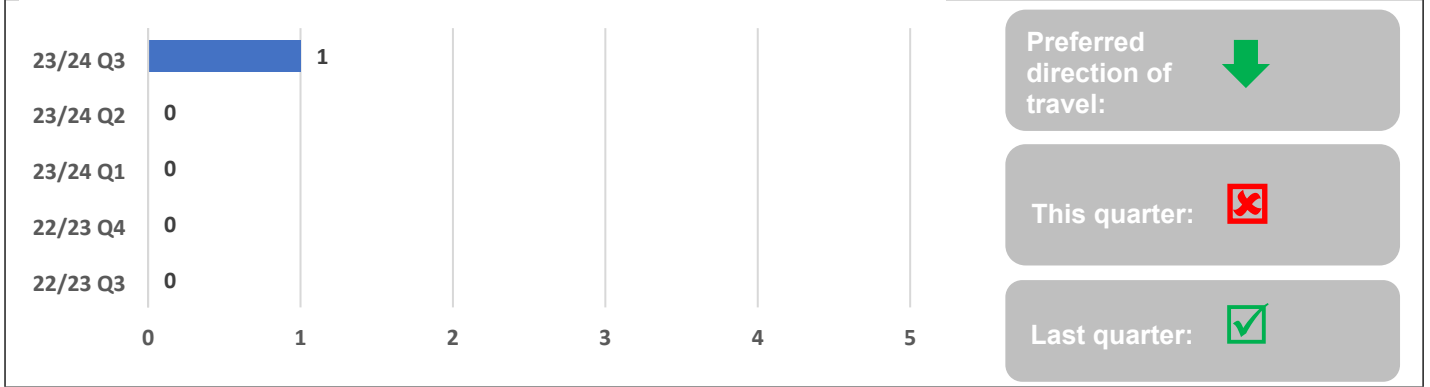
<b>Action taken to improve Performance:</b>	We continue to promote our online options for residents, particularly around repairs and encourage customers to use these and sign up for a MyGuildford account where appropriate.
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<b>COU14</b>	<b>Total number of followers on our corporate communications digital channels, including Facebook, Twitter, Instagram, LinkedIn, Nextdoor and our digital newsletter.</b>	<b>Lead Councillor:</b> Angela Goodwin
		<b>Service Area:</b> Communications & Customer Services
		<b>Service Lead:</b> Nicola Haymes



2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
69,028	69,898	72,326	70,457	73,623
<b>Description:</b>	Total number of social media followers across all platforms at the end of each quarter.			
<b>Comments:</b>	None.			

<b>COU15</b>	<b>Number of Local Government &amp; Social Care Ombudsman and Housing Ombudsman complaints upheld</b>	<b>Lead Councillor:</b> Angela Goodwin
		<b>Service Area:</b> Communications & Customer Services
		<b>Service Lead:</b> Nicola Haymes



2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
0	0	0	0	1

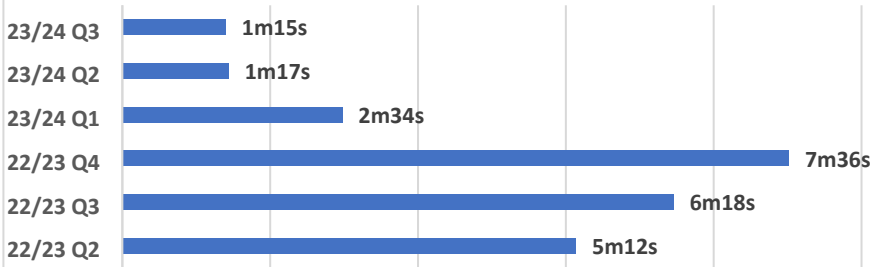
**Description:** Number of Housing Ombudsman (HO) and Local Government & Social Care Ombudsman (LGSCO) complaints upheld.

**Comments:**

**2023/24 – Quarter 3:**  
During quarter 3, the LGSCO made two decisions on complaints. One was closed after initial enquiries and the other, the LGSCO found that there was no fault in the way the Council determined the planning application relating to this complaint. However, it was upheld due to a delay in responding to the complainant, for which the Council apologised and no further action was required.

We received seven complaints during this quarter, four of which were from the HO, and three from the LGSCO. Of these six were premature, to be considered through our complaints process and one remains open.

<b>COU16</b>	<b>Average phone wait times</b>	<b>Lead Councillor:</b> Angela Goodwin
		<b>Service Area:</b> Communications & Customer Services
		<b>Service Lead:</b> Nicola Haymes



**Target:** 20 seconds

This quarter:

Last quarter:

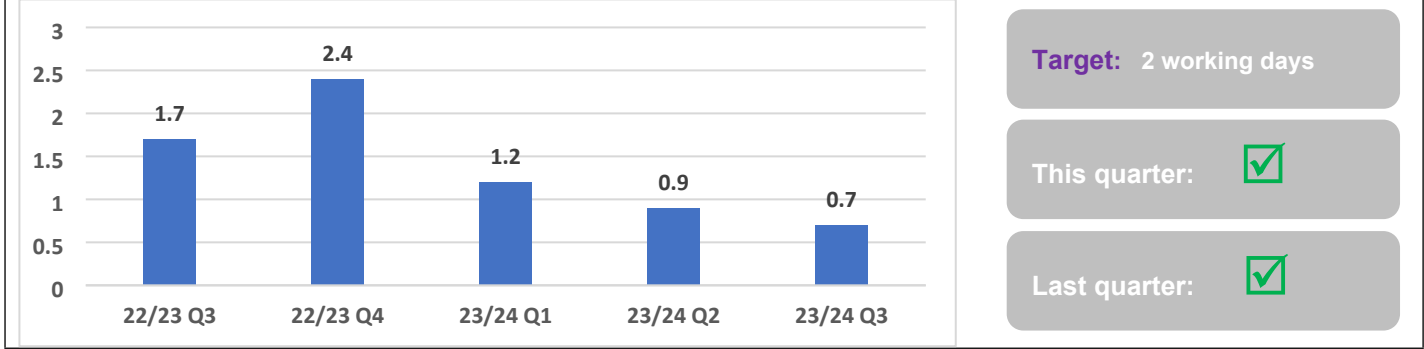
2022/23					2023/24																																												
Quarter 3		Quarter 4		Quarter 1		Quarter 2		Quarter 3																																									
6 mins 18 secs		7 mins 36 secs		2 mins 34 secs		1 min 17 secs		1 min 15 secs																																									
<b>Description:</b>		The average time for phone calls to be answered.																																															
<b>Comments:</b>		<p><b>2023/24 – Quarter 3:</b> The average call wait time continues to improve this quarter. A significant % of calls received were answered within 20 seconds each week. Please see below for further information.</p> <table border="1"> <thead> <tr> <th>W/E</th> <th></th> <th>W/E</th> <th></th> <th>W/E</th> <th></th> <th>W/E</th> <th></th> </tr> </thead> <tbody> <tr> <td>06-Oct</td> <td>68%</td> <td>03-Nov</td> <td>78%</td> <td>01-Dec</td> <td>79%</td> <td>29-Dec</td> <td>88%</td> </tr> <tr> <td>13-Oct</td> <td>73%</td> <td>10-Nov</td> <td>73%</td> <td>08-Dec</td> <td>74%</td> <td></td> <td></td> </tr> <tr> <td>20-Oct</td> <td>63%</td> <td>17-Nov</td> <td>83%</td> <td>15-Dec</td> <td>75%</td> <td></td> <td></td> </tr> <tr> <td>27-Oct</td> <td>65%</td> <td>24-Nov</td> <td>75%</td> <td>22-Dec</td> <td>75%</td> <td></td> <td></td> </tr> </tbody> </table>								W/E		W/E		W/E		W/E		06-Oct	68%	03-Nov	78%	01-Dec	79%	29-Dec	88%	13-Oct	73%	10-Nov	73%	08-Dec	74%			20-Oct	63%	17-Nov	83%	15-Dec	75%			27-Oct	65%	24-Nov	75%	22-Dec	75%		
W/E		W/E		W/E		W/E																																											
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27-Oct	65%	24-Nov	75%	22-Dec	75%																																												
<b>Action Taken to Improve Performance:</b>		We are always looking to make improvements to the service we offer, and to work with our colleagues in our comms. team to provide some messaging around call volumes on Mondays to try and divert non urgent calls to quieter times of the week. We are also due to start a review of our customer charter as the 20 second target is based on an outdated local government customer service standard that is around a decade old and does not reflect industry standards or realistic customer service practices.																																															

COU17	% of contact that is digital:		Lead Councillor: Angela Goodwin													
	1. Direct contact that is digital		Service Area: Communications & Customer Services													
	2. Overall contact that is digital		Service Lead: Nicola Haymes													
<table border="1"> <caption>2022/23 - 2023/24 Digital Contact Performance</caption> <thead> <tr> <th>Year/Quarter</th> <th>% of Digital Contact</th> </tr> </thead> <tbody> <tr> <td>23/24 Q3</td> <td>29.15%</td> </tr> <tr> <td>23/24 Q2</td> <td>35.46%</td> </tr> <tr> <td>23/24 Q1</td> <td>43.00%</td> </tr> <tr> <td>22/23 Q4</td> <td>59.00%</td> </tr> <tr> <td>22/23 Q3</td> <td>53.00%</td> </tr> </tbody> </table>			Year/Quarter	% of Digital Contact	23/24 Q3	29.15%	23/24 Q2	35.46%	23/24 Q1	43.00%	22/23 Q4	59.00%	22/23 Q3	53.00%	<p><b>Target: 75%</b></p> <p>This quarter: <input checked="" type="checkbox"/></p> <p>Last quarter: <input checked="" type="checkbox"/></p>	
Year/Quarter	% of Digital Contact															
23/24 Q3	29.15%															
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22/23 Q3	53.00%															
<b>2022/23</b>		<b>2023/24</b>														
<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>												
53%	59%	43%	35.46%	29.15%												
<b>Description:</b>	Direct contact resident/customers completing an online form. Overall contact would include contact searches on our website.															
<b>Comments:</b>	<p><b>2023/24 – Quarter 3:</b></p> <p>This KPI measures the contact that customer services respond to directly. Digital contact falls into different categories direct digital contact and indirect digital contact. Direct digital contact is the contact where customer services respond directly, so for example, where a resident logs a question or query and receives a response from a customer services agent. Indirect digital contact is where a resident uses digital information such as the website or an automated form that goes direct to the service to resolve the issue (such as a missed bin) without any customer service agent’s involvement.</p> <p>We have worked to improve our information articles on the website and to improve the information that is displayed for residents as they complete a contact form. For example if a resident starts to enter “missed bin” into the contact form, an article will appear advising the resident how to report this in the fastest way through an automated form. This is known as assumed deferred contact as residents are using other digital options that do not need customer services to respond.</p> <p>The improvements in our indirect digital contact options and the return of parking enquiries to Surrey County Council has decreased the number of digital enquiries the customer services team deal with directly which has resulted in the quarterly figures. We are recommending this KPI is reviewed for next year’s performance reporting.</p>															



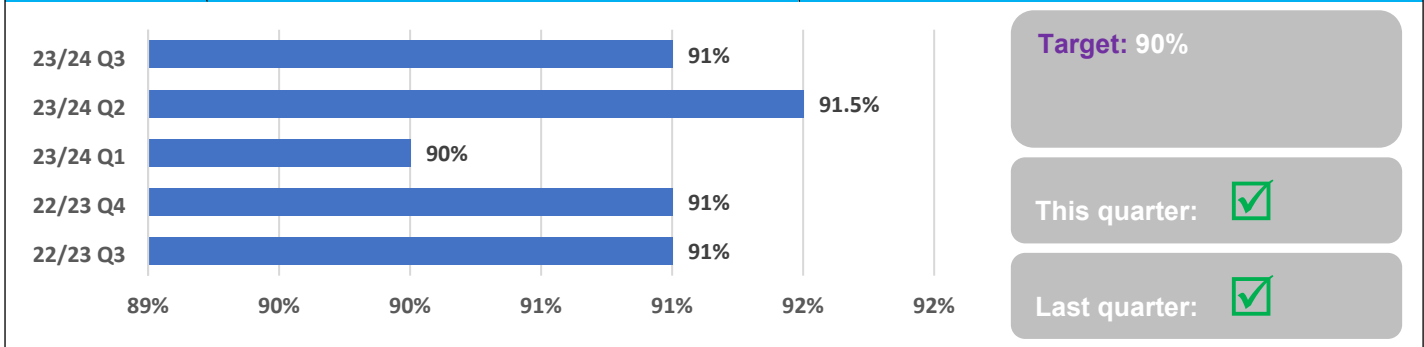
<b>Action Taken to Improve Performance:</b>	We continue to promote our online options for residents, particularly around repairs and encourage customers to use these and sign up for a MyGuildford account where appropriate.
---------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>COU18</b>	<b>Average response times for online contact through forms</b>	<b>Lead Councillor:</b> Angela Goodwin
		<b>Service Area:</b> Communications & Customer Services
		<b>Service Lead:</b> Nicola Haymes



2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
1.7 days	2.4 days	1.2 days	0.9 days	0.7 days
<b>Description:</b>	Average response times for online contact through forms. Response times are set out in our Customer Charter and are 2 working days for an acknowledgement and 7 working days for a full response. The percentage relates to an acknowledgement provided by Customer Services.			
<b>Comments:</b>	None.			

<b>COU19</b>	<b>Percentage of Freedom of Information and Environmental Information Regulation requests responded to within statutory timeframes</b>	<b>Lead Councillor:</b> Merel Rehorst-Smith
		<b>Service Area:</b> Legal & Democratic Services
		<b>Service Lead:</b> Susan Sale



2022/23		2023/24		
Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3
91%	91%	90%	92%	91%
<b>Description:</b>	Percentage of FOI/ EIR responses given within the statutory timeframe of 20 days.			
<b>Comments:</b>	Reporting lag of 1 month due to 20 working day deadline (some FOIs will still be within their due date after the month ends).			

## **7 Conclusion**

This performance report provides the data and commentary against our corporate KPIs and presents a picture of our performance against the objectives in our Corporate Plan. Our performance monitoring framework will continue to evolve to present a performance picture that supports decision making and reflects our performance against our corporate objectives.

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# Guildford Borough Council

Report to: Overview and Scrutiny Committee

Date: 5 March 2024

Ward(s) affected: All

Report of Director: Strategic Director - Place

Author: Gary Durrant, Environmental Protection Lead, Regulatory Services

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Lead Councillor responsible: Merel Rehorst-Smith

Tel: 07887548136

Email: Merel.Rehorst-Smith@guildford.gov.uk

Report Status: Open

## Air Quality Strategy - Workplan Update

### 1. Executive Summary

This report provides the Committee with an update on air quality activity across the Borough during the last 12 months.

### 2. Recommendation to Committee

That the Committee notes the actions and progress on air quality matters contained in 2023 Air Quality Annual Status Report dated October 2023 and endorses the proposed review of the Air Quality Strategy 2017-2022 adopted by the Executive on 28 November 2017.

That the Committee notes in particular the collaborative actions and proposals relating to air quality mitigation on the A3 Guildford by National Highways, Guildford Borough Council (the Council) and Surrey County Council (SCC).

### **3. Reason(s) for Recommendation:**

- 3.1. To ensure the Council meets its statutory duties in relation to air quality and the submission of Air Quality Annual Status Reports under the Environment Act 1995.
- 3.2. To ensure that the Air Quality Strategy 2017-22 is reviewed and reported to Executive within six months of this report.
- 3.3. To ensure that the Council receives updates at least every six months on the progress of the A3 air quality mitigation measures.

### **4. Exemption from publication**

- 4.1. No.

### **5. Purpose of Report**

- 5.1. The report aims to provide the Committee with an update on progress of air quality projects and other statutory air quality priorities in fulfilment of Part IV of the Environment Act 1995 Local Air Quality Management, as amended by the Environment Act 2021.

### **6. Strategic Priorities**

- 6.1. Implementing air quality actions supports three key priorities of the Council:
  - Climate Change and Environment particularly: working with residents and businesses towards becoming a carbon neutral borough, protecting our environment, and making travel easier and more sustainable.
  - Housing and Community by keeping the community active and well.
  - Economy and Regeneration particularly; encouraging sustainable and clean economic growth.

## **7. Background**

- 7.1. Local authorities are required to submit an Air Quality Annual Status Report (ASR) to the Department for Environment, Food and Rural Affairs (Defra) in fulfilment of Part IV of the Environment Act 1995 Local Air Quality Management, as amended by the Environment Act 2021. The 2023 ASR is shown in Appendix 1 of this report. The efforts of Anjana Papnai, Environmental Health Officer, in compiling the ASR, coordinating the monitoring and communications should be acknowledged by all parties.
- 7.2. The major officer resource commitment during 2023 has centred on the nitrogen dioxide exceedances on the section of A3 trunk road in the Stag Hill, Guildford. This is a National Highways responsibility to resolve, which has attracted £11m in grants from the Treasury.
- 7.3. The Air Quality Strategy 2017-2022 and action plan was due to be reviewed in 2023. Resources have been targeted on statutory air quality duties where there are breaches of nitrogen dioxide air quality objectives, therefore unfortunately non-statutory activities including the review have not been achievable.

### **Update on actions and air quality activity**

There are several actions set out in Appendix 1 Table 2.2, for the purposes of this report the key areas are described below:

Air quality improvement initiatives: A3 section from A320 (Dennis roundabout) to A31 slip road, Guildford. (ASR Measure 31)

- 7.4. The Council has, along with National Highways and SCC, been engaged in a collaborative exercise to assist with the development of measures to improve air quality along the stretch of the A3 from the A320 junction to the A31 slip roads.
- 7.5. The exceedance of annual mean national air quality objective for nitrogen dioxide level in public places alongside a stretch of the A3 National Highways was highlighted in 2017 in the UK plan for tackling roadside nitrogen dioxide pollution. Accordingly National Highways were mandated to introduce measures to reduce the nitrogen dioxide

levels to below the objective. In order to assess the extent of the pollution, a detailed background study was commissioned in 2021 by the Council and National Highways. The report is available at:

<https://www.guildford.gov.uk/article/26606/Working-to-improve-air-quality-on-the-A3-in-Guildford>

- 7.6. As this is clearly recognised as a responsibility of National Highways and not a Local Air Quality Management issue meant that solutions were required to be found outside of the statutory process. A joint working party including officers from all three concerns, plus the Department of Transport were aided by specialist consultants in air quality and commercial electric vehicles.
- 7.7. The conclusions of the working group resulted in the setting up of a scheme in September 2023 entitled Electric Towns and Cities Initiative Guildford with a total funding of £11m. The current plan is that the scheme will run for two years up to at least September 2025.
- 7.8. The Strategic Transport Group at SCC is responsible for the project management and administration of the scheme which can be referenced at <https://www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notice/etci>
- 7.9. The major actions consisting of three main streams of work are set out below:

### **Electric vans**

- The findings of the National Highways study were that the main polluting source on the area concerned was diesel vans.
- Subject to a qualifying criterion of at least 150 journeys on the relevant stretch of road per annum, the aim is the conversion of up to 1,000 diesel vans to electric.
- The subsidy in the form of a grant of either £5,000 for small or £10,000 for large vans operated by businesses or charities is being administered by the Greener Futures Team at Surrey County Council. The full details of the scheme can be found at <https://www.surreycc.gov.uk/community/climate->



[change/businesses/grant-programmes/a3-ev-grant/eligible-light-commercial-vehicle-list](https://www.easit.org.uk/network/easitGUILDFORD%20A3-29)

### **Active Travel**

- In August 2023 an active travel initiative in the A3 Guildford Area was procured by the Council on behalf of National Highways who have provided funding of £271,208 from the £11m. The successful company Velocity Transport Planning are working in conjunction with “easitGUILDFORD A3”.

<https://www.easit.org.uk/network/easitGUILDFORD%20A3-29>

- The scheme is project managed by the Council with the aims to:
  - To be focused on supporting businesses and organisations whose employees travel to work using the A3 as it passes through Guildford.
  - To provide practical support to help employers encourage and promote sustainable travel choices to their employees helping reduce the number of car journeys made along the A3 in Guildford and save money.
  - Sustainable travel options include but are not limited to discounts on bus and train, positive initiatives to promote walking, cycling and car sharing, along with some great financial incentives to encourage both employees and businesses to switch to an electric vehicle from a traditional diesel or petrol vehicle.

### **Charging infrastructure**

- The schemes above will need to rely on suitable and sufficient facilities for electric vehicle charging. A specialist consultant contracted by National Highways has highlighted that facilities for vans need to be enhanced.

- Officers from both the Council and SCC have been looking at potential locations to provide ultra rapid charging facilities with space and connections for vans.

### **Governance**

- The scheme is managed by SCC who run regular project team meetings with a representative from the Council, Greener Futures Team, National Highways, Department of Transport, and invited specialist consultants.
- The group reports to a Governance Board chaired by a senior Executive Head of Service or Director from one of the above authorities, elected Members, Senior Officers of both the Council, and SCC are members of the Board.

#### Air quality mitigation study- A3 section from A322 (Dennis roundabout) to A31 slip road, Guildford (Not covered in ASR as National Highways)

7.10. National Highways recognise that the measures described in 7.4 to 7.9 will not be sufficient on their own to resolve the exceedance of the nitrogen dioxide air quality objectives in the public areas adjacent to the highway and to that effect they have carried out a scoping exercise on potential options. This separate study by National Highways has informally been consulted with Members and officers of both the Council and SCC.

7.11. National Highways stated on the 7 February 2024 that: “The A3 Guildford Air Quality Improvement project is concluding its options assessment and governance process before moving on to the next stage. The project team expect to provide an update in the spring of 2024.”

#### Air Quality Management Areas (ASR Section2)

7.12. As shown in Appendix 1 ASR, Table B.1 nitrogen dioxide diffusion tubes are placed at approximately 55 locations in the Borough each year, it can vary depending on whether new areas are identified or there are reasons to concentrate on certain roads. Any location with results over the national air quality objective of 40 µg/m<sup>3</sup> expressed as

an annual mean will need to be taken through an assessment process, which may require the declaration of an Air Quality Management Area.

7.13. As described in the ASR section 2, all three Air Quality Management Areas (AQMAs) have Air Quality Action Plans (AQAPs).

### **Guildford Town Centre (Measures 20 and 27)**

7.14. The Guildford Town Centre AQMA was declared in October 2021 and the AQAP approved one year later by Defra. Monitoring results in figure A.1 indicate that exceedances are still being recorded.

7.15. A full list of the measures is shown in table 2.2 of the ASR.

7.16. The economic feasibility study of the potential Clean Air Zone or Low Emission Zone represents the most vital stage of this action plan. Whilst work has been somewhat delayed due to other commitments, the procurement process is nearing completion. By the date of the committee meeting a consultancy will have been commissioned to work with the existing air quality specialist contractors. It is anticipated that the study will be complete by May 2024

7.17. Measure 27 is an Electric Taxi project which is subject to a grant of £256,686 from Defra to seven Surrey local authorities. This is currently also in the Council's procurement process. Working in collaboration with colleagues at Spelthorne and Waverley Borough Councils officers anticipate that the project will launch no later than June 2024. Full details are on page 10 of the ASR Appendix 1.

7.18. It is anticipated that the electric bike scheme serving Guildford town centre will be launched before May 2024. Other proposed measures in the action plan are subject to further economic appraisal.

### **The Street Shalford**

7.19. The Street Shalford AQMA was declared in July 2019. Monitoring results in figure A.3 indicate that the nitrogen dioxide levels are slightly below the annual objective, however it is considered prudent

to continue with the action plan due to the proximity to the town centre AQMA.

- 7.20. A review of the Shalford AQAP was carried out by Dr Clare Beattie of Air Quality Consultants Ltd. Producing a refreshed action plan has been challenging, as the focus of the exceedance is a group of cottages near to the A281. Measurements elsewhere in the village are considerably lower.
- 7.21. Meetings with officers and representatives of Shalford Community Council, GBC and SCC Members and the Member of Parliament have taken place three times in the last year.
- 7.22. Officers and air quality consultants concluded that Shalford would benefit from combining the actions with those in the town centre plan. After consulting Defra on the next steps, they indicated no objection to that approach.
- 7.23. The combined economic feasibility study is described in 7.17 above.

### **The Street, Compton**

- 7.24. The Street Compton was declared as an AQMA in February 2018. Monitoring results in figure A.2 demonstrate that the nitrogen dioxide levels are slightly below the annual objective.
- 7.25. The one measure that was implemented is the ban of the right-hand turn into Down Lane, Compton in 2020. The aim was to prevent queuing outside the affected properties, whilst not actively enforced it remains a deterrent.
- 7.26. It does appear encouraging that recorded levels are below the air quality standard. The previous two recording years of 2020 and 2021 were influenced by the change in patterns of travel due to the coronavirus pandemic. The option to revoke the AQMA will have to be considered if the 2023 measurements are similarly below the standard.
- 7.27. In direct comparison with AQMA The Street, Shalford, the challenges for effective measures where residents are living beside a busy road

with no footpath as a buffer are considerable. Levels outside of the AQMA are considerably lower, which can be attributed to residential properties being further from the carriageway.

- 7.28. The proximity of the AQMA to the A3 may mean an indirect improvement if the converted diesel vans to electric and active travel initiatives are taken up by road users in this locality.

### **Particulates and Smoke Control Areas**

- 7.29. Ultra fine particulate matter in the form of PM2.5 presents a challenge to public health that has been around since the original Clean Air Act in 1956. The legislation was enacted to deal with pollution from coal fires and the enforcement powers remain in place, under the Clean Air Act 1993 and the Environment Act 2021.

- 7.30. Guildford Borough has five Smoke Control Areas (SCA) which were declared in the 1960s and 1970s covering approximately 12 square kilometres of the urban area. An indicative map is shown as Figure 1 on page iv on the ASR Appendix 1

- 7.31. Details of the SCAs which only restrict burning in properties or building, not bonfires can be found on the web page <https://www.guildford.gov.uk/article/25093/What-are-smoke-control-areas>

- 7.32. Under the Environment Act 2021, Defra have also set 2 new legally binding long-term targets to reduce concentrations of fine particulate matter, PM2.5. The two new targets are an annual mean concentration of 10 micrograms per metres cubed ( $\mu\text{g}/\text{m}^3$ ) or below and a reduction in average population exposure by 35% by 2040, compared to a 2018 baseline. These targets will help drive reductions in the worst PM2.5 hotspots across the country, whilst ensuring nationwide action to improve air quality for everyone.

- 7.33. Defra have recognised that enforcement is an issue and whilst it has not been highlighted as a priority in recent years by this authority. Officers acknowledge that it may have been an under estimation of the compliance within the designated areas and that further investigation and publicity is required.

- 7.34. Enforcement is a resource burden, and it is encouraging to note that a contribution from Defra of £23,420 in two instalments is due over 2023/24.
- 7.35. The cost and benefits of enforcement are often overestimated in comparison with promotion of good practice and public health education. Officers throughout Surrey have all worked with respective communications teams to promote several initiatives, including the Clear Air Night campaign in January 2024.  
<https://www.cleanairhub.org.uk/clean-air-night>
- 7.36. With reference to bonfires, Members and officers' attention is unfortunately brought to their impact and resolution often represents an enforcement challenge. The Council has an effective system for reporting and enforcement, the most notable being the large action under the Environmental Protection Act 1990 in default against the regular burning of waste and other illegal activities at Stoney Castle, Pirbright.
- 7.37. Bonfires that cause a nuisance can be reported via the following link:  
<https://www.guildford.gov.uk/bonfires>

## **8. Consultations**

- 8.1. The Lead Councillor has approved the report and will continue to monitor progress, assist, and challenge officers throughout the year.

## **9. Key Risks**

- 9.1. Insufficient financial and human resource to fully implement statutory duties, implementing actions in the three Air Quality Action Plans and the additional work on the A3 Guildford has been highlighted in previous reports.
- 9.2. The financial funding provided by National Highways has been described above and it must be acknowledged that this represents an exceptional sum to help improve air quality in the Borough. The inevitable fact is that officer time spent on A3 related matters has been substantial in the last year.

- 9.3. Whilst the indirect benefits of cleaner vehicles and travel modes in the A3 area will no doubt benefit the rest of the Borough, officers recognise that progress in rectifying the balance needs to be readdressed during 2024. Therefore, it is encouraging to note that funding of approximately £40,000 per annum on air quality studies has been budgeted as a growth bid for the next four years. Due to the complexity and requirements for specialist modelling, this will be outsourced to consultancies.
- 9.4. Finally, the challenges of coordinating the proposed Town Centre and Shalford measures with the relevant highway authority remain a risk. The findings of the economic feasibility study may lead to a conclusion that for example a Clean Air Zone or another highway related measure is required. This would then transfer the function to SCC as the Council does not have the delegated powers.

## **10. Financial Implications**

- 10.1. The funding of air quality related projects in the Borough has been substantial due to the National Highways scheme. However, this does not have any provision to pay for officer time.
- 10.2. The acceptance of the growth bid of £40,000 per annum for air quality studies is welcomed.
- 10.3. The additional funding for Smoke Control Area enforcement of £11,710 per annum for 2023/24 and 2024/25 is also welcomed.
- 10.4. Bidding for extra funding from Defra is likely to be restricted until the Surrey Air Alliance taxi project of £256,686 across 7 Surrey authorities is active.

## **11. Legal Implications**

- 11.1. The provisions of Part IV of the Environment Act 1995 established a national framework for air quality management, which requires all local authorities in England to conduct local air quality reviews. This includes submitting an Annual Status Report by the 30 June each year with updates of the actions in Air Quality Management Areas and monitoring data.

11.2. Actions associated with implementing measures in AQMAs where nitrogen dioxide is an exceedance may require highway authority intervention, the delegated power under the Transport Act 2000.

11.3. An Air Quality Strategy is not a legal requirement, it is seen as good practice to link to other priorities such as climate change mitigation.

11.4. The A3 air quality direction is the responsibility of National Highways, it has no direct legal implications for the Council. The procurement and management of the active travel scheme is contractual.

## **12. Human Resource Implications**

12.1. Consideration must be given to ensure that adequate resources are allocated to deliver air quality duties and associated actions in line with statutory duties.

12.2. Any shortfall restricts attention to other areas of environmental protection duties and response to planning consultations.

12.3. Collaboration of air quality services and expertise with Waverley Borough Council is highly likely to be beneficial to both authorities. The challenges have many common themes and are based on the same road networks.

## **13. Equality and Diversity Implications**

13.1. There are no equality and diversity implications arising from the report.

## **14. Climate Change/Sustainability Implications**

14.1. The implementation of the actions included in this report will not only improve air quality but will also help to reduce carbon emissions which are an essential part of the Climate Change challenge.

14.2. The Council's Climate Change Officer is aware of the issues contained in the report.

## **15. Suggested issues for overview and scrutiny**

15.1. Councillors may wish to comment on:



- On the Air Quality Annual Status Report at Appendix 1
- The A3 air quality project in terms of both the electric van subsidies and active travel scheme for businesses.
- Smoke Control Areas and bonfires.
- Anti-idling enforcement options.

## **16. Conclusion**

- 16.1. Improving air quality for residents and workers in the Borough is a Council priority with reference to the statutory regimes and public health duties. The role of environmental health officers is to monitor pollution, enforce, and co-ordinate actions across the Council. We are grateful for the help of Communications and Local Transport Policy colleagues.
- 16.2. The funding as part of the A3 project is a unique situation that has severely stretched officer resources in 2023. It will continue to do so over the life of the project and beyond, however it has demonstrated that a collaborative effort has the potential to improve the environment.
- 16.3. The planned review of the Air Quality Strategy should be commissioned along with the economic feasibility study for the town centre and Shalford.

## **17. Background Papers**

Overview and Scrutiny Committee 17 January 2023

<https://democracy.guildford.gov.uk/ieListDocuments.aspx?CId=262&MId=1488&Ver=4>

Overview and Scrutiny Committee – 15 January 2019

<https://www2.guildford.gov.uk/councilmeetings/ieListDocuments.aspx?CId=262&MId=772&Ver=4>

Overview and Scrutiny Committee – 10 July 2018

<http://www2.guildford.gov.uk/councilmeetings/ieListDocuments.aspx?CId=262&MId=769&Ver=4m>

Overview and Scrutiny Committee – 9 January 2018

<http://www2.guildford.gov.uk/councilmeetings/ieListDocuments.aspx?CId=262&MId=634&Ver=4>

Local Air Quality Management, Policy Guidance (PG 16) Defra

[https://consult.defra.gov.uk/communications/laqm\\_changes/supporting\\_documents/LAQM%20Policy%20Guidance%202016.pdf](https://consult.defra.gov.uk/communications/laqm_changes/supporting_documents/LAQM%20Policy%20Guidance%202016.pdf)

Local Air Quality Management, Technical Guidance (TG 16) Defra

<https://laqm.defra.gov.uk/documents/LAQM-TG16-April-16-v1.pdf>

## **18. Appendices**

### 18.1. Appendix 1 2023 Air Quality Annual Status Report



# 2023 Air Quality Annual Status Report (ASR)

In fulfilment of Part IV of the Environment Act 1995  
Local Air Quality Management, as amended by the  
Environment Act 2021

Date: October 2023

Information	<Local Authority Name> Details
<b>Local Authority Officer</b>	Anjana Papnai Gary Durrant
<b>Department</b>	Regulatory Services
<b>Address</b>	Guildford Borough Council, Millmead House, Millmead, GU2 4BB
<b>Telephone</b>	01483 444373
<b>E-mail</b>	regulatoryservices@guildford.gov.uk
<b>Report Reference Number</b>	ASR GBC 2023
<b>Date</b>	October 2023

## Executive Summary: Air Quality in Our Area

This annual status report updates on the 2022 monitoring data and key actions in the year 2022 and part of 2023.

Guildford Borough Council continued monitoring of its diffusion tubes monitoring network across the borough as per the DEFRA diffusion tube monitoring calendar. The diffusion tubes network monitored at 45 locations, focussing on the relevant receptor locations (residential properties, schools) near busy roads. In addition, two co-location studies were carried out. The collocation data from Godalming Monitoring Station was submitted to DEFRA to contribute to the national co-location study data.

Guildford has three AQMAs declared for exceedance of the annual average air quality objective level for nitrogen dioxide (NO<sub>2</sub>). The Compton and Shalford AQMA were declared in January 2018 and May 2019 respectively and still remain in place.

The Guildford Town Centre Air Quality Management Area (AQMA), which was adopted in October 2021 (Map D.2, AQMA boundary) is the most recently declared AQMA. An Air Quality Action Plan was approved by DEFRA. The progress is reported in section 2.2.

The A3 air quality measures to tackle the breaching levels of NO<sub>2</sub> along the PCM link 17736, is a joint project between Guildford Borough Council, Surrey County Council and National Highways and is funded by National Highways. The £11million project is called Electric Towns and Cities Initiatives (ETCI) and comprise of three elements: a) A3 Sustainable Travel Initiative with an aim to provide active travel network to the businesses located either in proximity to the A3 or likely to use A3 for commuting and business trips, b) Rapid charging network for light commercial vehicles, and c) grants upto £10,000 to businesses driving on the A3 in Guildford to switch their diesel to a new fully electric van, which commute more than 3 times a week on the A3 – Guildford stretch. This report provides an update on the progress.

We have participated and contributed in the early engagement stages of the Guildford Local Cycling and Walking Infrastructure Plans (LCWIPs), which is currently under development. LCWIPs are 10 year plans for investing in walking and cycling infrastructure

and Surrey County Council is currently working to develop one for Guildford Borough Council.

Planning has been identified as important tool to promote sustainable development through introduction of infrastructure such as electric vehicle charging points, ebike charging facility and bike storage, car clubs, cycling paths etc and to promote sustainable travel planning. We also give regards to the Air Quality Strategy – Framework for Local Authority<sup>1</sup> when commenting on a planning application or delivering our statutory duties under the LAQM.

Air quality improvement is a collaborative work between local authorities and other stakeholders. We have a regular liaison with Shalford community representatives on Shalford AQAP review and progress.

We hope that through this ASR we hope to communicate air quality challenges in Guildford. The residents and local communities can get involved in various ways; choosing sustainable mode of transports, supporting local businesses, using cleaner smokeless fuel for wood burners, low NO<sub>2</sub> emission boilers are only few of the suggestions listed here. The residents and interested parties can contact us with their concern or suggestions using the online webform: <https://www.guildford.gov.uk/article/18932/Report-an-issue-with-air-quality>.

## Air Quality in Guildford Borough

Air pollution is associated with a number of adverse health impacts. It is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children, the elderly, and those with existing heart and lung conditions. There is also often a strong correlation with equalities issues because areas with poor air quality are also often less affluent areas<sup>2,3</sup>.

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<sup>1</sup> [Air quality strategy: framework for local authority delivery - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/61222/air-quality-strategy-framework-for-local-authority-delivery.pdf)

<sup>2</sup> Public Health England. Air Quality: A Briefing for Directors of Public Health, 2017

<sup>3</sup> Defra. Air quality and social deprivation in the UK: an environmental inequalities analysis, 2006

The mortality burden of air pollution within the UK is equivalent to 29,000 to 43,000 deaths at typical ages<sup>4</sup>, with a total estimated healthcare cost to the NHS and social care of £157 million in 2017<sup>5</sup>.

The main source of emissions in Guildford Borough is from motor vehicles. The Borough of Guildford has a population of around 150,000, approximately half of which live within the urban area. Its location 32 miles to Central London (35 minutes by direct train), coupled with being almost equidistant of both Heathrow and Gatwick airports, makes it the ideal to work and commute from. Being a popular regional shopping and leisure destination, Guildford's High Street and three shopping centres attract a lot of visitors and road traffic.

Four major roads pass through the Borough. The M25 enters the Borough briefly at Junction 10 (Wisley), which links to the A3 London to Portsmouth trunk road. The A3 runs from north to south through the Borough, linking with the A31, which joins the A331 Blackwater Valley Road. A high proportion of traffic in Guildford comprises of through-traffic on these strategic roads. The A3 Guildford origin destination study<sup>6</sup> concluded that 60% of trips on A3 are external trips with neither origin nor destination within Guildford Borough.

Whilst the land use is predominantly residential, there are several light industrial sites. The authority has 31 permitted processes under the Pollution Prevention and Control Act 1999. To date there is no record of any significant air quality impact from these premises. No new major point source of emission has been introduced in the Borough during 2021. In December 2019 the cremators at Guildford Crematorium were renewed to an up-to-date facility with mercury and NO<sub>2</sub> abatement. In September 2020 the flue height of the crematorium was increased by one metre following a variation to the permit.

Smoke Control Areas were set up in the 1960's covering approximately 12 square kilometres of the urban area (See the Figure 1). These areas are still operational and subject to statutory control. The interactive smoke control areas map is available on the

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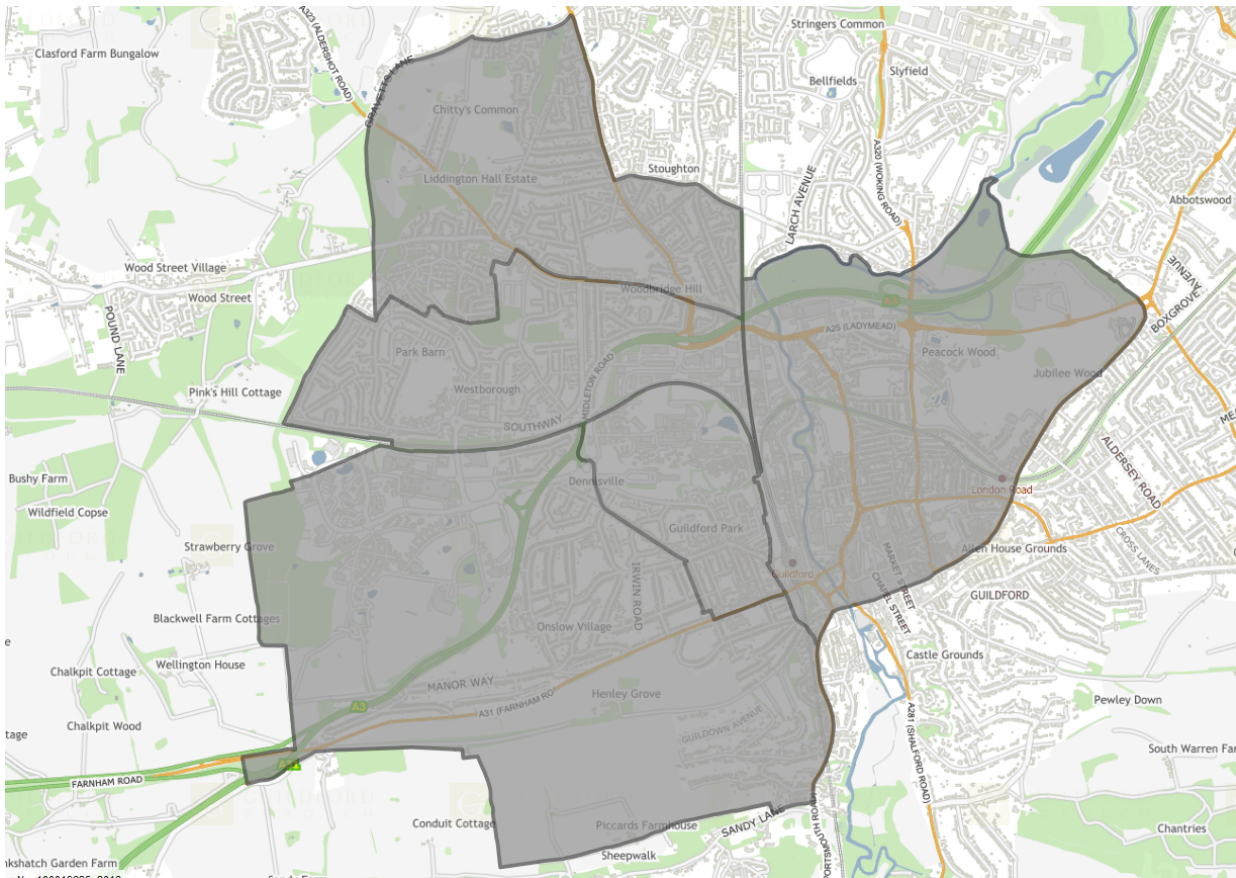
<sup>4</sup> Defra. Air quality appraisal: damage cost guidance, January 2023

<sup>5</sup> Public Health England. Estimation of costs to the NHS and social care due to the health impacts of air pollution: summary report, May 2018

<sup>6</sup> A3 Guildford Report, Guildford Borough Council, Project Number: 606439884, March 2021, <https://www.guildford.gov.uk/article/26606/Working-to-improve-air-quality-on-the-A3-in-Guildford>

Guildford Borough Council's website for the residents:

<https://www.guildford.gov.uk/article/25093/What-are-smoke-control-areas>.



**Figure 1: Map of Guildford Smoke Control Area**

Nitrogen dioxide (NO<sub>2</sub>) is the main pollutant of concern in Guildford Borough and is routinely monitored under the local air quality monitoring regime. In 2022, our diffusion tubes network monitored at 45 locations, primarily focussing the Air Quality Management areas and areas of know air quality concerns.

There are currently three air quality management areas (AQMAs) in Guildford:

1. A small section of The Street, B3000 passing through Compton and where three properties are in close proximity to the road.
2. A section of A281, The Street, Shalford affecting seven properties.
3. The Guildford Town Centre AQMA encompassing Millbrook, Commercial Road, and the Park Street, Bridge Street/Onslow Road sections of the Guildford Gyratory.



Further information on the AQMAs in Guildford can be found at:

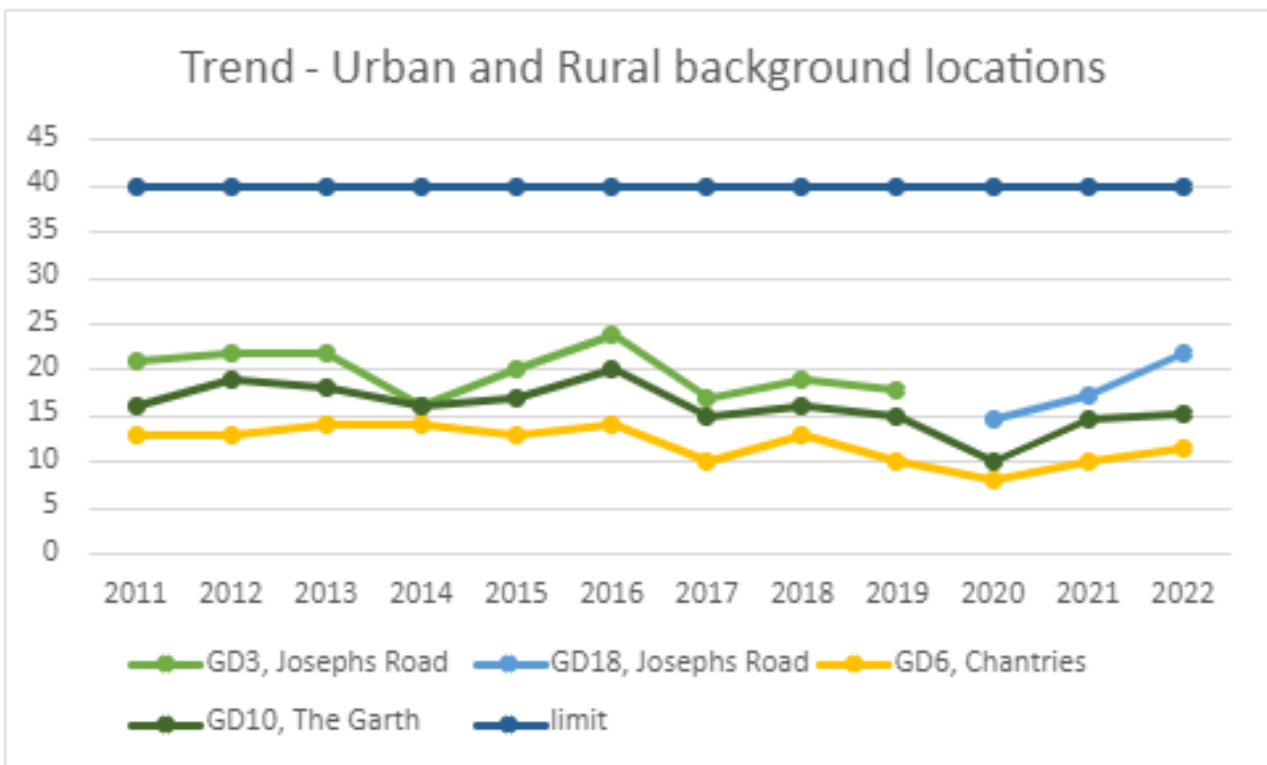
<https://www.guildford.gov.uk/article/21335/Find-out-about-Guildford-air-quality-management-areas>

**Monitoring Trends and comparison with national trend**

The long-term monitoring of urban and rural background in Guildford compares with the national trend (<https://www.gov.uk/government/statistics/air-quality-statistics/nitrogen-dioxide>). Emissions of nitrogen oxides in the UK have continued to decrease as newer road vehicles subject to stricter emission standards enter the fleet.

In Guildford, the annual mean NO<sub>2</sub> concentration at urban background sites reduced by 20% in 2020. In 2021, the coronavirus pandemic continued with third national lockdown across the country between January – March 2021 followed by phased exit from lockdown until July 2021. This is reflected in the NO<sub>2</sub> levels measured for the period.

The background sites in Guildford are seeing upward trend and the monitoring data for the two background sites, Chantries and The Garth are comparable with pre-pandemic levels (2017 – 2019).



**Figure 2 Long term trend - Urban and Rural Background**

The monitoring was carried out at 45 locations in 2022. Only one location, TC6, 18 Park Street exceeded the annual average objective level for NO<sub>2</sub> at receptor location. The NO<sub>2</sub> annual average concentration within Compton and Shalford AQMAs did not exceed the objective level of 40µg<sup>3</sup>, however, remained within 10% of this limit.

## **Actions to Improve Air Quality**

Whilst air quality has improved significantly in recent decades, there are some areas where local action is needed to protect people and the environment from the effects of air pollution.

The Environmental Improvement Plan<sup>7</sup> sets out actions that will drive continued improvements to air quality and to meet the new national interim and long-term PM<sub>2.5</sub> targets. The National Air Quality Strategy, due to be published in 2023, will provide more information on local authorities' responsibilities to work towards these new targets and reduce PM<sub>2.5</sub> in their areas. The Road to Zero<sup>8</sup> details the approach to reduce exhaust emissions from road transport through a number of mechanisms; this is extremely important given that the majority of Air Quality Management Areas (AQMAs) are designated due to elevated concentrations heavily influenced by transport emissions.

The Council is committed at identifying areas where air quality could potentially be of concern and implementing local measures to provide opportunities for further local air quality improvements.

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<sup>7</sup> Defra. Environmental Improvement Plan 2023, January 2023

<sup>8</sup> DfT. The Road to Zero: Next steps towards cleaner road transport and delivering our Industrial Strategy, July 2018

The Key actions in 2022 were:

- Some of the monitoring locations from 2020-21 were removed and we expanded our diffusion tube network in the Towncentre AQMA, A3 stretch of Guildford and in Shalford.
- A draft Air Quality Action Plan was submitted to DEFRA on the 26<sup>th</sup> October 2022 following a full public consultation on the proposed measures and adoption of the draft AQAP by the Guildford Joint Committee. DEFRA accepted the AQAP in December 2022.
- Several projects were completed such as implementation of the Sustainable Movement Corridor (SMC) to provide a priority pathway through the urban area of Guildford for buses, pedestrians, and cyclists, including serving the potentially new communities at Blackwell Farm, SARP (Slyfield Area Regeneration Project) and Gosden Hill Farm; the replacement Walnut Bridge providing enhanced links between the railway station and the retail centre for pedestrians and cyclists.
- Planning is being used as a tool to build EV infrastructure, promote sustainable travel plan, low emission non-road mobile machineries and generators.
- Partnership working with National Highways to expand monitoring network along the A3 Guildford stretch, identifying sites suitable for rapid charging networks for light commercial vehicles and development of two important schemes, which will aim at businesses and other organisations likely to contribute to traffic on the A3:
  - Electric vehicle grant scheme for vans
  - Active Travel Programme to promote sustainable transport alternatives.

At the time of writing this report, both the schemes have just gone live.

## Conclusions and Priorities

Priorities for 2023:

- We will continue to assess and review our monitoring network and continue the monitoring survey in the following year.
- completion of the economic feasibility study for our towncentre AQAP for the year 2023-24. Shalford AQMA will be the part of the feasibility study.

- Deliver the measures identified in Shalford AQAP that were delayed due to COVID restrictions and continue to liaise with the stakeholders and local residents to achieve this.
- Work in collaboration with National Highways and Surrey County Council for effective implementation of ETCI (Electric Towns and Cities Initiatives).
- Identifying air quality projects from the town centre AQAP that will bring benefits to local communities and will apply for government grants.
- Identify and promote local community projects aimed to encourage sustainable travelling, increase awareness on air quality issues and bring behavioural changes.
- Working with our Web team and Communications to improve the content of air quality web pages and make it informative for all the potential users of the site, such as air quality experts, local interest groups, residents etc.

There are challenges expected which will affect the shape and form in which town centre AQAP can be implemented:

1. The vibrancy of the town centre is important for Guildford's economic growth and the AQAP should therefore not have negative impact on the economy.
2. The increased cost of living will have impact on various national and local initiatives such as heating homes by burning solid fuels, delay in fleet renewal, etc.
3. There are capacity and air quality issues on A3 in Guildford. The delivery of new Guildford West Station which will serve the residential area of Park Barn and economically active area of Guildford (including Royal Surrey Hospital, University of Surrey campuses including Surrey Sports Park and Surrey Research Park) will relieve some pressure off the A3. However, these are long term projects.
4. Council has a priority to meet the need and welfare demands of its residents and often the resources must be matched to meet those demands.
5. Funding and resources constraints
6. To get more people to use sustainable mode of transport, there is a need for improved cycle network and safe cycling infrastructure, adequate bus transport and economical park and ride facility etc.

## Local Engagement and How to get Involved

There is considerable interest from the residents, members of the public and local action groups on the air quality issues in Guildford. We have information available on local air quality and how we monitor on our website: (<https://www.guildford.gov.uk/article/19807/Find-out-how-we-monitor-air-quality-and-pollution>).

In July 2022, we ran a full consultation on our proposed AQAP for the town centre AQMA and received over 400 responses to the action plan. The full result and analysis have been reported as part of AQAP submission. The measures are now included in table 2.2.

We welcome and support any individual monitoring requests and listen to local air quality concerns.

We engage with the Planning Services on any development, where air quality is likely to be of concern.

Most of the air quality concerns in Guildford are related to road traffic. Preventative measures include avoiding getting exposed to emissions by choosing alternative routes. Everyone has a role and can contribute to air quality improvement in many of the following ways:

1. Are there alternatives to use of personal car? Consider alternatives to using the car. There are now several car free cycle routes, and you can use your journey planner on Cycle Travel to plan your journey. Google maps are very handy to plan journeys by train, on foot or bike.
2. Can you avoid taking car for short journeys and instead walk or cycle?
3. Are you aware of Guildford car club? Guildford has 9 cars in the club with designated parking bays in a convenient location. Club cars are accessible to members 24 hours a day, 365 days a year. You can book them online, via a smart phone app or over the phone. The club cars either low or ultra-low emission vehicles. The residents in Guildford can benefit from the promotional offer of first year membership fee of £10 ([Guildford car club - Guildford Borough Council](#)).
4. Is car sharing possible for school drop offs and pickups. Often, more than one car has same origin – destination from home to school or other activity clubs.

5. Turn off the car engine when stationary. Leaving an engine idling causes unnecessary emission into the air. The children and parents walking along the path near parked cars are the recipient to any emission from cars idling near schools.
6. By choosing smokeless woodburning stoves and using seasoned woods or buy fuels certified as 'Ready to Burn' ([Ready to Burn | A look at the regulations in more detail - HETAS](#)).

## Local Responsibilities and Commitment

This ASR was prepared by the Regulatory Service of Guildford Borough Council with the support and agreement of the following officers and departments:

Anjana Papnai, Environmental Health Officer, Regulatory Services

Gary Durrant, Lead Specialist-Environment Control (Noise and Pollution)

Kimberley Ewan, Policy Officer – Planning Policy (Transport)

Andrew Chessum, Principal Strategic Transport Officer

***The ASR has been approved by the Joint Executive Head of Regulatory Service. On behalf of the Surrey County Council Director of Public Health, the Public Health team work closely with Surrey Air Alliance including District and Borough Council partners responsible for submitting Annual Statement Reports (ASR) on air quality within their area; to develop initiatives, air quality action plans, and implement actions to improve air quality across the county of Surrey.***

If you have any comments on this ASR please send them to Gary Durrant, Lead Environmental Protection Specialist at:

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## Table of Contents

<b>Executive Summary: Air Quality in Our Area</b> .....	<b>i</b>
Air Quality in Guildford Borough .....	ii
Actions to Improve Air Quality .....	vi
Conclusions and Priorities .....	vii
Local Engagement and How to get Involved .....	ix
Local Responsibilities and Commitment .....	x
<b>1 Local Air Quality Management</b> .....	<b>1</b>
<b>2 Actions to Improve Air Quality</b> .....	<b>2</b>
Air Quality Management Areas .....	2
Progress and Impact of Measures to address Air Quality in Guildford Borough Council .....	5
PM <sub>2.5</sub> – Local Authority Approach to Reducing Emissions and/or Concentrations .....	22
<b>3 Air Quality Monitoring Data and Comparison with Air Quality Objectives and National Compliance</b> .....	<b>26</b>
Summary of Monitoring Undertaken .....	26
3.1.1 Automatic Monitoring Sites .....	26
3.1.2 Non-Automatic Monitoring Sites .....	26
Individual Pollutants .....	26
3.1.3 Nitrogen Dioxide (NO <sub>2</sub> ) .....	27
<b>Appendix A: Monitoring Results</b> .....	<b>28</b>
<b>Appendix B: Full Monthly Diffusion Tube Results for 2022</b> .....	<b>41</b>
<b>Appendix C: Supporting Technical Information / Air Quality Monitoring Data QA/QC</b> .....	<b>45</b>
New or Changed Sources Identified Within Guildford Borough During 2022.....	45
Additional Air Quality Works Undertaken by Guildford Borough Council During 2022 .....	45
QA/QC of Diffusion Tube Monitoring.....	45
Diffusion Tube Annualisation .....	46
Diffusion Tube Bias Adjustment Factors .....	47
NO <sub>2</sub> Fall-off with Distance from the Road.....	48
<b>Appendix D: Map(s) of Monitoring Locations and AQMAs</b> .....	<b>50</b>
<b>Appendix E: Summary of Air Quality Objectives in England</b> .....	<b>63</b>
<b>Glossary of Terms</b> .....	<b>64</b>
<b>References</b> .....	<b>65</b>

## Figures

Figure A.1 – Trends in Annual Mean NO <sub>2</sub> Concentrations – Town centre .....	37
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## Tables

Table 2.1 – Declared Air Quality Management Areas .....	3
Table 2.2 – Progress on Measures to Improve Air Quality .....	14
Table A.2 – Details of Non-Automatic Monitoring Sites .....	28
Table A.4 – Annual Mean NO <sub>2</sub> Monitoring Results: Non-Automatic Monitoring (µg/m <sup>3</sup> ) ....	33
Table B.1 – NO <sub>2</sub> 2022 Diffusion Tube Results (µg/m <sup>3</sup> ) .....	41
Table C.1 – Annualisation Summary (concentrations presented in µg/m <sup>3</sup> ) .....	47
Table C.2 – Bias Adjustment Factor .....	47
Table C.4 – NO <sub>2</sub> Fall off With Distance Calculations (concentrations presented in µg/m <sup>3</sup> )	48
Table E.1 – Air Quality Objectives in England .....	63



# 1 Local Air Quality Management

This report provides an overview of air quality in Guildford Borough Council during 2022. It fulfils the requirements of Local Air Quality Management (LAQM) as set out in Part IV of the Environment Act (1995), as amended by the Environment Act (2021), and the relevant Policy and Technical Guidance documents.

The LAQM process places an obligation on all local authorities to regularly review and assess air quality in their areas, and to determine whether the air quality objectives are likely to be achieved. Where an exceedance is considered likely the local authority must declare an Air Quality Management Area (AQMA) and prepare an Air Quality Action Plan (AQAP) setting out the measures it intends to put in place to achieve and maintain the objectives and the dates by which each measure will be carried out. This Annual Status Report (ASR) is an annual requirement showing the strategies employed by Guildford Borough Council to improve air quality and any progress that has been made.

The statutory air quality objectives applicable to LAQM in England are presented in Table E.1.

## 2 Actions to Improve Air Quality

### Air Quality Management Areas

Air Quality Management Areas (AQMAs) are declared when there is an exceedance or likely exceedance of an air quality objective. After declaration, the authority should prepare an Air Quality Action Plan (AQAP) within 18 months. The AQAP should specify how air quality targets will be achieved and maintained and provide dates by which measures will be carried out.

A summary of AQMAs declared by Guildford Borough Council can be found in Table 2.1. The table presents a description of the three AQMAs that are currently designated within Guildford Borough Council. Appendix D: Map(s) of Monitoring Locations and AQMAs provides maps of AQMAs and also the air quality monitoring locations in relation to the AQMAs. The air quality objectives pertinent to the current AQMA designations are as follows:

- NO<sub>2</sub> annual mean

**Table 2.1 – Declared Air Quality Management Areas**

AQMA Name	Date of Declaration	Pollutants and Air Quality Objectives	One Line Description	Is air quality in the AQMA influenced by roads controlled by Highways England?	Level of Exceedance: Declaration	Level of Exceedance: Current Year	Number of Years Compliant with Air Quality Objective	Name and Date of AQAP Publication	Web Link to AQAP
Guildford Borough Council AQMA Order (No. 1) 2018	01/02/2018	NO2 Annual Mean	Section of B3000 to its northern end, encompassing 3 residential properties in Compton	NO	43.8 µg/m3	37.3	3 years	Guildford Borough Council Air Quality Action Plan - Compton Village, 05/07/2019	<a href="https://www.guildford.gov.uk/article/21335/Guildford-air-quality-management-areas">https://www.guildford.gov.uk/article/21335/Guildford-air-quality-management-areas</a>
Guildford Borough Council AQMA Order (No. 2) 2019	05/07/2019	NO2 Annual Mean	Section of A281, The Street, Shalford	NO	50 µg/m3	37.2	3 years	Guildford Borough Council Shalford Air Quality Action Plan, 01/09/2019	<a href="https://www.guildford.gov.uk/media/30621/Shalford-Draft-Air-Quality-Consultation/pdf/Draft_Air_Quality_Report_for_consultation_-_19.9.2019.pdf?m=637044877947270000">https://www.guildford.gov.uk/media/30621/Shalford-Draft-Air-Quality-Consultation/pdf/Draft_Air_Quality_Report_for_consultation_-_19.9.2019.pdf?m=637044877947270000</a>

<p>Guildford Borough Council Air Quality Management Area (No 3) 2021</p>	<p>22/10/2021</p>	<p>NO2 Annual Mean</p>	<p>incorporates section of A281 Milbrook, A31 Farnham Road, A3100 Portsmouth Road; Onslow Street, Park Street, North Street, Commercial Road, Guildford Park Road and Woodbridge Road</p>	<p>YES</p>	<p>41.3 µg/m3</p>	<p>50.5</p>	<p>0 years</p>	<p>Draft AQAP approved in December 2022; The AQAP will be finalised following completion of economic feasibility study</p>	<p><a href="https://www.guildford.gov.uk/media/34555/Draft-Air-Quality-Action-Plan/doc/Draft_Air_Quality_Action_Plan.docx?m=637921975406600000">https://www.guildford.gov.uk/media/34555/Draft-Air-Quality-Action-Plan/doc/Draft_Air_Quality_Action_Plan.docx?m=637921975406600000</a></p>
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- Guildford Borough Council confirm the information on UK-Air regarding their AQMA(s) is up to date.
- Guildford Borough Council confirm that all current AQAPs have been submitted to Defra.

## Progress and Impact of Measures to address Air Quality in Guildford Borough Council

Defra’s appraisal of last year’s ASR accepted the conclusions reached for all sources and pollutants. It acknowledged the expansion of monitoring network since 2019 which led to identification of areas of exceedances. However, after distance correction, only one location in Guildford Towncentre AQMA (TC6) remained above the annual air quality objective level.

It went on to say that the data presented were clear and showed all relevant information regarding pollutant concentrations. The QA/QC was robust, with supporting discussion; Data capture across the monitoring network was good during 2021, however, annualization was performed for two locations where data capture less than 75%.

The following comments were made for consideration in the future reports and how we have incorporated them into this year’s report:

No	Comment from Defra, June 2023	Actions
1	For diffusion tube ID’s TC10, FRH5, SEND3 and A3-3, in Table A.1, data to show the distance from the exposure distance column is missing. Any information that has been omitted from the data tables; please justify why you have done this.	Checked and ensured that all relevant data is included in 2023 report.
2	Defra recommends that Directors of Public Health approve draft ASRs. Sign off is not a requirement, however collaboration and consultation with those who have responsibility for Public Health is expected to increase support for measures to improve air quality, with co-benefits for all. Please bear this in mind for the next annual reporting process.	On behalf of the Surrey County Council Director of Public Health, the Public Health team work closely with Surrey Air Alliance including District and Borough Council partners on air quality within their area; to develop initiatives, air quality action plans, and implement actions to improve air quality across the county of Surrey
3	There some minor spelling mistakes and typographical errors. Please ensure that the document is reviewed by	This report has been reviewed by another member of the team

	another member of the team for spelling mistakes and grammatical errors. For example: The NO <sub>2</sub> Fall-off with Distance from the Road section in the Appendix has been duplicated.	to avoid any grammatical, spelling or formatting errors.
4	The newly declared AQMA 3 does not currently have an AQAP associated with it; it is understood a new AQAP is being drafted. Guildford Borough Council should progress with publishing a new AQAP and provide an update in their next ASR.	The economic feasibility study is one of the major tasks associated with the AQAP. We would, therefore, submit the final version once that is completed.

Guildford Borough Council has taken forward a number of direct measures during the current reporting year of 2021 in pursuit of improving local air quality. Details of all measures completed, in progress or planned are set out in Table 0.1. Thirty one measures are included within Table 0.1, with the type of measure and the progress Guildford Borough Council have made during the reporting year of 2021 presented.

Where there have been, or continue to be, barriers restricting the implementation of the measure, these are also presented within Table 0.1.

A summary of key completed measures from table 2.2 is as follows:

**1. Measure 8 School initiatives:**

The Road Safety and Sustainable School Travel Team have been operating the following programmes across schools in Surrey:

a) Road Safety Outside Schools (RSOS):

Safer Travel Team and partners have completed over 170 site assessments across Surrey, £3 million have been assigned to deliver infrastructural improvements outside schools.

b) School Travel Plans (STPs)

As part of the Safer Travel Team's goal of improving safe and sustainable travel to schools, schools are helped to develop their School Travel Plan using the Modeshift STARS system. Surrey currently has the second largest number of Good level (bronze) accredited travel plans in the UK. Travel plans help the school to identify issues and barriers which prevent active and sustainable travel to school for pupils and staff.

Currently in Guildford 7 schools either have or working on their travel plans. 4 schools hold bronze accreditation. Guildford High School currently hold Silver accreditation but going for Gold accreditation.

c) Surrey Cycle Training (Bikeability)

For the 2022/23 academic year, training was delivered to **4,500 pupils at Bikeability Level 1** (Year 4, 8-9-year-olds) and **6,100 pupils at Bikeability Level 2** (Year 6, 10-11-year-olds).

The scope of training is currently being widened to include secondary school pupils and adults.

d) Feet First: Walking Training

This was launched in 2022 and aimed at Year 3 pupils (7-8 year olds), charged for service, either paid by school or parents. The course prepares them to walk confidently and safely in future. Since launch it has taught approximately 5,100 primary school pupils in nearly 90 schools across the county in 2022-23, and 40 schools have booked for the next academic year.

e) Eco-Schools

Eco-Schools is a Globally recognised programme. Schools connect to three or more of the 10 topics available e.g., transport, biodiversity and waste.

Countywide, Surrey has 73 Green **Flag schools**, which puts us in the **top five** of local authorities in England and the Surrey's Safer Travel Team achieved the **second highest** number of new awards last year.

232 Surrey schools (primary, secondary & all-through) are involved with the programme, contributing to SCC's net-zero target by 2050.



## 2. Measure 14: Improve Sustainable transport opportunities:

In 2021 ASR we reported on some of the completed projects:

- Improvement of River Wey towpath around Parsonage Water meadows
- North Downs Line (Great Western Railway) service frequency and timetable improvements (scheme NR6)
- Electric bus fleet operating on the Guildford Park and Ride network – part of Guildford Quality Bus Corridors project, itself part of Unlocking Guildford Package
- A25 cycle corridor scheme (part of Guildford town Centre Transport Package (TCTP)) completion in following sections
  - South side of the A25 Midleton Road between Midleton Industrial Estate and Surrey Way
  - South side of A25 Woodbridge Road between A322 and Woodbridge Meadows
  - South side of A25 Parkway between Stoke Crossroads and Boxgrove Roundabout.
- Sustainable Movement Corridor: West – phase 1 Pedestrian/ cycle route across Bannisters Field ; phase 2a Egerton Road to University and Town Centre pedestrian and cycle improvements



## Schemes completed in 2022

- Walnut Tree Close experimental one-way closure – part of Guildford Town Centre Transport Package. Following completion of the trial, one way motor traffic route with two way cycle route along part of Walnut Tree Close has been made permanent. The scheme has many benefits including better air quality, improved safety for all road users. It creates a dedicated, safe cycle route from Ladymead to Guildford's town centre and the railway station.



- Dagley Lane – The improvement of Dagley Lane was also identified as one of the measures in Shalford AQAP. The path was improved by Surrey County Council using the allocated government funding to deliver a number of active travel schemes. The path improvement commenced following a public consultation.
- Walnut Bridge – The scheme was delivered by GBC. The new wider bridge designed for non-motorised users is now open, linking Guildford Station to Bedford Wharf area.

### **3. Measure 26, Policy ID11: Achieving a Comprehensive Guildford Borough Cycle Network in the emerging Local Plan: Development Management Policies.**

A Guildford Local Cycling and Walking Infrastructure Plan (LCWIP), which is a Department for Transport initiative to provide an evidence based approach to plan for cycling and walking infrastructure, is currently in development stage. The project has completed the early stage of data gathering and propose core cycle and walking corridors and is currently engaging with community.

### **4. Measure 27: EV Taxi Project**

In 2020, the SAA applied for a DEFRA 2020/21 Air Quality Grant to fund a project to encourage a greater uptake of Electric Vehicles as Taxi's across 7 eligible Boroughs and Districts in Surrey. Taxis were selected as the target vehicles given the high mileage and multiple trips the vehicles make within Surreys Air Quality Management Areas and the nature of the journeys which take the vehicles into areas frequented by the members of our communities who are most sensitive to air pollution such as to hospitals and care facilities and schools. In March 2021, the project was awarded £256.686 from the Defra AQ Grant Fund. Following attempts to find a supplier and to begin procurement in 2021 it became clear that the prolonged impact of the pandemic on the taxi trade made the project unviable as it had been originally configured, and no vehicle supplier could be found. The project was reconfigured to accommodate longer vehicle trials based on feedback from the taxi trade and potential vehicle suppliers and submission of the reconfigured project was made to Defra for approval. The project team obtained legal advice regarding State Subsidy Control, and this was submitted to Defra for review at their request. It is anticipated that the scheme will go ahead within 6 months of this report.

### **5. Measure 20 - Towncentre AQAP**

The Guildford Towncentre Air Quality Management Area (AQMA) was approved and adopted on 21 October 2021 by the Joint Committee due to the breach of national air quality objective for annual mean of nitrogen dioxide. The extent of the AQMA is the bold purple area shown in figure 8 below. There are approximately 300 residential properties with accommodation at various levels above ground within the AQMA.

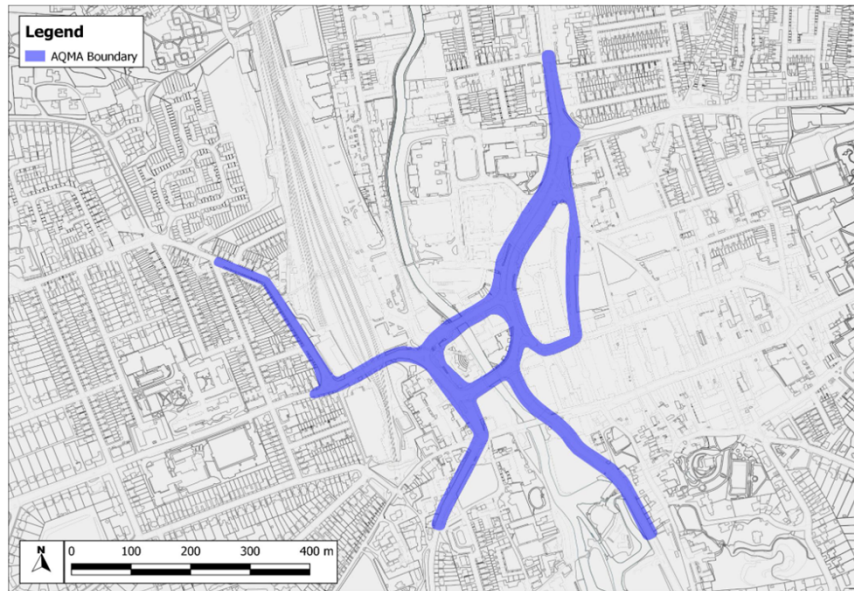
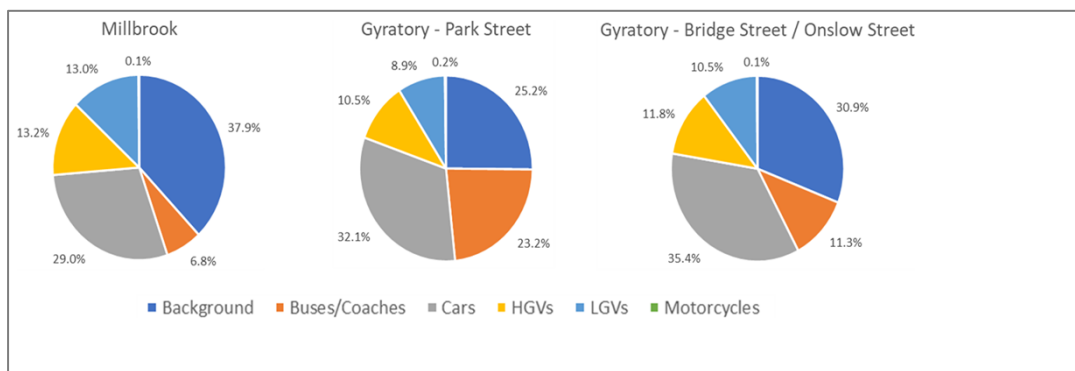


Figure 3 Guildford Town Centre AQMA Boundary

The source apportionment study concluded that whilst large proportion of NO<sub>2</sub> is caused by emissions from the cars; HGVs, LGVs and buses also contribute significant proportions. At least 57% reduction is required to achieve compliance with the annual mean objective level at the highest predicted concentration location, Park Street.

The list of measures identified in the draft AQAP are added to the table 2.2 and progress will be updated in subsequent ASRs.



Source apportionment (extracted from APS detailed assessment)

## 6. Measure 30 – Ebike hire scheme

A Brompton bike hire scheme is in operation at the main rail station and there is also a small bike share scheme in operation at the University of Surrey. These are both run by third parties. Significant work has already been undertaken on delivery of an electric bike scheme by GBC. This was deferred and budget removed in 2020.

However, SCC, as Local Transport Authority, is leading on an electric bike share scheme for Guildford which will enter the implementation stage soon.

#### **7. Measure 31 - Electric Towns and Cities Initiative (ETCI) A3 – Guildford**

It is a pleasure to include that the £11million project from National Highways in collaboration with SCC and GBC, is now live and comprise of the following 3 elements:

- A3 electric vehicle grant scheme offering up to £10,000 grants to businesses driving on the A3 in Guildford to switch their diesel to a new fully electric van. The details on the program and instructions on how to apply are available on the surrey county council website: [A3 EV grant funding programme - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/transport/active-travel/active-travel-programme).
- Extension of rapid charging network with new bays designed specifically for the commercial vans (longer and wider bays and appropriate length cables). GBC and SCC are working together in identifying suitable sites.
- Active Travel Programme – The active travel programme will be aimed at supporting local employers in the Guildford area of the A3 to promote sustainable transport initiatives and help their employees switch to more sustainable mode of transport. The schemes included are salary sacrifice, discounted bus and rail fares, promote cycling and provision of shower facilities at work, and development of car sharing portal for businesses.

A number of actions taken by Guildford Borough Council to reduce vehicle emissions within existing duties and responsibilities:

- a) Emissions are a prominent factor in procurement of the Council's vehicle fleet.
- b) The diffusion tubes swaps are carried out using electric GBC company cars.
- c) Guildford Borough Council encourage internal lease car users to consider low emission vehicles by highlighting the tax benefits and setting a limit on the carbon dioxide (CO<sub>2</sub>) emissions.
- d) Guildford town centre car clubs have expanded and utilise more vehicles that are electric.

- e) The information on the electric charging spaces and cost of charging in public car parks is available on Guildford's website:  
<https://www.guildford.gov.uk/article/25314/Electric-vehicle-charging-points>
- f) Where practicable, procurement of ultra-low emission fleet vehicles is encouraged. Progress has been covered in table 2.2.
- g) The Council continues to provide internal and external meetings to be conducted virtually on Teams saving unessential car journeys.
- h) GBC is member of Easit Network (Easit Guildford) providing the opportunity of discounted rail and bus tickets for Council employees, discounts on Enterprise car clubs hire and car share by signing up on easitGuildford web portal.

Guildford Borough Council expects the following measures to be completed over the course of the next reporting year:

- The progress in implementation of ETCI schemes targeted for air quality improvement on A3
- Economic Feasibility Study for Guildford Towncentre and Shalford AQMA and final AQAP
- Review of Guildford Borough Councils Air Quality Strategy

Guildford Borough Council worked to implement these measures in partnership with the following stakeholders during 2022:

- Surrey County Council – Highways
- SCC – Travel Planning Team
- Guildford Borough Council's Planning Policy
- Neighbouring LAs in particularly Waverley Borough Council
- Other Surrey Local Authorities through Surrey Air Alliance (SAA)
- The National Highways

Whilst the measures stated above and in Table 0.1 will help to contribute towards compliance, Guildford Borough Council anticipates that further additional measures not yet prescribed will be required in subsequent years to achieve compliance and enable the revocation of Shalford and Towncentre AQMAs.



**Table 0.1 – Progress on Measures to Improve Air Quality**

Measure No.	Measure	Category	Classification	Year Measure Introduced in AQAP	Estimated / Actual Completion Date	Organisations Involved	Funding Source	Defra AQ Grant Funding	Funding Status	Estimated Cost of Measure	Measure Status	Reduction in Pollutant / Emission from Measure	Key Performance Indicator	Progress to Date	Comments / Barriers to Implementation
1	Air quality is a consideration at pre-application and application stage to allow effective use of planning conditions	Policy Guidance and Development Control	Air Quality Planning and Policy Guidance	2018	2025	Guildford Borough Council; SCC Highways	Guildford Borough Council	NO	Not Funded	< £10k	Implementation	Reduced vehicle emissions	Number of developments where air quality has been assessed and actioned	Service Level Agreement between Planning Development and Regulatory Services with quarterly monitoring meetings.	For medium and large scale development, the Council recommends air quality assessment as pre-requisite emphasising on consideration of good design practices, mitigation measures and travel plan; Developers are made aware of the Institute of Air Quality Management Guidance: <a href="https://iaqm.co.uk/text/guidance/air-quality-planning-guidance.pdf">https://iaqm.co.uk/text/guidance/air-quality-planning-guidance.pdf</a> ; Standard condition for EV charging facility is attached to all relevant planning permissions; Condition for low emission NRMM also recommended to relevant planning applications
2	Development management policies	Policy Guidance and Development Control	Air Quality Planning and Policy Guidance	2021	2023	Guildford Borough Council	Guildford Borough Council	NO	Funded	< £10k	Planning	Reduction in Emission	Number of developments where these apply	The planning inspector approved the use of development management policies for air quality in 2023	
3	Green scheme parking fees for electric vehicles in GBC car parks	Promoting Low Emission Transport	Priority parking for LEV's	2018	2023	Guildford Borough Council	Guildford Borough Council	NO	Funded	£10k - 50k	Implementation	Reduction in Emission	uptake of Green Parking Scheme	Implementation on-going	Green parking scheme continues to operate at 13 car parks in Guildford: <a href="https://www.guildford.gov.uk/article/25380/Where-can-I-park">https://www.guildford.gov.uk/article/25380/Where-can-I-park</a> .
4	Parking App to direct users to closest and cheapest spaces	Public Information	Via the Internet	2019	2024	Guildford Borough Council	Guildford Borough Council	NO	Funded	< £10k	Implementation	Reduction in vehicles in towncentre area	App usage by the motorists	Implementation on-going	The Official Guildford App administered by Experience Guildford, is available for residents and visitors. The parking function of the App utilises the latest GEMii real-time parking technology, making parking efficient by directing cars to vacant space.

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5	Education in communities and businesses to change behaviours	Promoting Travel Alternatives	Promotion of cycling	2017	2025	Guildford Borough Council	GBC/SCC	NO	Not Funded	£100k - £500k	Implementation	reduction of emissions	reduction in cars on road and increase in uptake of bikes/scooters	Implementation on-going	Guildford Car free day was on 24th September 2023. Families had the opportunity to trial e-bikes, e-scooters and learnt about active travel. More information available here: <a href="https://www.visitsurrey.com/whats-on/car-free-day-in-guildford-sunday-24-september-2023-p2067581">https://www.visitsurrey.com/whats-on/car-free-day-in-guildford-sunday-24-september-2023-p2067581</a>
6	Electric buses for all Park and Ride	Promoting Low Emission Transport	Public Vehicle Procurement - Prioritising uptake of low emission vehicles	2019	2025	GBC and SCC	Surrey County Council	YES	Partially Funded	£500k - £1 million	Completed	Less emissions	Number of buses	Assessment of improvements required	Since the pandemic, the spectrum and University's Park and Ride are closed; As part of the Town Centre AQAP /economic feasibility study, assessment of P&R is included.
7	Active Travel incentives for GBC staff	Promoting Travel Alternatives	Workplace Travel Planning	2018	2024	Guildford Borough Council	Guildford Borough Council	NO	Funded	< £10k	Implementation	Reduced vehicle emissions	numbers of staff uptake of sustainable travel initiative.	Council employees have the opportunity to avail discounted travel initiatives from Easit Guildford: <a href="https://www.easit.org.uk/network/easitGUIDFORD-23">https://www.easit.org.uk/network/easitGUIDFORD-23</a> ; The scheme is regularly publicised via the Council's fortnightly newsletter	Uptake of the initiatives
8	Schools Initiative	Promoting Travel Alternatives	School Travel Plans	2017	2023	Guildford Borough Council and Surrey County Council	Surrey County Council	YES	Partially Funded	£10k - 50k	Implementation	Reduced vehicle emissions	Take up by schools	Implementation on-going	Detailed in section 2.2 of the ASR
9	Promote alternative travel to work at the Council	Promoting Travel Alternatives	Workplace Travel Planning	2018	2023	Guildford Borough Council and Surrey County Council	Guildford Borough Council and Surrey County Council	NO	Funded	£10k - 50k	Completed	Reduced vehicle emissions	Working from home	Fully implemented; Issue of mobiles and laptops has enabled GBC employees to work flexibly and remotely, reducing the unnecessary car journeys to the Council offices.	With the merger of the management of Guildford and Waverley Councils, they may be additional challenges including relocation of offices and the Woking Road Depot to Slyfield Industrial Estate.
10	Car Clubs in Guildford Town Centre	Alternatives to private vehicle use	Car Clubs	2015	2024	Guildford Borough Council, Surrey County Council and Enterprise	Surrey County Council	NO	Partially Funded	£10k - 50k	Implementation	Reduced vehicle emissions	Car clubs increase	The Enterprise Car Club membership is available to Guildford residents at reduced price. The 9 club cars available are ultra low emission vehicles. Some of the new locations have been introduced as part of planning process at new development locations.	Resident's awareness and usage of the scheme; Limitation - limited car clubs outside Guildford Town centre; new locations are likely to be associated with planning developments.

Measure No.	Measure	Category	Classification	Year Measure Introduced in AQAP	Estimated / Actual Completion Date	Organisations Involved	Funding Source	Defra AQ Grant Funding	Funding Status	Estimated Cost of Measure	Measure Status	Reduction in Pollutant / Emission from Measure	Key Performance Indicator	Progress to Date	Comments / Barriers to Implementation
11	Smoke control order compliance	Promoting Low Emission Plant	Regulations for fuel quality for low emission fuels for stationary and mobile sources	2021	2024	Guildford Borough Council	DEFRA, New burdens funding; enforcement and management of Smoke Control Areas Guildford Borough Council	NO	funded	< £10k	Implementation	Reduce household emissions	number of complaints of smoke	Implementation on-going; A map of the Guildford Smoke Control Areas is available on the website for information of the residents. No proactive monitoring takes place; only reactive and no complaints in 2022-23	With the introduction of new framework for implementation on the AQ strategy including PM2.5 targets, officer resource needs reallocation. DEFRA has issued £11,710 funding via the section 31 grant and payment scheme.
12	Anti vehicle idling at level crossings, taxi ranks, schools	Traffic Management	UTC, Congestion management, traffic reduction	2021	2024	Guildford Borough Council and Surrey County Council	NONE	NO	Not Funded	< £10k	Planning	Reduced vehicle emissions	number of penalty notices for idling engines	Responsibilities for enforcing anti-idling lies with SCC on controlled roads in the town centre or near schools and penalty notices amount are up to £50 or £70.	Since April 2023, SCC are responsible for the enforcement on controlled roads. GBC to investigate a potential joint project with SCC on anti-idling public information and displays in school vicinities and around the 3 AQMAs
13	Service delivery review to reduce public journeys to Council premises where appropriate	Promoting Travel Alternatives	Personalised Travel Planning	2020	2023	Guildford Borough Council and Surrey County Council	Guildford Borough Council and Surrey County Council	NO	Not Funded	< £10k	Implementation	Reduced vehicle emissions	Less car mileage claimed	Implementation on-going	Guildford BC's website has up and running online access to all the council services through MyGuildford Account for residents. Meetings are available virtually through Microsoft Teams.
14	Improve sustainable transport opportunities	Policy Guidance and Development Control	Other policy	2018	2024	Guildford Borough Council	Guildford Borough Council; SCC	NO	Funded	> £10 million	Implementation	Reduced vehicle emissions	Use of alternative travel modes	Implementation on-going	discussed in detail in section 2.2 of this ASR
15	Sustainable procurement policies relating to air quality	Other		2020	2024	Guildford Borough Council	Guildford Borough Council	NO	Not Funded	< £10k	Implementation	Reduced vehicle emissions	Audit of procurement record	Implementation on-going	Already used by procurement team



Measure No.	Measure	Category	Classification	Year Measure Introduced in AQAP	Estimated / Actual Completion Date	Organisations Involved	Funding Source	Defra AQ Grant Funding	Funding Status	Estimated Cost of Measure	Measure Status	Reduction in Pollutant / Emission from Measure	Key Performance Indicator	Progress to Date	Comments / Barriers to Implementation
16	Electric charging points in public areas and residential streets	Promoting Low Emission Transport	Procurring alternative Refuelling infrastructure to promote Low Emission Vehicles, EV recharging, Gas fuel recharging	2019	2024	Guildford Borough Council and Surrey County Council	Surrey County Council	NO	Not Funded	£50k - £100k	Implementation	Reduced vehicle emissions	number installed	Implementation on-going	The number of public chargepoints is growing and has increase to 40 locations in Guildford. The details are available here: <a href="https://www.surreycc.gov.uk/roads-and-transport/sustainable-driving/electric-vehicles#section-2">https://www.surreycc.gov.uk/roads-and-transport/sustainable-driving/electric-vehicles#section-2</a>
17	Adopt SCC Electric Vehicle Charging Policy	Promoting Low Emission Transport	Procurring alternative Refuelling infrastructure to promote Low Emission Vehicles, EV recharging, Gas fuel recharging	2019	2024	Guildford Borough Council and Surrey County Council	Guildford Borough Council and Surrey County Council	NO	Partially Funded	£10k - 50k	Implementation	Reduced vehicle emissions	Infrastructure detail	Implementation on-going	Every residential development has a condition for EV charging facility as per the Policy, recommended by the SCC; however the introduction of Building Control approved document S has made this unnecessary and undesirable; Part S of the Building Regulations, along with Approved Document S, focuses on infrastructure for the charging of electric vehicles (EVs) and includes a requirement for all new buildings, including residential buildings, to have EV charging points.
18	New Railway station at Park Barn Guildford	Transport Planning and Infrastructure	Public transport improvements- interchanges stations and services	2021	2030	Network Rail,	unknown	NO	Not Funded	> £10 million	Planning	Reduced vehicle emissions	use of train instead of car	Guildford West Station is a new station promoted by GBC, which will provide improved access to the Royal Surrey County Hospital, Surrey Research Park, Surrey Sports Park and Park Barn residential area; It is one of the priority Highway and Transport Scheme, critical for the delivery of Guildford Local Plan; A site has been allocated for the station in the Local Plan and funding for the feasibility study approved	Lengthy Timescale

Measure No.	Measure	Category	Classification	Year Measure Introduced in AQAP	Estimated / Actual Completion Date	Organisations Involved	Funding Source	Defra AQ Grant Funding	Funding Status	Estimated Cost of Measure	Measure Status	Reduction in Pollutant / Emission from Measure	Key Performance Indicator	Progress to Date	Comments / Barriers to Implementation
19	Shaping Guildford's Future	Traffic Management	UTC, Congestion management, traffic reduction	2021	2030	Guildford Borough Council	Guildford Borough Council	NO	Funded	£1 million - £10 million	Planning	Reduced vehicle emissions	Traffic flow	The stage 1(Preparation of detailed scope & briefs; Procurement of Consultant team, High Level Strategic Appraisal including constraint analysis, Planning Strategy) and Stage 2 (Development of concept Master Plan, Stakeholder consultation, Data collection, Preparation of Strategic Outline Case, Preparation of Grant applications) of the Shaping Guildford's Future are completed and the council is ready to move to stage 3.	Lengthy Timescale; Shaping Guildford's future -
20	Guildford Town Centre AQMA	Policy Guidance and Development Control	Air Quality Planning and Policy Guidance	2020	2022	Guildford Borough Council and Surrey County Council	Guildford Borough Council	NO	Funded	£10k - 50k	Planning	Reduced vehicle emissions	producing a draft Air Quality Action Plan	Draft AQAP submitted to DEFRA and approved in December 2022	AQAP measures implementation on the basis of feasibility study outcome; funding for the implementation of measures; Will be reported in 2024 ASR
21	Junction 10	Transport Planning and Infrastructure	Public transport improvements-interchanges and services	2021	2025	NH, SCC and GBC	NH	NO	Not Funded	> £10 million	Planning	Reduced vehicle emissions	Traffic flow	Decision was made in 2022, to be reported in ASR 2023	The Junction 10 improvement work is now underway and projected to be completed in summer 2025
22	Ash Railway Bridge	Traffic Management	Other	2020	2025	Guildford Borough Council	Homes England and SCC	NO	Funded	> £10 million	Implementation	Reduced vehicle emissions	monitoring after construction	Implementation on-going	The bridge will close a level crossing and will ease the traffic issues in Ash. The pre-construction site preparation has now begun.
23	Walnut Tree Close	Traffic Management	UTC, Congestion management, traffic reduction	2020	2023	Guildford Borough Council and Surrey County Council	Guildford Borough Council and Surrey County Council	NO	Funded	£1 million - £10 million	Implementation	Reduced vehicle emissions	Change of road priority	Completed; continued to be monitored until the end of 2023	the one way motor vehicles and two-way cycle lane has been made permanent after end of trial.
24	Strategic Movement Corridor	Transport Planning and Infrastructure	Cycle network	2019	2024	Guildford Borough Council and Surrey County Council	Guildford Borough Council and Surrey County Council	NO	Partially Funded	£1 million - £10 million	Implementation	Reduced vehicle emissions	Improved infrastructure and increased usage of cycle path	Implementation on-going	Partly implemented; discussed in detail in section 2.2

Measure No.	Measure	Category	Classification	Year Measure Introduced in AQAP	Estimated / Actual Completion Date	Organisations Involved	Funding Source	Defra AQ Grant Funding	Funding Status	Estimated Cost of Measure	Measure Status	Reduction in Pollutant / Emission from Measure	Key Performance Indicator	Progress to Date	Comments / Barriers to Implementation
25	Improvement to cycle network	Promoting Travel Alternatives	Promotion of cycling	2019	2023	GBC and SCC	GBC and SCC	NO	Partially Funded	£500k - £1 million	Implementation	more cycle update	Cycle counts	There are major plans from Surrey County Council to improve the route from Burpham to Guildford Towncentre along the London Road; Currently under consultation	Policy ID11: Achieving a Comprehensive Guildford Borough Cycle Network in the emerging Local Plan: Development Management Policies.
26	Electric vehicle trial project for taxis	Promoting Low Emission Transport	Taxi emission incentives	2021	2024	GBC and Surrey Air Alliance	DEFRA	YES	Funded	£50k - £100k	Planning	Reduced vehicle emissions	take up by taxis	Planning	Surrey Air Alliance bid of amount £256k was successful to be implemented in 2021 facilitating EV taxi trials. The previous proposal is currently being reconfigured to allow longer EV trials based on feedback from taxi trade and EV suppliers. The reconfigured project has been resubmitted to DEFRA for approval
27	GBC Air Quality Strategy	Policy Guidance and Development Control	Air Quality Planning and Policy Guidance	2017	2024	GBC	GBC	NO	Not Funded	< £10k	Implementation	Reduction in vehicle emissions	measures adopted	Implementation on-going	Currently under review
28	TC Clean Air Zone Feasibility Study	Policy Guidance and Development Control	Air Quality Planning and Policy Guidance	2022	2024	GBC	GBC	NO	Funded	£50k - £100k	Planning	to be estimated in the feasibility study	completion of feasibility study	ANPR study commissioned in the towncentre; Procurement process for feasibility study started	Following discussions with the local representatives, the economic feasibility will now include Shalford AQMA; This was decided due to the close proximity of the two AQMAs; No barriers to the feasibility study.
29	E Bike and scooter hire scheme	Promoting Travel Alternatives	Promotion of cycling	2021	2024	GBC, SCC, University of Surrey		NO	Funded	£50k - £100k	Planning	Alternative Transport	usage	The scheme has progressed towards tender and implementation	E-bike scheme implementation planned for Guildford Towncentre; There is no plan for scooter scheme and that is unlikely to be put forward.

Measure No.	Measure	Category	Classification	Year Measure Introduced in AQAP	Estimated / Actual Completion Date	Organisations Involved	Funding Source	Defra AQ Grant Funding	Funding Status	Estimated Cost of Measure	Measure Status	Reduction in Pollutant / Emission from Measure	Key Performance Indicator	Progress to Date	Comments / Barriers to Implementation
30	A3 Guildford - ETCI	Promoting Travel Alternatives	Intensive active travel campaign & infrastructure	2023	2025	GBC, SCC, NH	NH	NO	Funded	> £10 million	Implementation	EV vehicle transformation	uptake of ETCI scheme	The scheme which is 2 year programme is now live	Full funding is available for the EV grant scheme and sustainable travel scheme; the challenges are 1) take up the schemes and 2) to find suitable site locations for the expansion of EV charging infrastructure for commercial vehicles
<b>Towncentre and Shalford AQAP</b>															
31	Incident management and effective contingency planning to minimise traffic disruption and unnecessary congestion	Traffic Management	UTC, Congestion management, traffic reduction	2023	2025	GBC, SCC	unknown	NO	Not Funded					Awaiting feasibility study outcome	TC AQAP measure
32	HGV ban around the gyratory during peak and interpeak hours	Freight and Delivery Management	Quiet & out of hours delivery	2023	2025	GBC, SCC	unknown	NO	Not Funded					Awaiting feasibility study outcome	TC AQAP measure; subject to feasibility study
33	Electric vehicle (EV) deliveries, local delivery hubs	Promoting Low Emission Transport	Other	2023	2026	GBC	unknown	NO	Not Funded					Awaiting feasibility study outcome	TC AQAP measure, will require appropriate site, planning process; subject to feasibility study
34	A Clean Air Zones (CAZ) and/or Low Emission Zone (LEZ) for buses + HGVs, including an assessment of existing park and ride	Promoting Low Emission Transport	Low Emission Zone (LEZ)	2023	2026	SCC/GB C	unknown	NO	Not Funded					Awaiting feasibility study outcome	TC AQAP measure; subject to feasibility study

Measure No.	Measure	Category	Classification	Year Measure Introduced in AQAP	Estimated / Actual Completion Date	Organisations Involved	Funding Source	Defra AQ Grant Funding	Funding Status	Estimated Cost of Measure	Measure Status	Reduction in Pollutant / Emission from Measure	Key Performance Indicator	Progress to Date	Comments / Barriers to Implementation
	facilities to identify potential for improvements														

## **PM<sub>2.5</sub> – Local Authority Approach to Reducing Emissions and/or Concentrations**

As detailed in Policy Guidance LAQM.PG22 (Chapter 8), local authorities are expected to work towards reducing emissions and/or concentrations of PM<sub>2.5</sub> (particulate matter with an aerodynamic diameter of 2.5µm or less). There is clear evidence that PM<sub>2.5</sub> has a significant impact on human health, including premature mortality, allergic reactions, and cardiovascular diseases.

Guildford currently has no monitoring program for PM<sub>2.5</sub>. The background annual mean for most of the Guildford Borough as per the DEFRA background maps<sup>9</sup>, for 2021 is projected to be 6-8µg/m<sup>3</sup>, except for the towncentre area impacted by the major arterial roads entering Guildford, where the annual average background PM<sub>2.5</sub> is 9-10 µg/m<sup>3</sup>. Maximum roadside annual mean PM<sub>2.5</sub> concentration of 11 – 13 µg/m<sup>3</sup> is projected for A320 Stoke Road, A25 Guildford and A3 stretch of Guildford.

The Environmental Improvement Plan 2023 for England set interim targets that by January 2028:

- An annual average of 12 µg/m<sup>3</sup> for PM<sub>2.5</sub> is not exceeded at any monitoring station.
- Population exposure to PM<sub>2.5</sub> is at least 22% less than in 2018.

The Environmental Targets (Fine Particulate Matter) (England) Regulations 2023 require that in England by the end of 2040:

- An annual average of 10 µg/m<sup>3</sup> for PM<sub>2.5</sub> is not exceeded at any monitoring station.
- Population exposure to PM<sub>2.5</sub> is at least 35% less than in 2018.

These targets and Improvement plan will be incorporated in our Air Quality Strategy, which is due to be updated in 2023-24, however, it needs to be acknowledged that most of the PM<sub>2.5</sub> is regional. The limited measures that can be undertaken locally is unlikely to bring significant reductions in PM<sub>2.5</sub> levels unless complemented by regional and national measures.

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<sup>9</sup> [UK Ambient Air Quality Interactive Map \(defra.gov.uk\)](https://defra.gov.uk)

**Measures to reduce PM2.5 levels:**

- Measures already in place to achieve compliance with NO<sub>2</sub> levels in the AQMAs will also help in improvements of PM<sub>2.5</sub> levels.
- The medium and large scale developments are required to produce a construction management plan, with measures to control particulate matters and other emissions from construction on site and off site.
- Guildford Borough Council's existing Smoke Control Area (SCA) already covers the area of highest predicted PM<sub>2.5</sub> concentration.

**Measures specific to reducing PM2.5:**

- Joint working with Trading Standards to review and enforce the new requirements re solid fuel and smoke control. Since this has been previously an unregulated market area, the first hurdle will be identifying the market structure all the solid fuel providers that may be operating in our area.
- Incorporating the Air Quality Strategy: Framework for Local Authority Delivery into our air quality strategy.

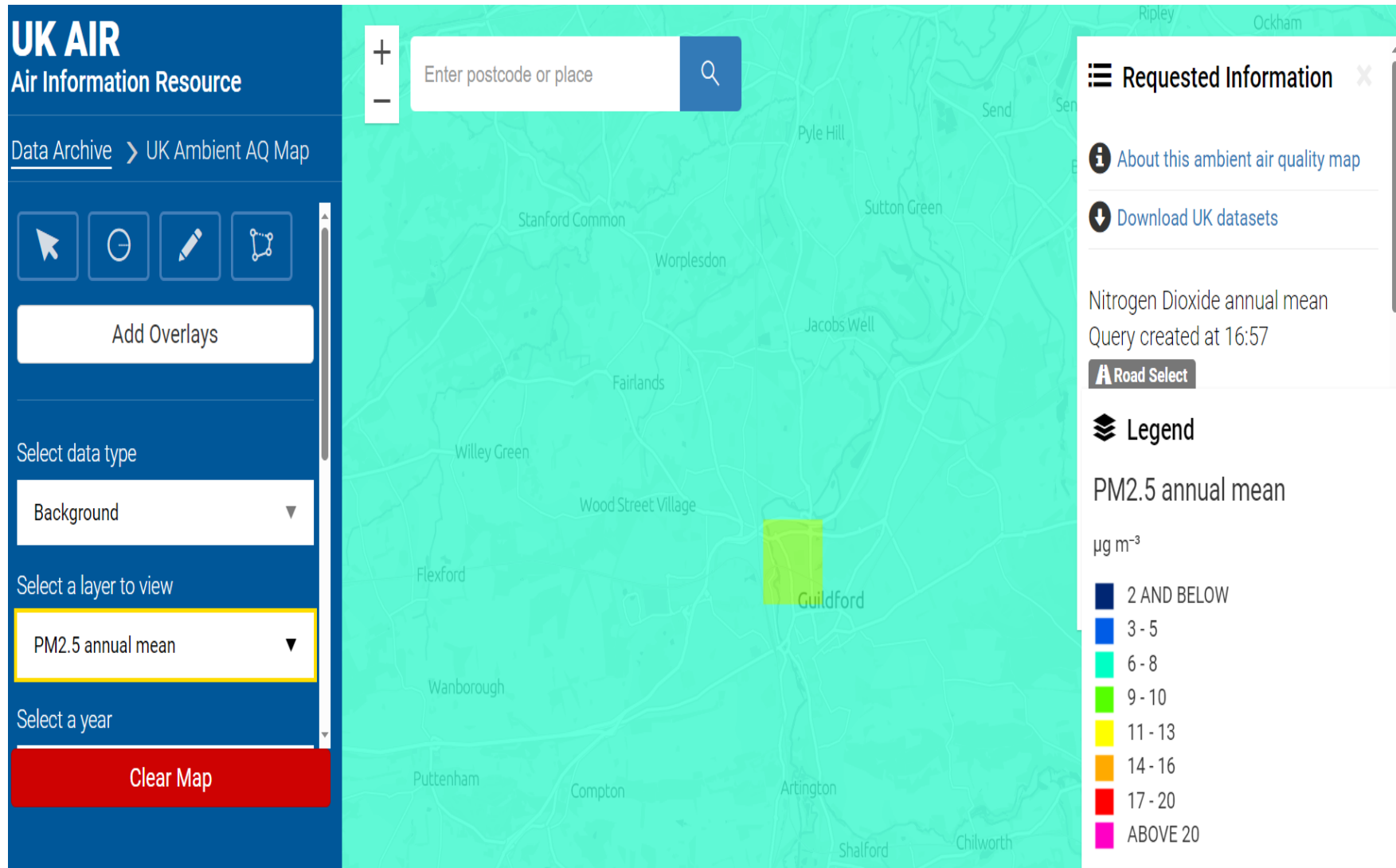


Figure 4 Background PM<sub>2.5</sub> Annual Mean projected for 2021



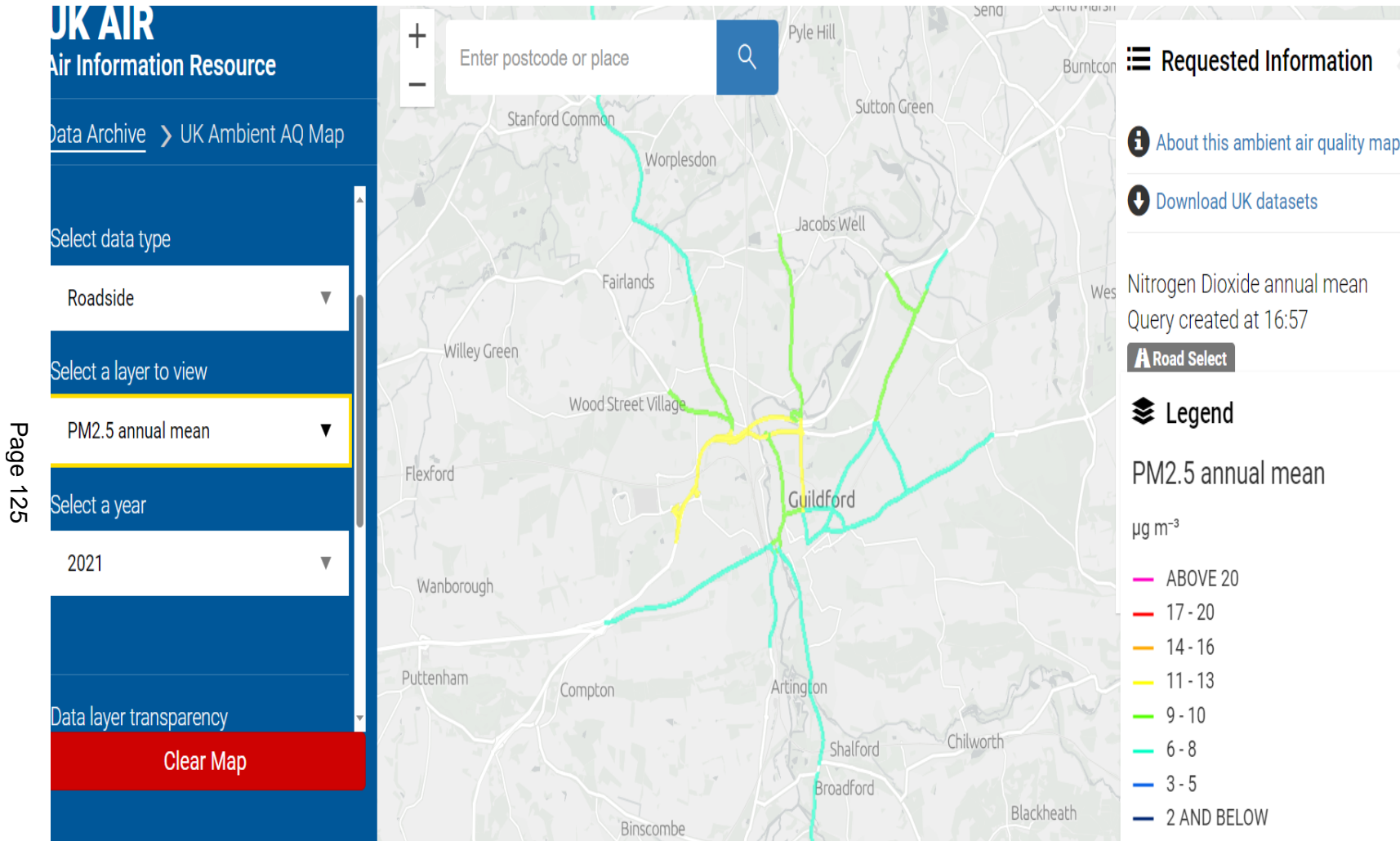


Figure 5 PM<sub>2.5</sub> Roadside Concentration, projected for year 2021

## **3 Air Quality Monitoring Data and Comparison with Air Quality Objectives and National Compliance**

This section sets out the monitoring undertaken within 2022 by Guildford Borough Council and how it compares with the relevant air quality objectives. In addition, monitoring results are presented for a five-year period between 2018 and 2022 to allow monitoring trends to be identified and discussed.

### **Summary of Monitoring Undertaken**

#### **3.1.1 Automatic Monitoring Sites**

The Guildford Borough Council do not have any automated monitoring sites in their control within the borough.

#### **3.1.2 Non-Automatic Monitoring Sites**

Guildford Borough Council undertook non- automatic (i.e., passive) monitoring of NO<sub>2</sub> at 47 sites during 2022. Table A.1 in Appendix A presents the details of the non-automatic sites.

Maps showing the location of the monitoring sites are provided in Appendix D. Further details on Quality Assurance/Quality Control (QA/QC) for the diffusion tubes, including bias adjustments and any other adjustments applied (e.g., annualisation and/or distance correction), are included in Appendix C.

### **Individual Pollutants**

The air quality monitoring results presented in this section are, where relevant, adjusted for bias, annualisation (where the annual mean data capture is below 75% and greater than 25%), and distance correction. Further details on adjustments are provided in Appendix C.

### 3.1.3 Nitrogen Dioxide (NO<sub>2</sub>)

Table A.2 in Appendix A compare the adjusted monitored NO<sub>2</sub> annual mean concentrations for the past five years (where available) with the air quality objective of 40µg/m<sup>3</sup>. Note that the concentration data presented represents the concentration at the location of the monitoring site, following the application of bias adjustment and annualisation, as required (i.e., the values are exclusive of any consideration to fall-off with distance adjustment).

For diffusion tubes, the full 2022 dataset of monthly mean values is provided in Appendix B. Note that the concentration data presented in Table B.1 includes distance corrected values, only where relevant.

Monitoring of NO<sub>2</sub> in 2022 has shown that:

- The annual mean NO<sub>2</sub> objective of 40 µg/m<sup>3</sup> was exceeded at six monitoring locations in 2022 (TC6 – 46.6 µg/m<sup>3</sup>, A3-9 – 49.3 µg/m<sup>3</sup>, A3-10 – 49.3 µg/m<sup>3</sup>, A3-18 – 59.8 µg/m<sup>3</sup>, A3-19 – 59.6 µg/m<sup>3</sup> and A3-20 – 58.4 µg/m<sup>3</sup>);
- Three monitors measured NO<sub>2</sub> concentrations within 10% of the NO<sub>2</sub> objective (36 – 40 µg/m<sup>3</sup>); C4 (38.8 µg/m<sup>3</sup>), SH2 (37.7 µg/m<sup>3</sup>), A3-8 (39.8 µg/m<sup>3</sup>).
- Previous research carried out on behalf of Defra and the devolved administrations (2022) identified that exceedences of the 1-hour mean NO<sub>2</sub> objective are unlikely to occur where annual mean concentrations are below 60 µg/m<sup>3</sup>. Since the highest measured annual mean concentration was 59.8 µg/m<sup>3</sup>, it is considered unlikely that the 1-hour mean NO<sub>2</sub> objective was exceeded within the district in 2022;
- The number of exceedances of the annual mean NO<sub>2</sub> objective in the AQMAs has varied over the period of 2018 – 2022.
- The analysis for the last five years indicates that there are no clear trends in the measured concentrations indicating that concentrations have remained at a relatively stable level in recent years. It is, however, expected that concentrations will reduce in the future with the increasing uptake of electric and hydrogen fuelled vehicles.
- Monitoring of NO<sub>2</sub> will continue at all sites throughout 2023. The next air quality monitoring update will be provided in GBC’s next ASR, due June 2024.

## Appendix A: Monitoring Results

**Table A.1 – Details of Non-Automatic Monitoring Sites**

Diffusion Tube ID	Site Name	Site Type	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Pollutants Monitored	In AQMA? Which AQMA?	Distance to Relevant Exposure (m) <sup>(1)</sup>	Distance to kerb of nearest road (m) <sup>(2)</sup>	Tube Co-located with a Continuous Analyser?	Tube Height (m)
GD2	York Road	Roadside	499799	149934	NO <sub>2</sub>	No	10.5	1.5	No	2.6
GD6	Chantries	Rural	500385	148342	NO <sub>2</sub>	No	-120.0	120.0	No	2.0
GD10	The Garth	Urban Background	488629	150032	NO <sub>2</sub>	No	-12.0	12.0	No	2.2
GD16	Sandfields	Roadside	499761	149914	NO <sub>2</sub>	No	-2.0	2.0	No	2.5
GD18	Josephs Road	Urban Background	499665	150720	NO <sub>2</sub>	No	6.8	1.0	No	2.4
TC4	Stoke Mews	Kerbside	499822	150010	NO <sub>2</sub>	No	1.6	1.7	No	2.4
TC5	Mangles Court	Other	499486	149951	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	-8.0	8.0	No	2.4
TC6	18 Park Street	Kerbside	499299	149466	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	1.0	0.5	No	2.4

Diffusion Tube ID	Site Name	Site Type	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Pollutants Monitored	In AQMA? Which AQMA?	Distance to Relevant Exposure (m) <sup>(1)</sup>	Distance to kerb of nearest road (m) <sup>(2)</sup>	Tube Co-located with a Continuous Analyser?	Tube Height (m)
TC7	16A Park Street/TC17 from November	Kerbside	499308	149453	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	-1.0	5.0	No	2.5
TC8	13-21 High Street	Kerbside	499493	149402	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	-3.2	3.2	No	2.5
TC9	The Mount	Kerbside	499241	149257	NO <sub>2</sub>	No	-0.5	0.5	No	2.4
TC11	YMCA	Urban Centre	499308	149505	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	-4.5	6.0	No	2.5
TC12	58 Quarry Street	Kerbside	499643	149340	NO <sub>2</sub>	No	-1.8	1.8	No	2.5
TC13	Weatherspoon	Kerbside	499406	149584	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	1.5	0.5	No	2.6
TC14	ACM	Kerbside	499369	149577	NO <sub>2</sub>	Yes, Air Quality	-0.4	1.9	No	2.5

Diffusion Tube ID	Site Name	Site Type	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Pollutants Monitored	In AQMA? Which AQMA?	Distance to Relevant Exposure (m) <sup>(1)</sup>	Distance to kerb of nearest road (m) <sup>(2)</sup>	Tube Co-located with a Continuous Analyser?	Tube Height (m)
						Management Area (No 3) 2021, Towncentre AQMA				
TC15	Weatherspoon / Pop World	Roadside	499382	149567	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	-3.1	4.6	No	2.5
TC16	Addison Road	Kerbside	500466	149466	NO <sub>2</sub>	No	0.8	1.0	No	2.3
A281-1	The Legion	Kerbside	499624	149278	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	2.0	1.0	No	2.5
C4	Little Cottage, Compton	Kerbside	495437	147288	NO <sub>2</sub>	Yes, AQMA Order (No. 1) 2018, Compton AQMA	-1.5	1.5	No	2.6
C9	Moors Cottage	Kerbside	495442	147270	NO <sub>2</sub>	Yes, AQMA Order (No. 1) 2018, Compton AQMA	3.0	1.0	No	2.5
SH1	Oppo Sea Horse Pub	Kerbside	500046	147604	NO <sub>2</sub>	No	3.0	1.0	No	2.4
SH2	36 The Street	Kerbside	499978	147704	NO <sub>2</sub>	Yes, AQMA Order (No. 2)	-2.2	2.2	No	2.3

Diffusion Tube ID	Site Name	Site Type	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Pollutants Monitored	In AQMA? Which AQMA?	Distance to Relevant Exposure (m) <sup>(1)</sup>	Distance to kerb of nearest road (m) <sup>(2)</sup>	Tube Co-located with a Continuous Analyser?	Tube Height (m)
						2019, Shalford AQMA				
SH3	Near Shalford Lane	Kerbside	500003	147670	NO <sub>2</sub>	No	1.3	1.0	No	2.4
RP4	Newark Lane	Kerbside	505150	156741	NO <sub>2</sub>	No	-0.5	0.5	No	2.3
RP6	Ripley High Street	Kerbside	505374	156883	NO <sub>2</sub>	No	2.0	1.0	No	2.0
FRH2	38 Farnham Road	Roadside	499078	149414	NO <sub>2</sub>	No	-5.0	5.0	No	2.0
FRH6	22 Farnham Road	Roadside	499102	149421	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	-6.0	6.0	No	2.0
PR1	Wycliffe Building, Portsmouth Rd	Kerbside	499305	149168	NO <sub>2</sub>	No	-1.0	1.0	No	2.1
PR3	Oppo Cannon	Kerbside	499360	149326	NO <sub>2</sub>	Yes, Air Quality Management Area (No 3) 2021, Towncentre AQMA	0.1	2.8	No	2.6
A3-4	Beckingham Road	Roadside	498133	150648	NO <sub>2</sub>	No	-4.0	4.0	No	2.7
A3-6	Ash Grove	Other	498217	150649	NO <sub>2</sub>	No	-19.5	19.5	No	2.0
A3-7	Kendale Court	Other	498653	150790	NO <sub>2</sub>	No	-15.0	15.0	No	2.4
A3-8	Noise barrier, Cathedral Hill	Roadside	497777	149774	NO <sub>2</sub>	No	12.0	7.0	No	2.0
A3-9	Lamp post 513-12	Kerbside	497736	149590	NO <sub>2</sub>	No	23.0	1.0	No	2.5
A3-10	Raymond Crescent, lamp 513-002	Kerbside	497876	150000	NO <sub>2</sub>	No	18.0	1.0	No	2.5

Diffusion Tube ID	Site Name	Site Type	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Pollutants Monitored	In AQMA? Which AQMA?	Distance to Relevant Exposure (m) <sup>(1)</sup>	Distance to kerb of nearest road (m) <sup>(2)</sup>	Tube Co-located with a Continuous Analyser?	Tube Height (m)
A3-12	Onslow school Reception block	Other	497610	149263	NO <sub>2</sub>	No	-0.6	14.0	No	3.0
A3-13	Onslow School Reception play	Other	497592	149251	NO <sub>2</sub>	No	3.4	10.0	No	1.8
A3-14	Onslow School Football court	Other	497636	149271	NO <sub>2</sub>	No	-19.6	33.0	No	3.2
A3-15	Onslow School Bug Hotel	Other	497637	149303	NO <sub>2</sub>	No	5.4	8.0	No	1.6
A3-16	119 Raymond Cres	Other	497883	149998	NO <sub>2</sub>	No	20.8	2.2	No	1.8
A3-17	Wilderness Road	Roadside	497743	149559	NO <sub>2</sub>	No	7.2	0.8	No	2.3
A3-18,19,20	HE - AMS	Kerbside	497715	149494	NO <sub>2</sub>	No	18.0	2.5	Yes, the AMS belongs to National Highways	2.0
Godalming AMS1, Godalming AMS2, Godalming AMS3	Godalming AMS	Urban Centre	496711	143705	NO <sub>2</sub>	Yes, Waverley AQMA No.2 - Godalming	0.5	2.5	Yes, the AMS belongs to Waverley	1.6
WTC3	The Billings, Walnut Tree Close	Kerbside	499257	149601	NO <sub>2</sub>	No	1.0	1.4	No	2.6
WTC4	Gateway House, Walnut Tree Close	Kerbside	499208	149744	NO <sub>2</sub>	No	0.3	2.2	No	2.2
WTC5	19 Walnut Tree Close	Kerbside	499207	149805	NO <sub>2</sub>	No	0.5	1.5	No	2.7
WTC6	152 Walnut Tree Close	Kerbside	499147	150087	NO <sub>2</sub>	No	4.3	1.5	No	2.6

**Notes:**

(1) 0m if the monitoring site is at a location of exposure (e.g. installed on the façade of a residential property).

(2) N/A if not applicable.



**Table A.2 – Annual Mean NO<sub>2</sub> Monitoring Results: Non-Automatic Monitoring (µg/m<sup>3</sup>)**

Diffusion Tube ID	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Site Type	Valid Data Capture for Monitoring Period (%) <sup>(1)</sup>	Valid Data Capture 2022 (%) <sup>(2)</sup>	2018	2019	2020	2021	2022
GD2	499799	149934	Roadside	100	100.0	32.0	33.1	21.7	23.4	29.9
GD6	500385	148342	Rural	100	100.0	13.0	10.1	8.1	10.1	11.4
GD10	488629	150032	Urban Background	100	100.0	16.0	15.0	10.0	14.8	15.0
GD16	499761	149914	Roadside	91.7	92.3	36.1	38.2	25.4	29.6	28.9
GD18	499665	150720	Urban Background	100	100.0			14.6	17.2	21.3
TC4	499822	150010	Kerbside	100	100.0		31.8	21.0	25.9	25.6
TC5	499486	149951	Other	91.7	92.3			16.0	20.5	21.5
TC6	499299	149466	Kerbside	100	100.0			<b>42.7</b>	<b>50.5</b>	<b>46.6</b>
TC7	499308	149453	Kerbside	66.7	67.3				27.2	26.8
TC8	499493	149402	Kerbside	100	100.0				34.3	34.4
TC9	499241	149257	Kerbside	91.7	90.7				26.1	24.3
TC11	499308	149505	Urban Centre	75	75.0					25.8
TC12	499643	149340	Kerbside	83.4	82.7					23.9
TC13	499406	149584	Kerbside	100	100.0					34.7
TC14	499369	149577	Kerbside	91.7	92.3					28.7

Diffusion Tube ID	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Site Type	Valid Data Capture for Monitoring Period (%) <sup>(1)</sup>	Valid Data Capture 2022 (%) <sup>(2)</sup>	2018	2019	2020	2021	2022
TC15	499382	149567	Roadside	83.4	84.6					27.9
TC16	500466	149466	Kerbside	91.7	92.3					17.7
A281-1	499624	149278	Kerbside	83.4	84.3			31.0	34.7	34.4
C4	495437	147288	Kerbside	100	100.0	<b>46.0</b>	<b>46.0</b>	33.3	37.3	38.8
C9	495442	147270	Kerbside	91.7	94.0	<b>44.3</b>	<b>44.5</b>	31.7	35.8	33.0
SH1	500046	147604	Kerbside	100	100.0	<b>43.8</b>	39.6	27.6	30.2	30.9
SH2	499978	147704	Kerbside	100	100.0	<b>50.1</b>	<b>50.0</b>	34.8	37.1	37.7
SH3	500003	147670	Kerbside	100	100.0			23.5	25.0	26.8
RP4	505150	156741	Kerbside	100	100.0	32.2	33.3	22.1	25.4	26.9
RP6	505374	156883	Kerbside	75	73.1					26.3
FRH2	499078	149414	Roadside	100	100.0	38.4	36.8	25.5	29.3	32.5
FRH6	499102	149421	Roadside	91.7	90.4			24.6	28.1	32.5
PR1	499305	149168	Kerbside	91.7	90.4	<b>41.2</b>	36.1	23.7	28.4	30.6
PR3	499360	149326	Kerbside	100	100.0		28.1	20.8	22.6	26.7
A3-4	498133	150648	Roadside	91.7	90.4			23.2	35.0	31.4
A3-6	498217	150649	Other	100	100.0			19.0	21.7	26.5

Agenda item number: 6  
Appendix 1

Diffusion Tube ID	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Site Type	Valid Data Capture for Monitoring Period (%) <sup>(1)</sup>	Valid Data Capture 2022 (%) <sup>(2)</sup>	2018	2019	2020	2021	2022
A3-7	498653	150790	Other	83.4	84.6			20.7	26.1	26.6
A3-8	497777	149774	Roadside	100	100.0				<b>43.0</b>	39.8
A3-9	497736	149590	Kerbside	100	100.0				<b>49.2</b>	<b>49.3</b>
A3-10	497876	150000	Kerbside	100	100.0				<b>56.2</b>	<b>49.3</b>
A3-12	497610	149263	Other	100	100.0					23.8
A3-13	497592	149251	Other	91.7	90.7					20.6
A3-14	497636	149271	Other	100	100.0					22.2
A3-15	497637	149303	Other	83.4	82.7					25.4
A3-16	497883	149998	Other	91.7	92.3					25.3
A3-17	497743	149559	Roadside	91.7	92.3					30.5
A3-18, 19, 20	497715	149494	Kerbside	83.4	100					<b>59.5</b>
Godalming AMS1, Godalming AMS2, Godalming AMS3	496711	143705	Urban Centre	91.7	94.0					22.8
WTC3	499257	149601	Kerbside	83.4	42.3					31.5

Diffusion Tube ID	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Site Type	Valid Data Capture for Monitoring Period (%) <sup>(1)</sup>	Valid Data Capture 2022 (%) <sup>(2)</sup>	2018	2019	2020	2021	2022
WTC4	499208	149744	Kerbside	100	50.0					25.5
WTC5	499207	149805	Kerbside	83.4	44.0					21.5
WTC6	499147	150087	Kerbside	100	50.0					23.6

Annualisation has been conducted where data capture is <75% and >25% in line with LAQM.TG22

Diffusion tube data has been bias adjusted.

Reported concentrations are those at the location of the monitoring site (bias adjusted and annualised, as required), i.e. prior to any fall-off with distance correction.

**Notes:**

The annual mean concentrations are presented as µg/m<sup>3</sup>.

Exceedances of the NO<sub>2</sub> annual mean objective of 40µg/m<sup>3</sup> are shown in **bold**.

NO<sub>2</sub> annual means exceeding 60µg/m<sup>3</sup>, indicating a potential exceedance of the NO<sub>2</sub> 1-hour mean objective are shown in **bold and underlined**.

Means for diffusion tubes have been corrected for bias. All means have been “annualised” as per LAQM.TG22 if valid data capture for the full calendar year is less than 75%. See Appendix C for details.

Concentrations are those at the location of monitoring and not those following any fall-off with distance adjustment.

(1) Data capture for the monitoring period, in cases where monitoring was only carried out for part of the year.

(2) Data capture for the full calendar year (e.g. if monitoring was carried out for 6 months, the maximum data capture for the full calendar year is 50%).

Figure A.1 – Trends in Annual Mean NO<sub>2</sub> Concentrations – Town centre

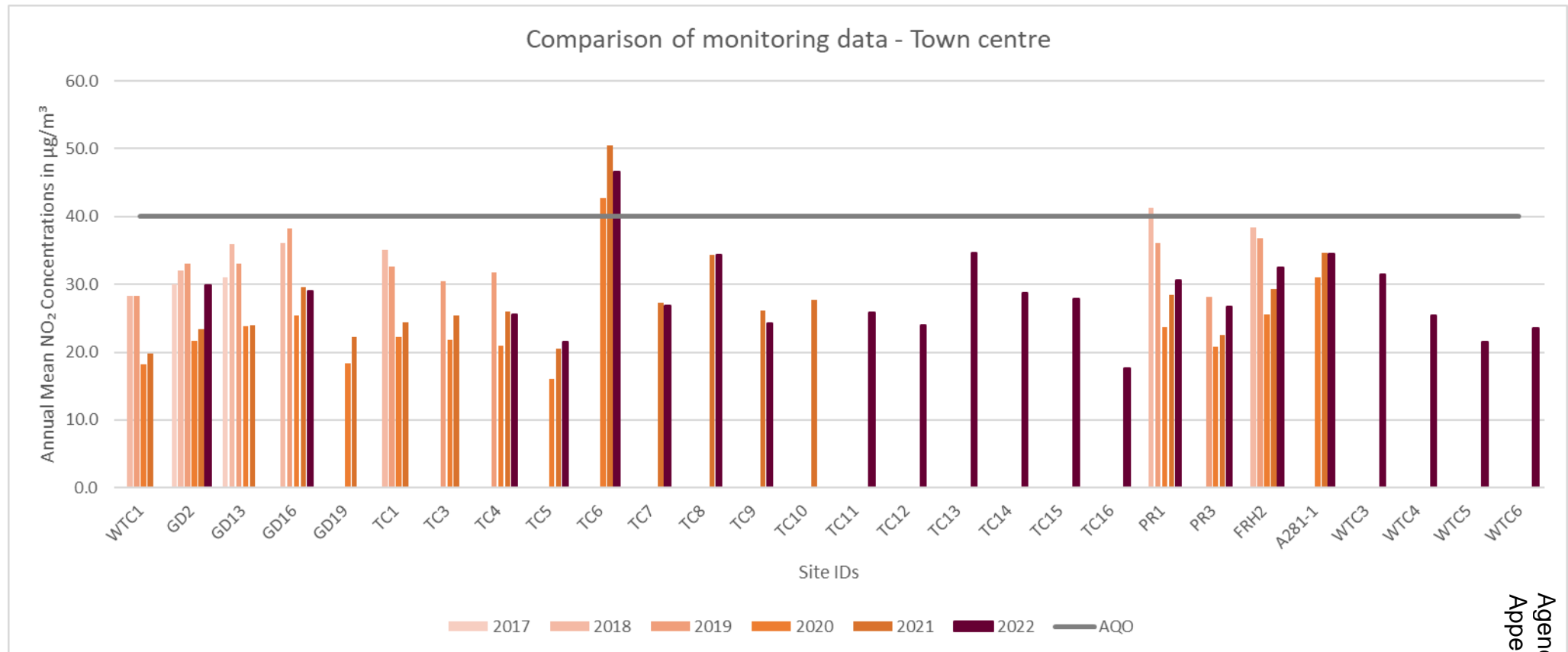


Figure A.2 – Trends in Annual Mean NO<sub>2</sub> Concentrations – Compton AQMA

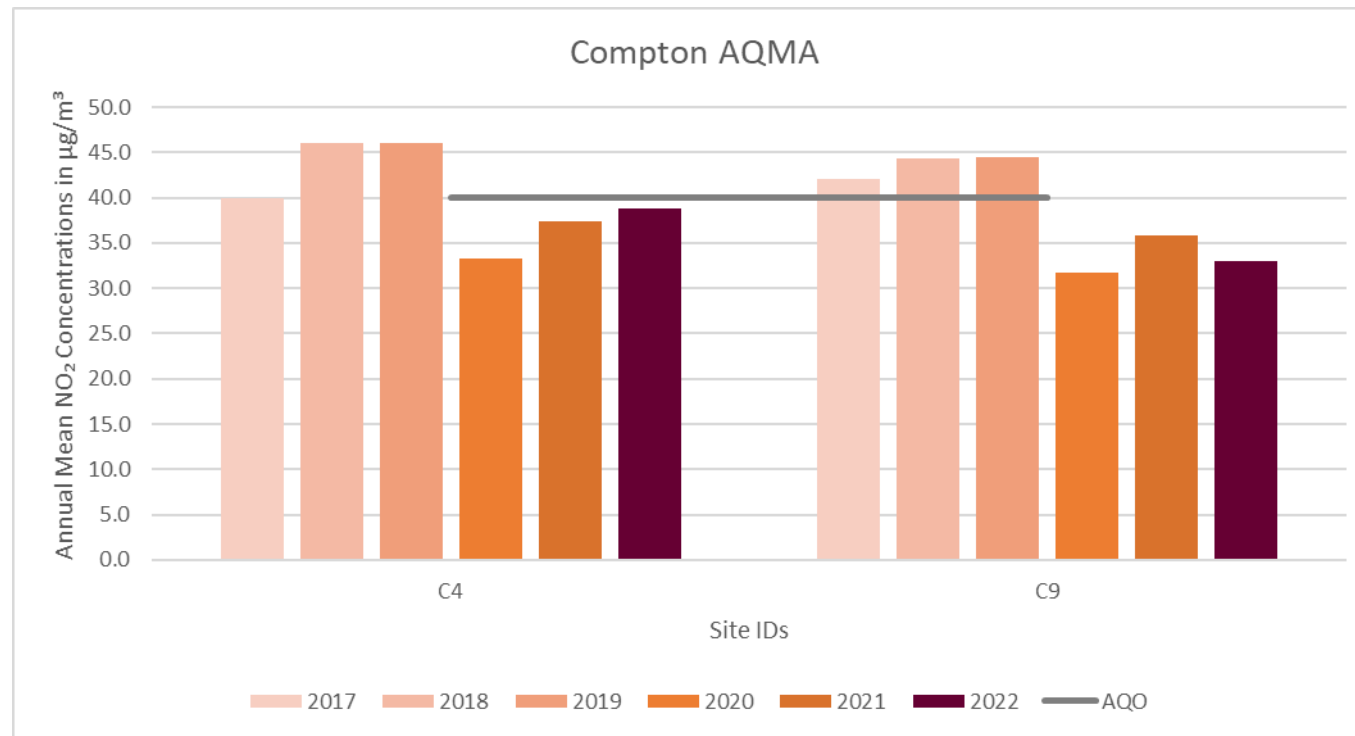


Figure A.3 – Trends in Annual Mean NO<sub>2</sub> Concentrations – Shalford AQMA

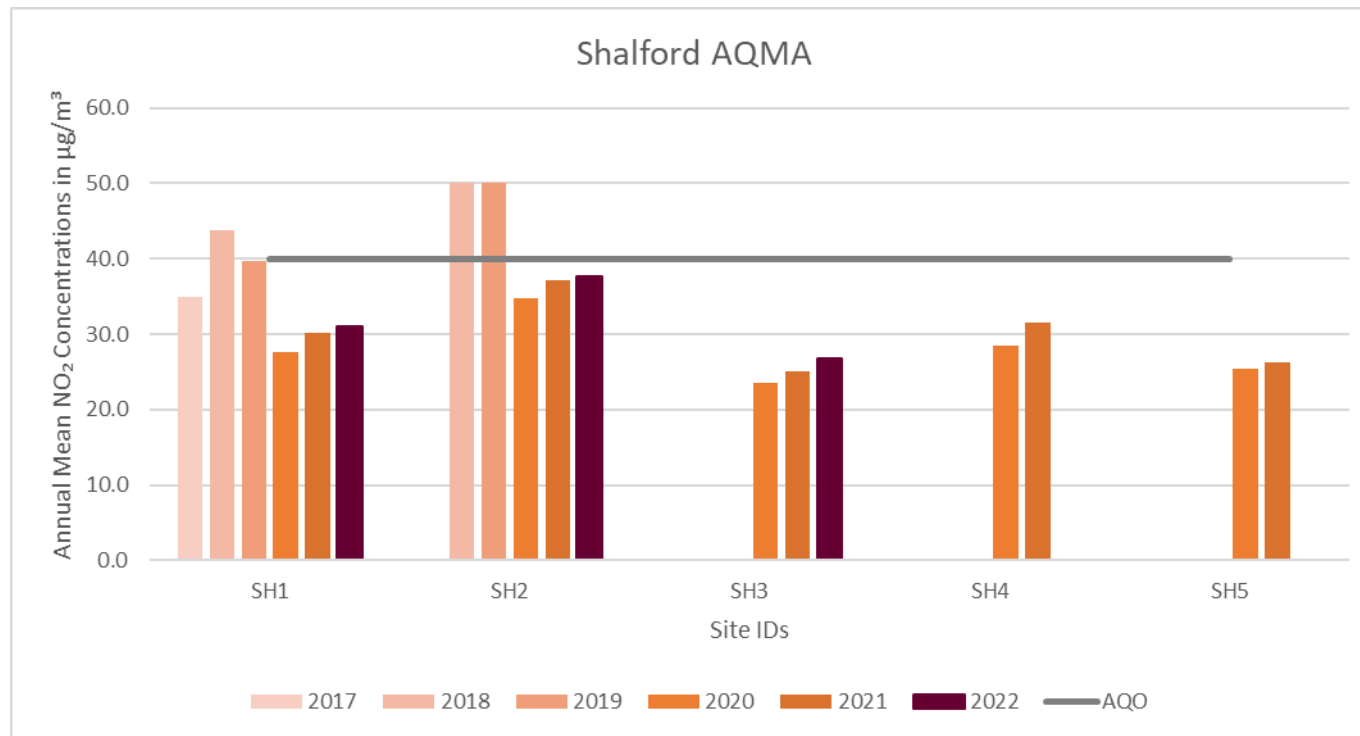
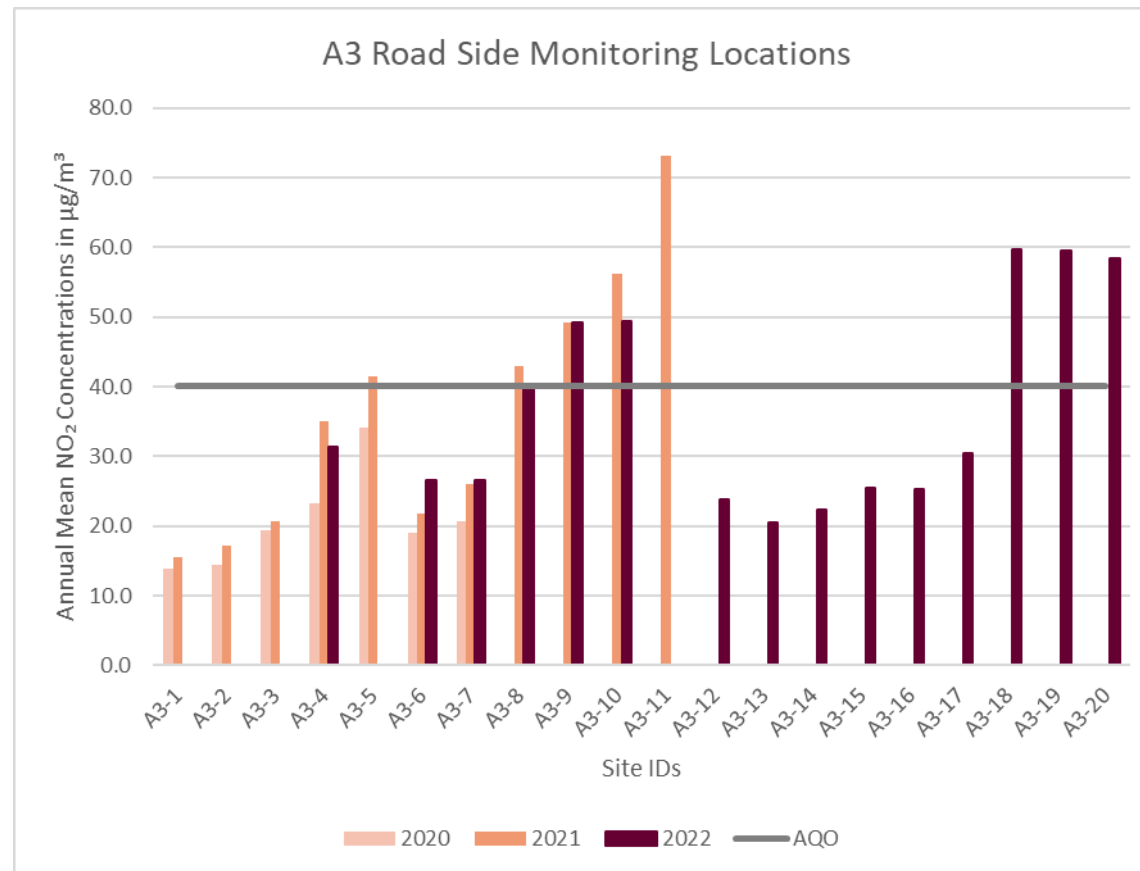


Figure A.4 – Trends in Annual Mean NO<sub>2</sub> Concentrations – A3 Guildford





## Appendix B: Full Monthly Diffusion Tube Results for 2022

Table B.1 – NO<sub>2</sub> 2022 Diffusion Tube Results (µg/m<sup>3</sup>)

DT ID	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Mean: Raw Data	Annual Mean: Annualised and Bias Adjusted <(x.x)>	Annual Mean: Distance Corrected to Nearest Exposure	Comment
GD2	499799	149934	45.0	36.0	37.0	24.0	26.0	22.0	23.0	28.0	49.0	33.0	36.0	27.0	31.5	29.9	-	
GD6	500385	148342	13.0	14.0	10.0	12.0	11.0	13.0	7.0	14.0	11.0	9.0	13.0	16.0	12.0	11.4	-	
GD10	488629	150032	21.0	14.0	13.0	14.0	14.0	18.0	15.0	12.0	24.0	15.0	17.0	16.0	15.8	15.0	-	
GD16	499761	149914	37.0	30.0	32.0	27.0	30.0	33.0		36.0	26.0	34.0	17.0	31.0	30.5	28.9	-	
GD18	499665	150720	47.0	19.0	19.0	20.0	12.0	12.0	14.0	21.0	44.0	25.0	19.0	24.0	22.4	21.3	-	
TC4	499822	150010	29.0	28.0	29.0	23.0	23.0	22.0	29.0	27.0	35.0	26.0	28.0	28.0	26.9	25.6	-	
TC5	499486	149951	28.0	29.0	27.0	21.0	19.0	17.0		24.0	20.0	16.0	23.0	26.0	22.6	21.5	-	
TC6	499299	149466	67.0	52.0	43.0	37.0	42.0	32.0	44.0	62.0	62.0	53.0	51.0	48.0	49.1	<b>46.6</b>	<b>40.5</b>	
TC7	499308	149453	48.0	30.0	33.0	29.0	25.0		25.0				26.0	26.0	29.9	26.8	27.6	
TC8	499493	149402	46.0	45.0	47.0	31.0	29.0	33.0	35.0	42.0	33.0	32.0	26.0	37.0	36.2	34.4	-	
TC9	499241	149257	35.0	27.0	26.0	15.0	22.0	22.0	26.0		35.0	32.0	19.0	26.0	25.6	24.3	-	
TC11	499308	149505	33.0		26.0	14.0			24.0	32.0	25.0	29.0	36.0	27.0	27.2	25.8	30.4	
TC12	499643	149340	44.0	29.0	30.0	25.0	18.0	17.0	20.0	25.0	24.0	22.0			25.2	23.9	-	
TC13	499406	149584	36.0	42.0	42.0	36.0	31.0	37.0	29.0	41.0	34.0	42.0	28.0	38.0	36.5	34.7	-	
TC14	499369	149577	35.0	33.0	33.0	33.0	20.0	24.0		43.0	34.0	26.0	30.0	24.0	30.2	28.7	29.4	
TC15	499382	149567	42.0			29.0	28.0	40.0	29.0	33.0	17.0	27.0	16.0	30.0	29.4	27.9	32.0	

DT ID	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Mean: Raw Data	Annual Mean: Annualised and Bias Adjusted <(x.x)>	Annual Mean: Distance Corrected to Nearest Exposure	Comment
TC16	500466	149466		22.0	21.0	20.0	14.0	15.0	12.0	15.0	14.0	15.0	35.0	22.0	18.6	17.7	-	
A281-1	499624	149278	60.0	37.0	39.0	28.0	23.0	27.0	36.0	39.0			36.0	41.0	36.2	34.4	-	
C4	495437	147288	49.0	44.0	45.0	31.0	37.0	38.0	41.0	56.0	54.0	33.0	31.0	37.0	40.8	38.8	-	
C9	495442	147270	44.0	37.0	35.0	39.0	31.0	28.0	33.0	41.0		24.0	31.0	39.0	34.7	33.0	-	
SH1	500046	147604	42.0	36.0	38.0	25.0	25.0	31.0	31.0	35.0	31.0	35.0	41.0	25.0	32.6	30.9	-	
SH2	499978	147704	62.0	35.0	35.0	39.0	41.0	43.0	45.0	37.0	28.0	42.0	29.0	38.0	39.7	37.7	-	
SH3	500003	147670	35.0	28.0	28.0	27.0	22.0	27.0	25.0	29.0	33.0	27.0	31.0	29.0	28.2	26.8	-	
RP4	505150	156741	34.0	18.0	19.0	26.0	25.0	32.0	29.0	37.0	26.0	28.0	37.0	28.0	28.3	26.9	-	
RP6	505374	156883	36.0	28.0	26.0	27.0	22.0	21.0	27.0	34.0	29.0				27.7	26.3	-	
FRH2	499078	149414	39.0	37.0	35.0	31.0	27.0	34.0	30.0	39.0	25.0	49.0	32.0	30.0	34.3	32.5	-	
FRH6	499102	149421	32.0	35.0	35.0	36.0	27.0	33.0	34.0	38.0	46.0		33.0	31.0	34.2	32.5	-	
PR1	499305	149168	37.0	31.0	32.0	30.0	34.0	30.0	33.0	38.0	33.0		29.0	28.0	32.3	30.6	-	
PR3	499360	149326	33.0	27.0	25.0	25.0	16.0	20.0	23.0	33.0	37.0	37.0	38.0	26.0	28.1	26.7	-	
A3-4	498133	150648	60.0	34.0	28.0		22.0	38.0	33.0	39.0	28.0	24.0	22.0	37.0	33.0	31.4	-	
A3-6	498217	150649	33.0	24.0	20.0	21.0	19.0	15.0	20.0	24.0	28.0	39.0	75.0	21.0	27.9	26.5	-	
A3-7	498653	150790	37.0	23.0	24.0	19.0	20.0		36.0	28.0	29.0	20.0		46.0	28.0	26.6	-	
A3-8	497777	149774	55.0	36.0	35.0	44.0	44.0	43.0	49.0	43.0	29.0	28.0	51.0	45.0	41.9	39.8	31.2	
A3-9	497736	149590	68.0	47.0	41.0	36.0	39.0	65.0	63.0	52.0	62.0	46.0	62.0	52.0	51.9	<b>49.3</b>	26.5	
A3-10	497876	150000	131.0	37.0	32.0	34.0	38.0	50.0	64.0	59.0	59.0	52.0	19.0	55.0	51.9	<b>49.3</b>	27.6	
A3-12	497610	149263	22.0	18.0	17.0	23.0	21.0	19.0	19.0	21.0	40.0	59.0	19.0	21.0	25.1	23.8	24.0	
A3-13	497592	149251	24.0	15.0	18.0	24.0	23.0	19.0	20.0		44.0	15.0	21.0	21.0	21.7	20.6	-	

DT ID	X OS Grid Ref (Easting)	Y OS Grid Ref (Northing)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Mean: Raw Data	Annual Mean: Annualised and Bias Adjusted <(x.x)>	Annual Mean: Distance Corrected to Nearest Exposure	Comment
A3-14	497636	149271	46.0	23.0	22.0	27.0	20.0	21.0	20.0	25.0	24.0	10.0	22.0	24.0	23.4	22.2	27.4	
A3-15	497637	149303	33.0		56.0		30.0		26.0	27.0	29.0	17.0	24.0	27.0	26.7	25.4	-	
A3-16	497883	149998	37.0	23.0	21.0	37.0	20.0		24.0	28.0	30.0	19.0	27.0	28.0	26.6	25.3	-	
A3-17	497743	149559	41.0	25.0	21.0	22.0	26.0		32.0	26.0	65.0	15.0	70.0	28.0	32.1	30.5	-	
A3-18	497715	149494	99.0	55.0	60.0	40.0	53.0	69.0	70.0	59.0			75.0	59.0	-	-	-	Triplicate Site with A3-18, A3-19 and A3-20 - Annual data provided for A3-20 only
A3-19	497715	149494	80.0	76.0	77.0	35.0	48.0	48.0	65.0	75.0	77.0	57.0	59.0	67.0	-	-	-	Triplicate Site with A3-18, A3-19 and A3-20 - Annual data provided for A3-20 only
A3-20	497715	149494	71.0	76.0	80.0	57.0	70.0	58.0	49.0	74.0		50.0	29.0	61.0	62.6	<b>59.5</b>	35.7	Triplicate Site with A3-18, A3-19 and A3-20 - Annual data provided for A3-20 only
Godalming AMS1	496711	143705	34.0	21.0	20.0	19.0	16.0	21.0	23.0	26.0		18.0	27.0	27.0	-	-	-	Triplicate Site with Godalming AMS1, Godalming AMS2 and Godalming AMS3 - Annual data provided for Godalming AMS3 only
Godalming AMS2	496711	143705	52.0	21.0	21.0	20.0	18.0	19.0	22.0	29.0		20.0	27.0	27.0	-	-	-	Triplicate Site with Godalming AMS1, Godalming AMS2 and Godalming AMS3 - Annual data provided for Godalming AMS3 only
Godalming AMS3	496711	143705	36.0	21.0	21.0	24.0	20.0	22.0	21.0	25.0		28.0	24.0	26.0	24.0	22.8	-	Triplicate Site with Godalming AMS1, Godalming AMS2 and Godalming AMS3 - Annual data provided for Godalming AMS3 only
WTC3	499257	149601								34.0	30.0	46.0	28.0	28.0	33.7	31.5	-	
WTC4	499208	149744							25.0	25.0	29.0	28.0	22.0	27.0	26.0	25.5	-	
WTC5	499207	149805							19.0	22.0		23.0	22.0	25.0	22.4	21.5	-	
WTC6	499147	150087							19.0	25.0	30.0	23.0	26.0	23.0	24.1	23.6	-	

- All erroneous data has been removed from the NO<sub>2</sub> diffusion tube dataset presented in Table B.1.
- Annualisation has been conducted where data capture is <75% and >25% in line with LAQM.TG22.
- Local bias adjustment factor used.
- National bias adjustment factor used.
- Where applicable, data has been distance corrected for relevant exposure in the final column.
- Guildford Borough Council confirm that all 2022 diffusion tube data has been uploaded to the Diffusion Tube Data Entry System.

**Notes:**

Exceedances of the NO<sub>2</sub> annual mean objective of 40µg/m<sup>3</sup> are shown in **bold**.

NO<sub>2</sub> annual means exceeding 60µg/m<sup>3</sup>, indicating a potential exceedance of the NO<sub>2</sub> 1-hour mean objective are shown in **bold and underlined**.

See Appendix C for details on bias adjustment and annualisation.

## Appendix C: Supporting Technical Information / Air Quality Monitoring Data QA/QC

### New or Changed Sources Identified Within Guildford Borough During 2022

Guildford Borough has not identified any new sources relating to air quality within the reporting year of 2022.

### Additional Air Quality Works Undertaken by Guildford Borough Council During 2022

Guildford Borough Council has not completed any additional works within the reporting year of 2022.

### QA/QC of Diffusion Tube Monitoring

The following details relate to the following aspects of non-automatic (i.e. passive) monitoring using diffusion tubes:

- Lambeth Scientific was the supplier used for diffusion tubes within 2022 and the method of preparation, was 50% TEA (triethanolamine) in acetone.
- Lambeth participates in NO<sub>2</sub> Proficiency Testing Scheme (January 2019 – March 2021)<sup>10</sup>. AIR NO<sub>2</sub> PT forms an integral part of the UK NO<sub>2</sub> Network's QA/QC and is a useful tool in assessing the analytical performance of those laboratories supplying diffusion tubes to Local Authorities for use in the context of Local Air Quality Management (LAQM). The following summary from the report shows the

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<sup>10</sup> [WASP – Annual Performance Criteria for NO<sub>2</sub> Diffusion Tubes \(defra.gov.uk\)](https://www.defra.gov.uk) Summary of Laboratory Performance in AIR NO<sub>2</sub> Proficiency Testing Scheme (January 2019 – March 2021).

percentage of samples submitted for the study by Lambeth and subsequently determined to be satisfactory for 2022.

AIR PT Round	AIR PT AR030	AIR PT AR031	AIR PT AR033	AIR PT AR034	AIR PT AR036	AIR PT AR037	AIR PT AR039	AIR PT AR040	AIR PT AR042
Round conducted in the period	January – February 2019	April – May 2019	July – August 2019	September – November 2019	January – February 2020	May – June 2020	July – August 2020	September – October 2020	January – March 2021
Lambeth Scientific Services	50 %	100 %	50 %	100 %	100 %	NR [3]	NR [3]	100 %	100 %

AIR PT Round	AIR PT AR037	AIR PT AR039	AIR PT AR040	AIR PT AR042	AIR PT AR043	AIR PT AR045	AIR PT AR046	AIR PT AR049	AIR PT AR050
Round conducted in the period	May – June 2020	July – August 2020	September – October 2020	January – February 2021	May – June 2021	July – August 2021	September – October 2021	January – February 2022	May – June 2022
Lambeth Scientific Services	NR [4]	NR [4]	100 %	100 %	100 %	75 %	75 %	50 %	75 %

- All the monitoring has been completed in adherence with the 2022 Diffusion Tube Monitoring Calendar. No divergences were necessary.
- DEFRA’s Diffusion tube data processing tool was used for bias adjustment, annualization and fall off with distance calculations.

### Diffusion Tube Annualisation

The annualisation of data was required for TC7, WTC3, WTC4, WTC5 and WTC6. The data capture for these five sites are less than 75%.

The annualization was carried out using the following four background automated monitoring locations, with data obtained from Air Quality England website (<https://www.airqualityengland.co.uk/>):

1. Spelthorne, Sunbury Cross
2. Hounslow Feltham
3. Horley
4. Southwark – Elephant and Castle.

The annualization has been carried out using the Diffusion Tube Data Processing Tool v3.0 and the summary is provided in the Table C.1.

**Table C.1 – Annualisation Summary (concentrations presented in µg/m³)**

Diffusion Tube ID	Annualisation Factor Spelthorne, Sunbury Cross, Urban Background	Annualisation Factor Hounslow, Feltham, Urban Background	Annualisation Factor Horley, Urban Background	Annualisation Factor Southwark – Elephant and Castle	Average Annualisation Factor	Raw Data Simple Annual Mean (µg/m3)	Annualised Data Simple Annual Mean (µg/m3)
TC7	0.9391	0.9464	0.9475	0.9355	0.9421	29.9	28.2
WTC3	0.9838	1.0289	0.9557	0.9713	0.9849	33.7	33.2
WTC4	1.0241	1.0491	1.0142	1.0384	1.0315	26.0	26.8
WTC5	1.0111	1.0428	0.9866	1.0190	1.0149	22.4	22.7
WTC6	1.0241	1.0491	1.0142	1.0384	1.0315	24.1	24.8

**Diffusion Tube Bias Adjustment Factors**

The diffusion tube data presented within the 2023 ASR have been corrected for bias using an adjustment factor. Bias represents the overall tendency of the diffusion tubes to under or over-read relative to the reference chemiluminescence analyser. LAQM.TG22 provides guidance with regard to the application of a bias adjustment factor to correct diffusion tube monitoring. Triplicate co-location studies can be used to determine a local bias factor based on the comparison of diffusion tube results with data taken from NO<sub>x</sub>/NO<sub>2</sub> continuous analysers. Alternatively, the national database of diffusion tube co-location surveys provides bias factors for the relevant laboratory and preparation method.

Guildford Borough Council have applied a national bias adjustment factor of 0.95 to the 2022 monitoring data. A summary of bias adjustment factors used by the Guildford Borough Council over the past five years is presented in Table C.2.

**Table C.2 – Bias Adjustment Factor**

Monitoring Year	Local or National	If National, Version of National Spreadsheet	Adjustment Factor
2022	National	V 06/23	0.95
2021	National	V 03/22	0.97
2020	National	V 06/21	0.95
2019	Local	-	0.92
2018	National	-	1.03

### NO<sub>2</sub> Fall-off with Distance from the Road

Wherever possible, monitoring locations are representative of exposure. However, where this is not possible, the NO<sub>2</sub> concentration at the nearest location relevant for exposure has been estimated using the Diffusion Tube Data Processing Tool/NO<sub>2</sub> fall-off with distance calculator available on the LAQM Support website. Where appropriate, non-automatic annual mean NO<sub>2</sub> concentrations corrected for distance are presented in Table B.1.

Most of the monitoring diffusion tube locations in Guildford Borough are located at the relevant receptor location. However, where this was not possible, the tubes are set up as close as possible to the receptor. The distance adjustment has been carried out using the Diffusion Tube Data Processing Tool V3.0. Local annual mean background NO<sub>2</sub> concentrations have been derived from Defra's latest national pollution maps which cover the whole country on a 1x1 km grid for each year from 2018 to 2030. Concentrations for 2022 have been used, to coincide with the monitoring results considered in this report.

The distance correction was required for four locations and is presented in Table C.3.

TC6 is in Guildford Town centre AQMA and is discussed in section 3.1.3.

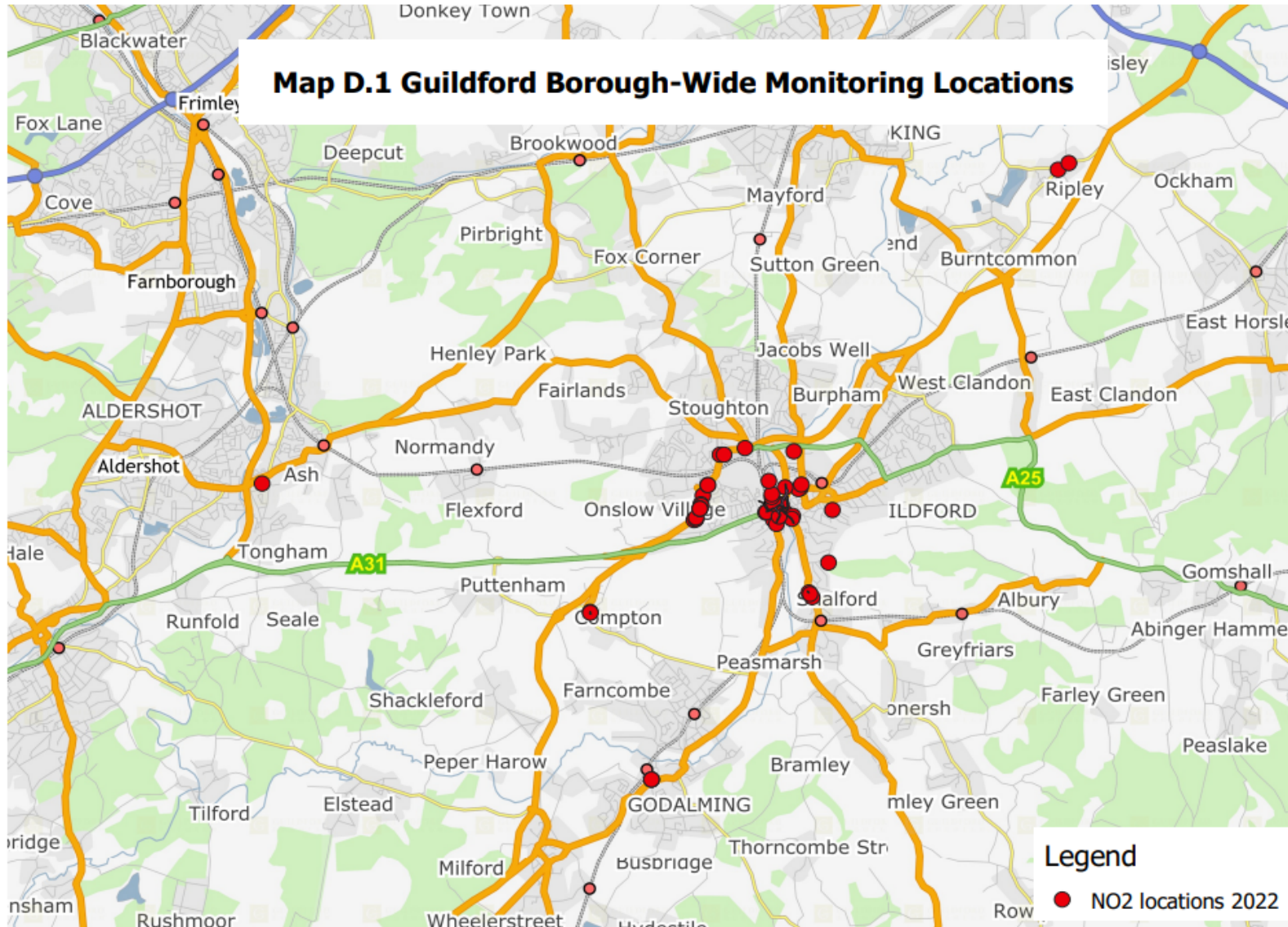
**Table C.3 – NO<sub>2</sub> Fall off With Distance Calculations (concentrations presented in µg/m<sup>3</sup>)**

Site ID	Distance (m): Monitoring Site to Kerb	Distance (m): Receptor to Kerb	Monitored Concentration (Annualised and Bias Adjusted)	Background Concentration	Concentration Predicted at Receptor	Comments
TC6	0.5	1.5	46.6	15.3	40.5	<i>Predicted concentration at Receptor above AQS objective.</i>
TC7	5.0	4.0	26.8	15.3	27.6	
TC11	6.0	1.5	25.8	15.3	30.4	
TC14	1.9	1.5	28.7	15.3	29.4	
TC15	4.6	1.5	27.9	15.3	32.0	
A3-8	7.0	19.0	39.8	13.8	31.2	
A3-9	1.0	24.0	49.3	13.8	26.5	<i>Warning: your receptor is more than 20m further</i>



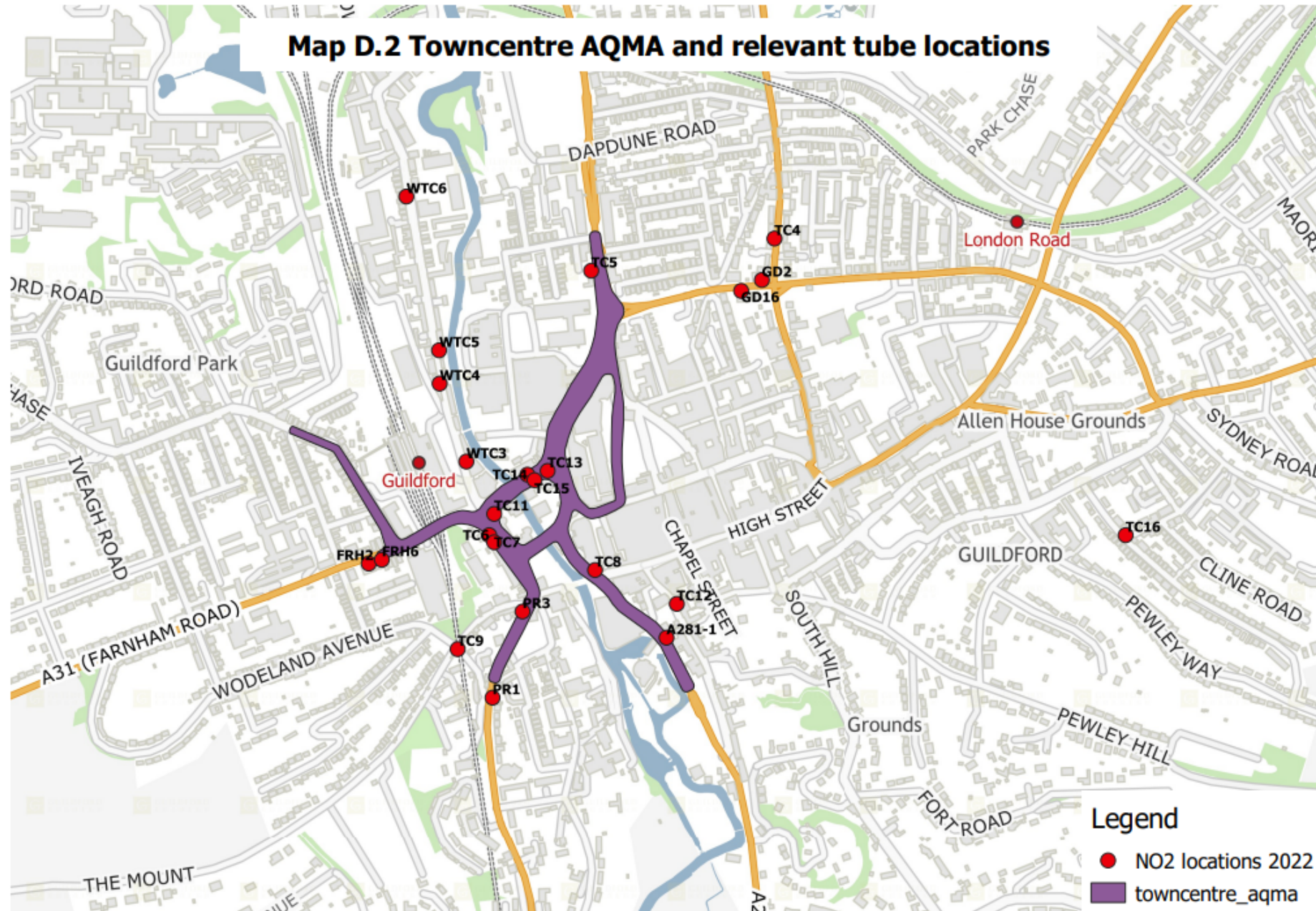
Site ID	Distance (m): Monitoring Site to Kerb	Distance (m): Receptor to Kerb	Monitored Concentration (Annualised and Bias Adjusted)	Background Concentration	Concentration Predicted at Receptor	Comments
						<i>from the kerb than your monitor - treat result with caution.</i>
A3-10	1.0	19.0	49.3	12.7	27.6	
A3-12	14.0	13.4	23.8	13.8	24.0	<i>Warning: your receptor is more than 10m further from the kerb than your monitor - treat result with caution.</i>
A3-14	33.0	13.4	22.2	13.8	27.4	<i>Warning: your receptor is more than 10m further from the kerb than your monitor - treat result with caution.</i>
A3-18	2.5	20.5	59.8	13.8	35.9	<i>Warning: your receptor is more than 20m further from the kerb than your monitor - treat result with caution.</i>
A3-19	2.5	20.5	59.6	13.8	35.8	<i>Warning: your receptor is more than 20m further from the kerb than your monitor - treat result with caution.</i>
A3-20	2.5	20.5	58.4	13.8	35.2	<i>Warning: your receptor is more than 20m further from the kerb than your monitor - treat result with caution.</i>

## Appendix D: Map(s) of Monitoring Locations and AQMAs





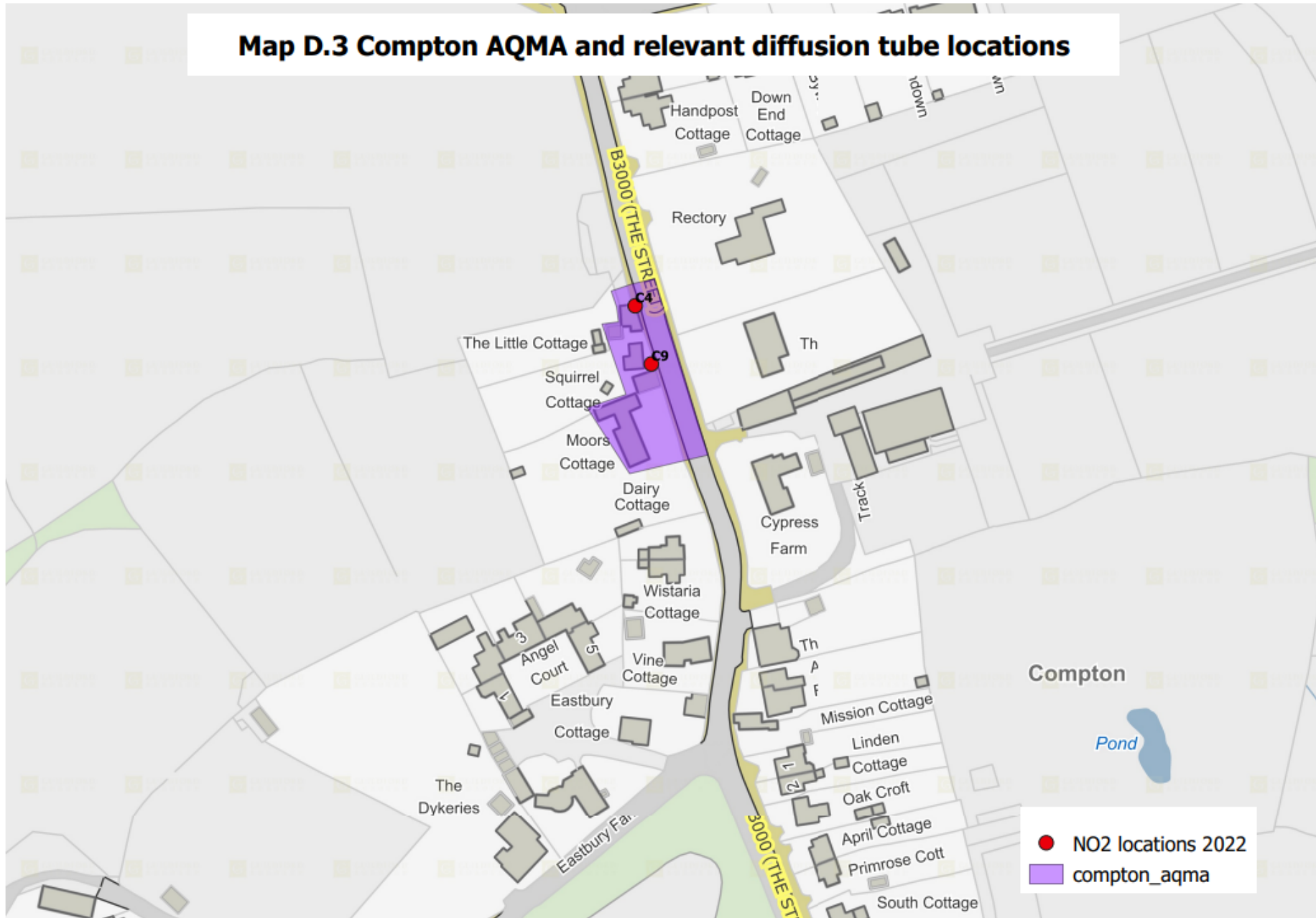
**Map D.2 Towncentre AQMA and relevant tube locations**



Page 151

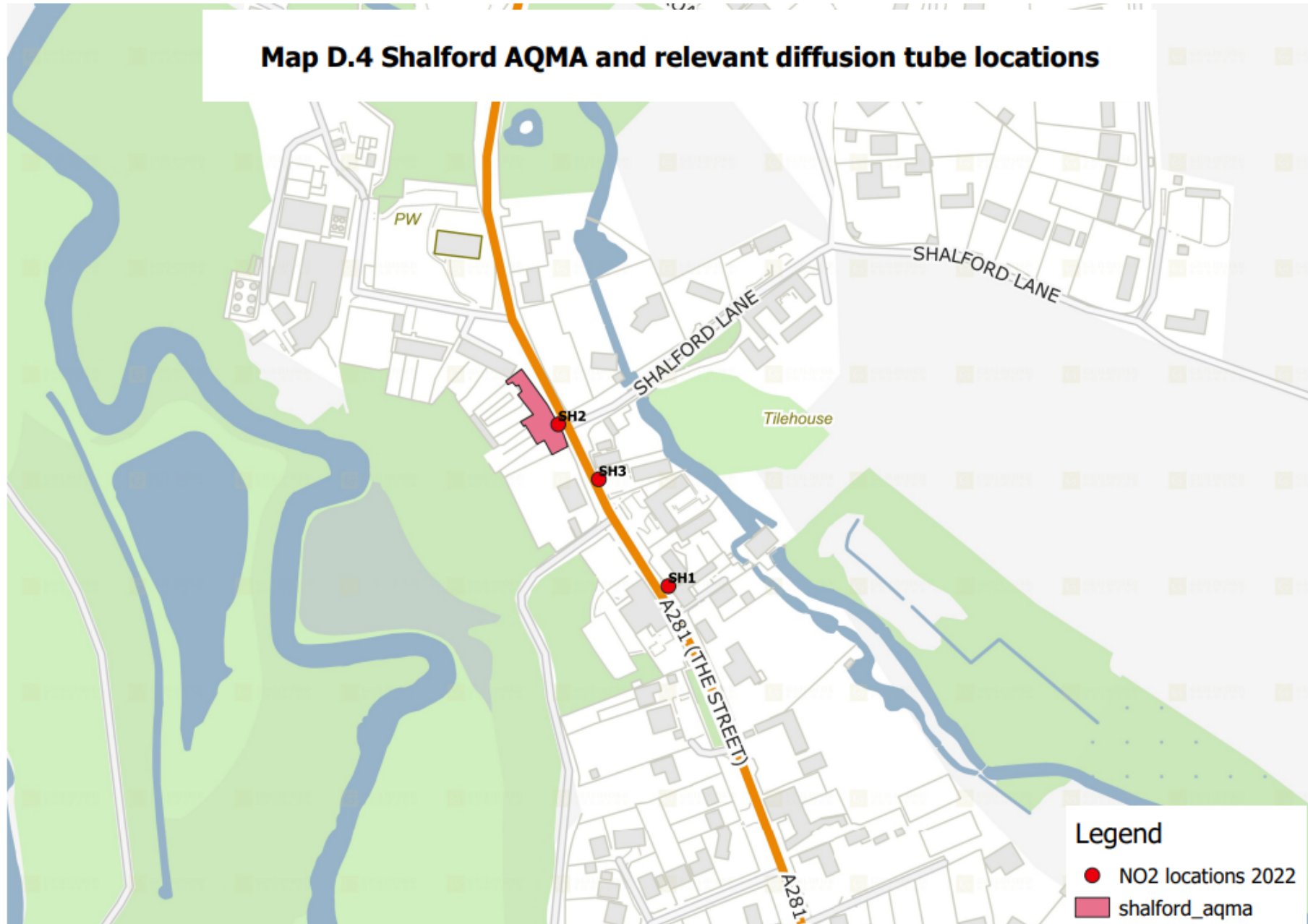
Agenda item number: 6  
Appendix 1

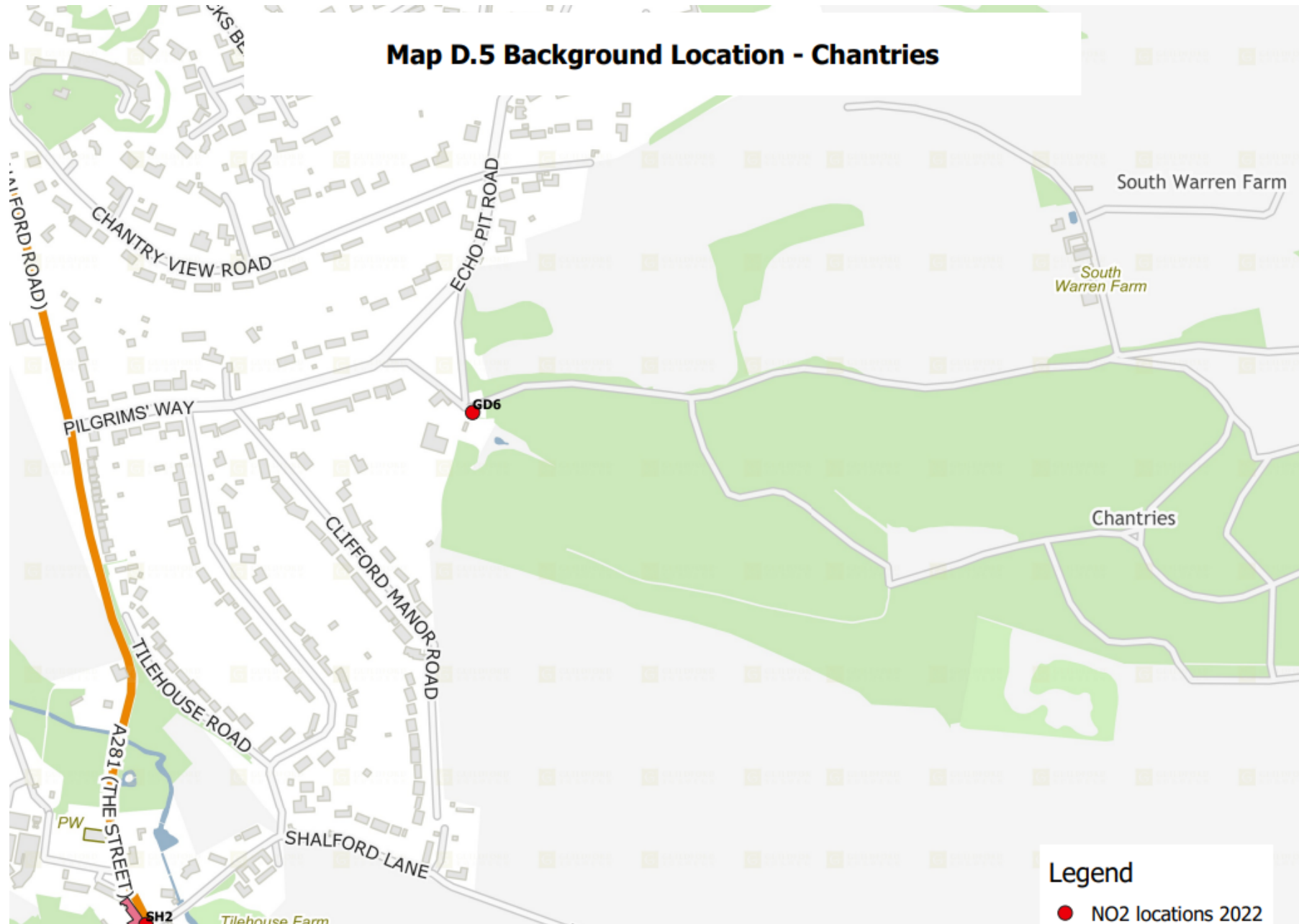
**Map D.3 Compton AQMA and relevant diffusion tube locations**



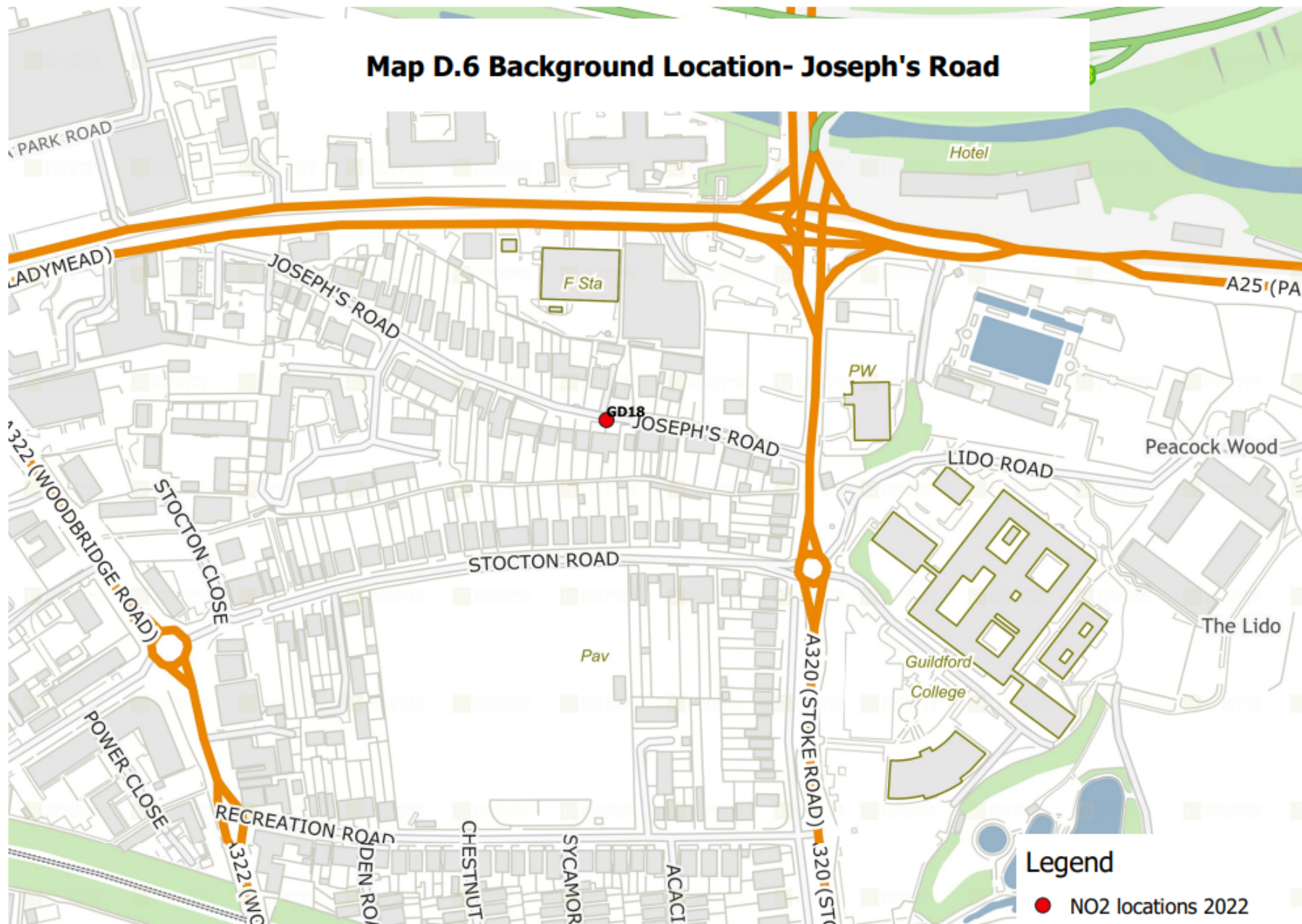


**Map D.4 Shalford AQMA and relevant diffusion tube locations**





### Map D.6 Background Location- Joseph's Road

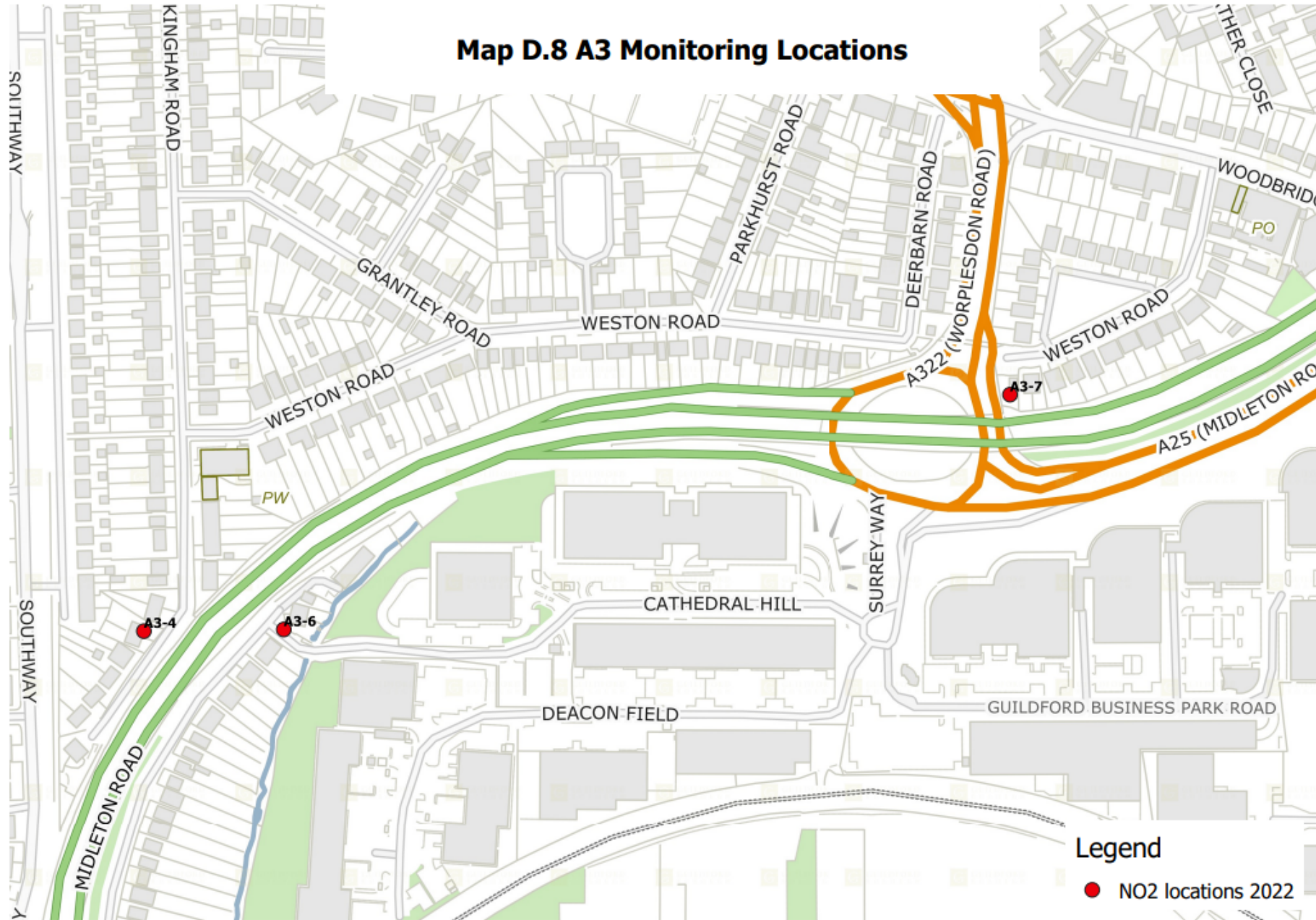




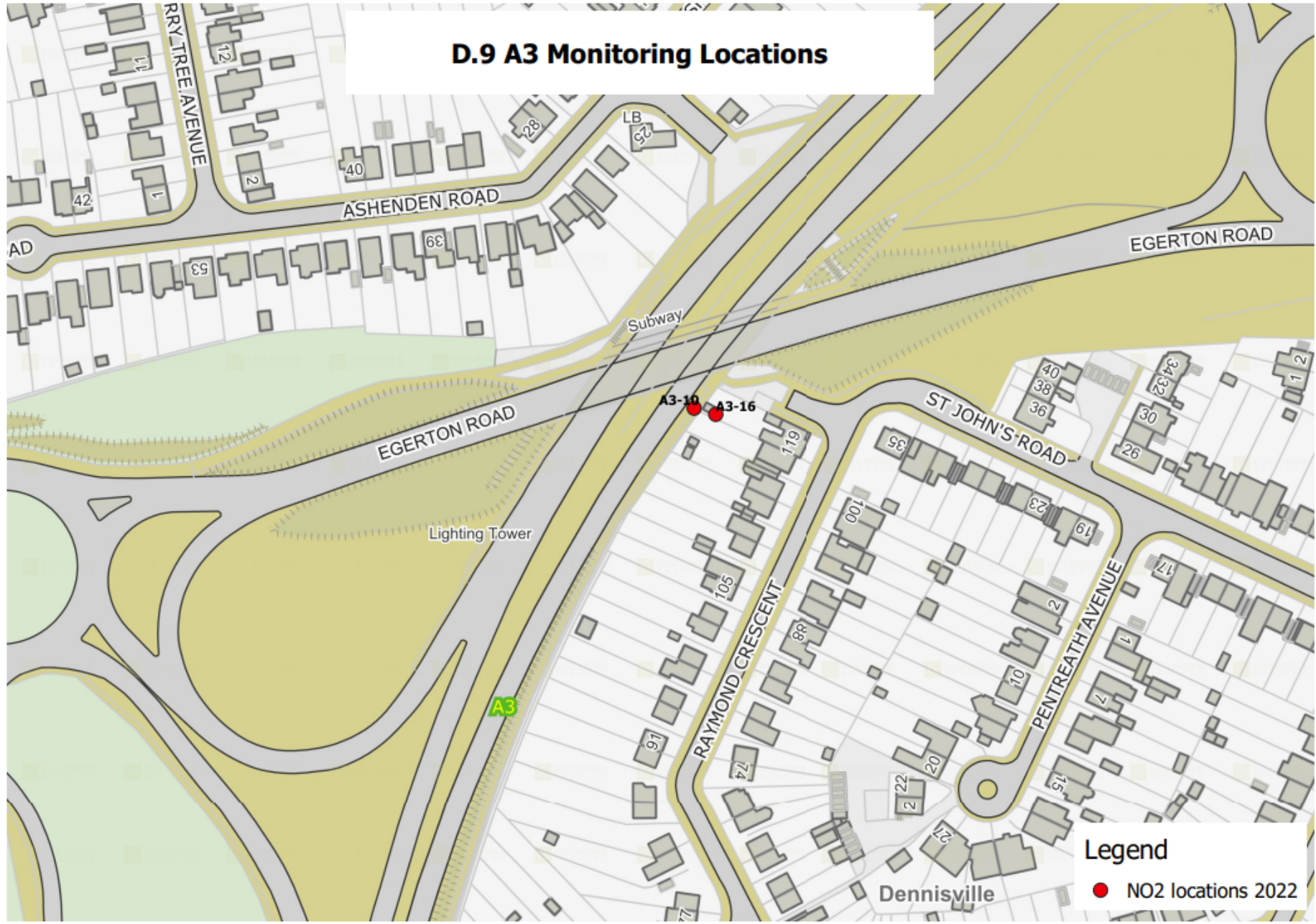




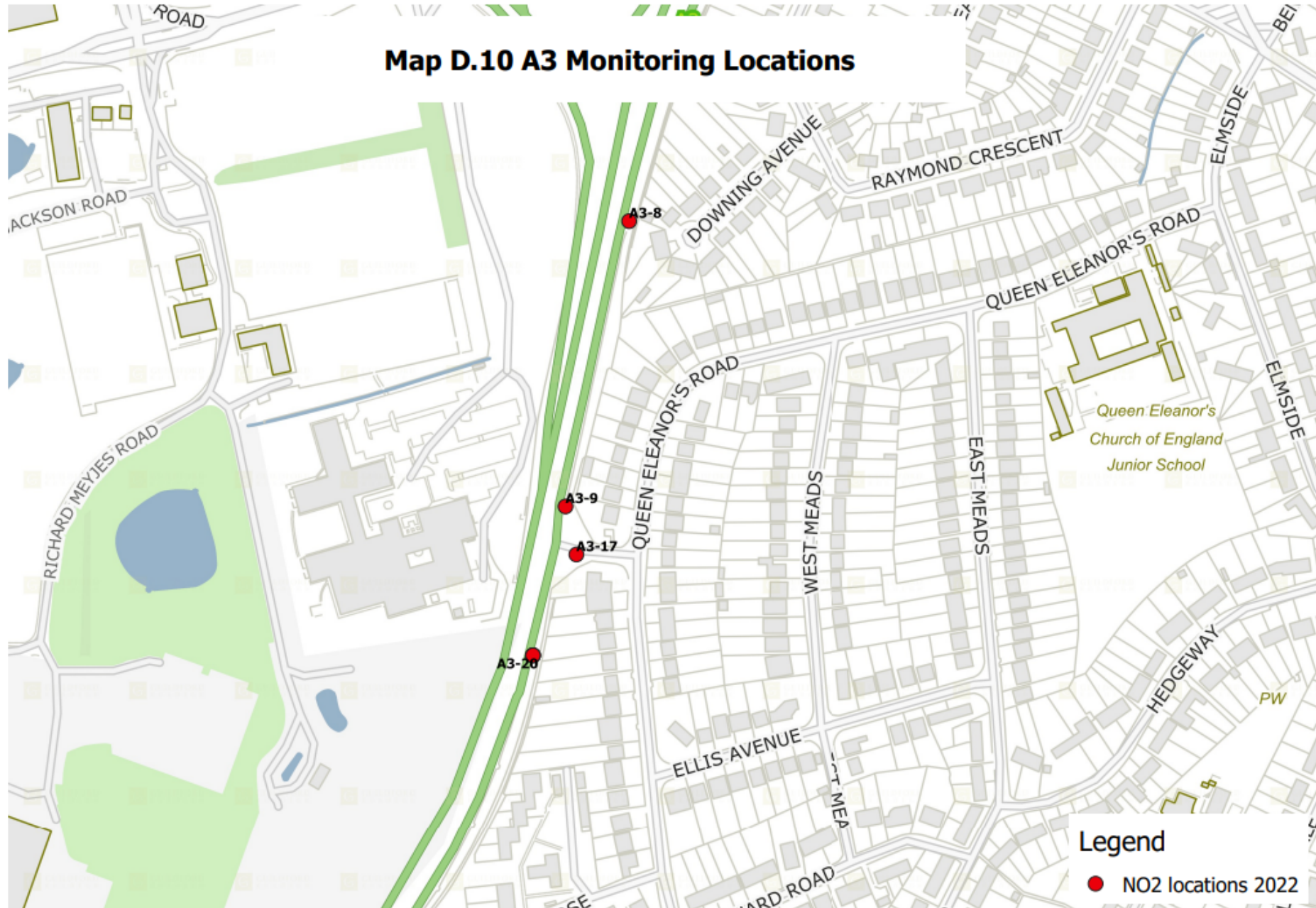
### Map D.8 A3 Monitoring Locations



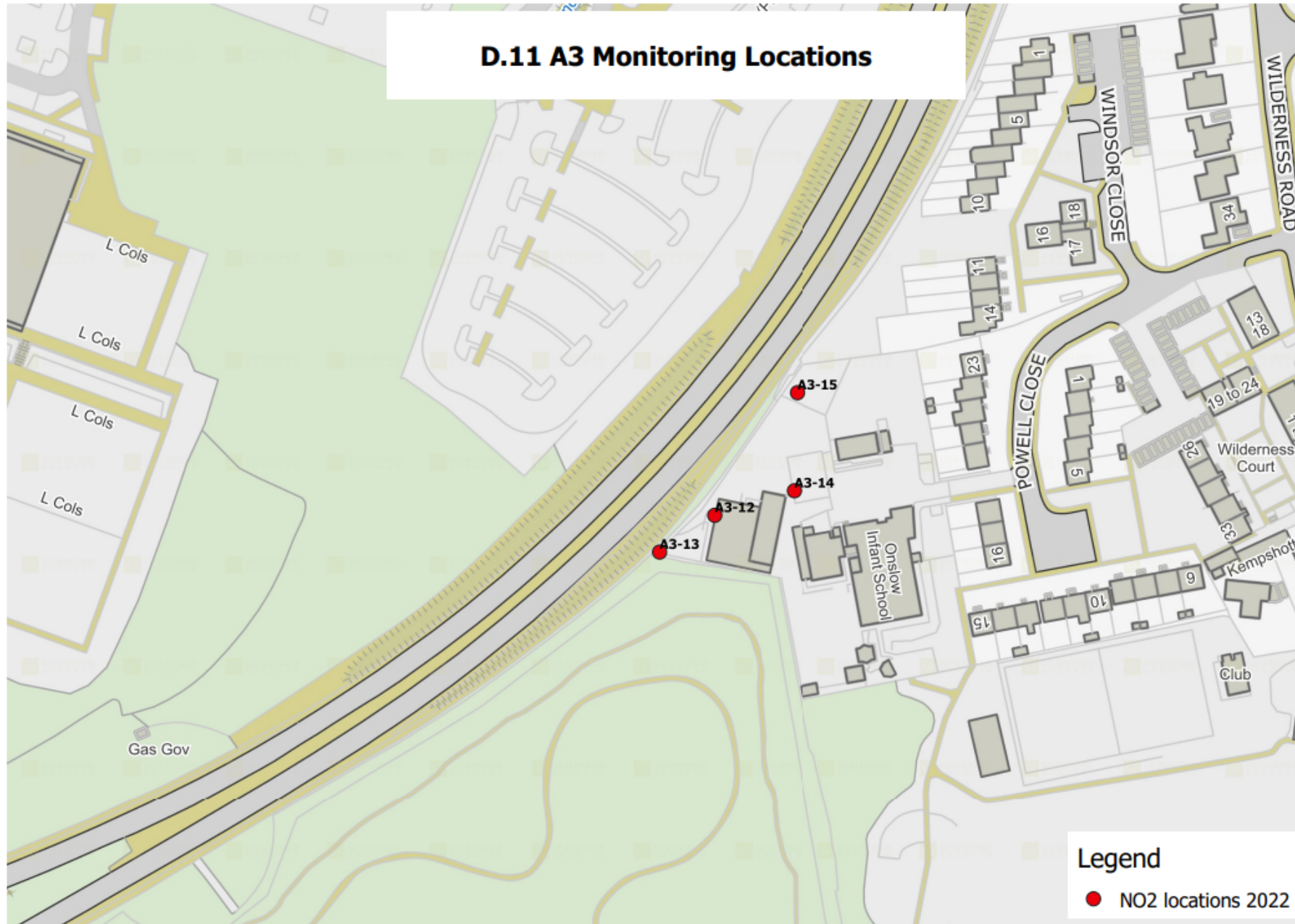
### D.9 A3 Monitoring Locations







### D.11 A3 Monitoring Locations









## Appendix E: Summary of Air Quality Objectives in England

**Table E.1 – Air Quality Objectives in England<sup>11</sup>**

Pollutant	Air Quality Objective: Concentration	Air Quality Objective: Measured as
Nitrogen Dioxide (NO <sub>2</sub> )	200µg/m <sup>3</sup> not to be exceeded more than 18 times a year	1-hour mean
Nitrogen Dioxide (NO <sub>2</sub> )	40µg/m <sup>3</sup>	Annual mean
Particulate Matter (PM <sub>10</sub> )	50µg/m <sup>3</sup> , not to be exceeded more than 35 times a year	24-hour mean
Particulate Matter (PM <sub>10</sub> )	40µg/m <sup>3</sup>	Annual mean
Sulphur Dioxide (SO <sub>2</sub> )	350µg/m <sup>3</sup> , not to be exceeded more than 24 times a year	1-hour mean
Sulphur Dioxide (SO <sub>2</sub> )	125µg/m <sup>3</sup> , not to be exceeded more than 3 times a year	24-hour mean
Sulphur Dioxide (SO <sub>2</sub> )	266µg/m <sup>3</sup> , not to be exceeded more than 35 times a year	15-minute mean

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<sup>11</sup> The units are in microgrammes of pollutant per cubic metre of air (µg/m<sup>3</sup>).

## Glossary of Terms

Abbreviation	Description
AQAP	Air Quality Action Plan - A detailed description of measures, outcomes, achievement dates and implementation methods, showing how the local authority intends to achieve air quality limit values'
AQMA	Air Quality Management Area – An area where air pollutant concentrations exceed / are likely to exceed the relevant air quality objectives. AQMAs are declared for specific pollutants and objectives
ASR	Annual Status Report
Defra	Department for Environment, Food and Rural Affairs
DMRB	Design Manual for Roads and Bridges – Air quality screening tool produced by National Highways
EU	European Union
FDMS	Filter Dynamics Measurement System
LAQM	Local Air Quality Management
NO <sub>2</sub>	Nitrogen Dioxide
NO <sub>x</sub>	Nitrogen Oxides
PM <sub>10</sub>	Airborne particulate matter with an aerodynamic diameter of 10µm or less
PM <sub>2.5</sub>	Airborne particulate matter with an aerodynamic diameter of 2.5µm or less
QA/QC	Quality Assurance and Quality Control
SO <sub>2</sub>	Sulphur Dioxide



## References

- Local Air Quality Management Technical Guidance LAQM.TG22. August 2022.  
Published by Defra in partnership with the Scottish Government, Welsh Assembly Government and Department of the Environment Northern Ireland.
- Local Air Quality Management Policy Guidance LAQM.PG22. August 2022.  
Published by Defra in partnership with the Scottish Government, Welsh Assembly Government and Department of the Environment Northern Ireland.
- DEFRA Clean Air Strategy, 2019
- DEFRA, Air Quality PM<sub>2.5</sub> Targets, Detailed evidence report, May 2022

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# Guildford Borough Council

Report to: Overview and Scrutiny Committee

Date: 5 March 2024

Ward(s) affected: All

Report of Director: Transformation & Governance

Author: James Dearling, Senior Democratic Services Officer (Scrutiny)

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Councillor responsible: Overview & Scrutiny Chair, James Walsh

Tel: 07533 767227

Email: james.walsh@guildford.gov.uk

Report Status: Open

## Overview and Scrutiny Work Programme

### **1. Executive Summary**

- 1.1 This report and its appendices outlines the future work plan of Overview and Scrutiny (O&S) as thus far developed and provides an opportunity for the Committee to formally review and approve its work for the coming months.

### **2. Recommendations to O&S Committee**

- 2.1 The Overview and Scrutiny Committee (OSC) is asked to consider the overview and scrutiny work programme attached at Appendix 1 and determine its work plan.

### **3. Reasons for Recommendations:**

- 3.1. To enable the Committee to review and agree its work programme for the coming months.

### **4. Exemption from publication**

- 4.1. No part of this report is exempt from publication.

### **5. Purpose of Report**

- 5.1. As approved by Council, the remit of the OSC includes the specific responsibility to approve the overview and scrutiny work programme to ensure that the Committee's time is used effectively and efficiently.
- 5.2. A well-planned overview and scrutiny function will help both officers and members plan their workloads as well as providing a clear picture to the public of planned activity. An effective work programme is the foundation for a successful overview and scrutiny function.
- 5.3. This report sets out the overview and scrutiny work programme as developed thus far for 2024-25.

### **6. Strategic Priorities**

- 6.1. The O&S function strengthens the position of the Council to ensure we are able to deliver our strategic priorities. For example, O&S assists the Council in improving services and ensuring we are open and accountable in our decision-making.

### **7. Work Programme Meetings**

- 7.1. Council has agreed that the OSC is responsible for setting its own work programme in accordance with the following procedure:

The chairmen and vice-chairmen of the OSC and the Executive Advisory Boards and relevant officers shall normally meet at least bi-monthly to exchange, discuss and agree proposed rolling 12-18 month work programmes for submission periodically to the OSC (in respect of the OSC work programme) and to the Executive Advisory Boards (in respect of the EAB work programmes) for approval. The proposed work programme for the OSC will be determined with reference to the P.A.P.E.R. selection tool, attached as Appendix 2 to these procedure rules [and as Appendix 2 to this report].

The chairman and vice-chairman of the OSC will ensure that all councillors are able to submit requests for alterations to the work programme for consideration at each of these work programme meetings.

- 7.2. The next work programme meeting of the chairmen and vice-chairmen of the OSC and the EABs is to be arranged. The last such work programme meeting was held on 15 March 2023.
- 7.3. Councillors are encouraged to attend a work programme meeting to explain in more detail their proposal, including how it fulfils the criteria outlined in the mnemonic P.A.P.E.R. (Public interest; Ability to change; Performance; Extent; and Replication).
- 7.4. In addition to the work programme meetings, Councillors can discuss and submit proposals to the OSC Chairman and Vice-Chairman.

## **8. Financial Implications**

- 8.1 There are no specific financial implications arising from this report.
- 8.2 The Council's governance arrangements review of 2015 led to the introduction of a discretionary budget for overview and

scrutiny, set at £5,000 per annum. It is envisaged that the work programme, as drafted, is achievable within the existing financial resource.

## **9. Legal Implications**

9.1 There are no specific legal implications.

## **10. Human Resource Implications**

10.1 There are no specific human resources implications. It is envisaged that the work programme, as drafted, is achievable within the existing resources.

10.2 Overview and scrutiny will call on relevant officers during the conduct of its reviews. Individual scoping reports will seek to take additional resource requirements into account when drafted.

## **11. Equality and Diversity Implications**

11.1 The Council has a statutory duty under section 149 of the Equality Act 2010 which provides that a public authority must, in exercise of its functions, have due regard to the need to (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The relevant protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

11.2 This duty has been considered in the context of this report and it has been concluded that there are no equality and diversity implications arising directly from this report. Future

overview and scrutiny reviews will consider equality implications on a case-by-case basis.

## **12. Climate Change/Sustainability Implications**

12.1 There are no specific climate change / sustainability implications.

## **13. Summary of Options**

13.1 The Committee is asked to approve the future work programme for O&S as developed thus far.

## **14. Conclusion**

14.1 Developing a work programme for the overview and scrutiny function is an essential stage in the scrutiny process. An effective overview and scrutiny work programme identifies the key topics to be considered over the coming months. In addition, it is suggested that a well-developed programme ensures that the views of councillors, partners, the public, and external organisations are represented effectively in the process.

14.2 For information, attached at Appendix 3 is the procedure which task and finish groups are expected to operate and report their findings in accordance with.

## **15. Background Papers**

15.1 None.

## **16. Appendices**

1 – Overview and scrutiny work programme, February 2024.

2 – P.A.P.E.R. selection tool.

3 – Task group procedure [Appendix 4 of the Overview and Scrutiny Procedure Rules within the Council's Constitution].

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## Overview & Scrutiny work programme, 2023-24

<b>4 JUNE 2024</b>			
<b>Item</b>	<b>Additional information</b>	<b>Relevant Lead Councillor(s)</b>	<b>Lead officers</b>
Lead Councillor Question Session	–	–	–
Performance Monitoring Report 2023-24 (Quarter 4)	Period January- March 2024.	Cllr Carla Morson, Lead Councillor for Community and Organisational Development	Andrea Barnett, Policy Officer. Ian Doyle, Joint Strategic Director, Transformation & Governance
Spend on consultants and agency workers, 2023-24 (six-month update)	Six month update, requested at September 2023 meeting [Minute OS 14 refers]	Cllr Richard Lucas, Lead Councillor for Finance and Property	Adrian Swift, Senior Specialist Procurement (Interim), Richard Bates, Executive Head of Finance, and Ian Doyle, Joint Strategic Director, Transformation & Governance
Community Services – The Hive	A written report, following on from the presentation to the Committee on 19 December and visit of 24 January.	Cllr Carla Morson, Lead Councillor for Community and Organisational Development	Sam Hutchison, Joint Executive Head of Community Services. Annie Righton, Joint Strategic Director, Community Wellbeing

<p>Guildford &amp; Waverley Transformation &amp; Collaboration Programme</p>	<p>A regular update on the Programme (including scrutiny and comment on draft options appraisals, the recommendations and the costs and savings before they are finalised prior to further consideration by the Executive).</p>	<p>Cllr Carla Morson, Lead Councillor for Community and Organisational Development</p>	<p>Yasmine Makin, Business Transformation Manager, Organisational Development, Waverley Borough Council. Robin Taylor, Executive Head of Organisational Development. Ian Doyle, Joint Strategic Director, Transformation &amp; Governance</p>
<b>9 JULY 2024</b>			
<b>Item</b>	<b>Additional information</b>	<b>Relevant Lead Councillor(s)</b>	<b>Lead officers</b>
<p>Lead Councillor Question Session</p>	<p>–</p>	<p>–</p>	<p>–</p>
<p>Overview and Scrutiny Annual Report, 2023-24</p>	<p>Outlines work of O&amp;S during the past year and its future work programme. Plus, reports decisions taken during the past year under the urgency provisions, the use of call-in, and proposed changes to call-in or urgency procedures.</p>	<p>Cllr James Walsh, Overview and Scrutiny Chair</p>	<p>James Dearling, Senior Democratic Services Officer – Scrutiny</p>
<p>Spend on consultants and agency workers, 2023-24</p>	<p>Annual report. Six-month report was scheduled for June 2024 meeting.</p>	<p>Cllr Richard Lucas, Lead Councillor for Finance and Property</p>	<p>Adrian Swift, Senior Specialist Procurement (Interim), Richard Bates, Executive Head of Finance, and Ian Doyle, Joint</p>

			Strategic Director, Transformation & Governance
Procurement Report, for the period 1 April 2023 to 31 March 2024	Annual report.	Cllr Richard Lucas, Lead Councillor for Finance and Property	Adrian Swift, Senior Specialist Procurement (Interim), Richard Bates, Executive Head of Finance, and Ian Doyle, Joint Strategic Director, Transformation & Governance
Implementation of modern slavery policy	Re: Charter Against Modern Slavery, annual report.	Cllr Richard Lucas, Lead Councillor for Finance and Property	Adrian Swift, Senior Specialist Procurement (Interim), Richard Bates, Executive Head of Finance, and Ian Doyle, Joint Strategic Director, Transformation & Governance
Guildford & Waverley Transformation & Collaboration Programme	To review an update on the Programme (including scrutiny and comment on draft options appraisals, the recommendations and the costs and savings before they are finalised prior to further consideration by the Executive).	Cllr Carla Morson, Lead Councillor for Community and Organisational Development	Yasmine Makin, Business Transformation Manager, Organisational Development, Waverley Borough Council. Robin Taylor, Executive Head of Organisational Development. Ian Doyle, Joint Strategic Director, Transformation & Governance

<b>10 SEPTEMBER 2024</b>			
<b>Item</b>	<b>Additional information</b>	<b>Relevant Lead Councillor(s)</b>	<b>Lead officers</b>
Lead Councillor Question Session	–	–	–
Safer Guildford Partnership Annual Report 2024	The Committee is required to examine the work of the Partnership and advise on crime and disorder matters of local concern	Cllr Carla Morson, Lead Councillor for Community and Organisational Development	Sam Hutchison, Joint Executive Head of Community Services.
Borough’s Response to Refugees – update	Requested for September 2024 OSC or earlier in the event of significant change [Minute OS14 refers, 12 September 2023]	Cllr Carla Morson, Lead Councillor for Community and Organisational Development	Sam Hutchison, Joint Executive Head of Community Services.
Guildford & Waverley Transformation & Collaboration Programme	To review an update on the Programme (including scrutiny and comment on draft options appraisals, the recommendations and the costs and savings before they are finalised prior to further consideration by the Executive).	Cllr Carla Morson, Lead Councillor for Community and Organisational Development	Yasmine Makin, Business Transformation Manager, Organisational Development, Waverley Borough Council. Robin Taylor, Executive Head of Organisational Development. Ian Doyle, Joint Strategic Director, Transformation & Governance

<b>12 NOVEMBER 2024</b>			
<b>Item</b>	<b>Additional information</b>	<b>Relevant Lead Councillor(s)</b>	<b>Lead officers</b>
Lead Councillor Question Session	–	–	–
Guildford & Waverley Transformation & Collaboration Programme	To review an update on the Programme (including scrutiny and comment on draft options appraisals, the recommendations and the costs and savings before they are finalised prior to further consideration by the Executive).	Cllr Carla Morson, Lead Councillor for Community and Organisational Development	Yasmine Makin, Business Transformation Manager, Organisational Development, Waverley Borough Council. Robin Taylor, Executive Head of Organisational Development. Ian Doyle, Joint Strategic Director, Transformation & Governance
<b>14 JANUARY 2025</b>			
<b>Item</b>	<b>Additional information</b>	<b>Relevant Lead Councillor(s)</b>	<b>Lead officers</b>
Lead Councillor Question Session	–	–	–
Air Quality – Updates		Cllr Merel Rehorst-Smith, Lead Councillor for Regulatory and Democratic Services	Richard Homewood, Executive Head Regulatory Services and/or Gary Durrant, Senior Specialist - Environment Control (Noise and Pollution), and Dawn Hudd, Joint Strategic Director, Place

Operation of the Leisure Management contract, 2023-24	To scrutinise the Council’s contracts monitoring in relation to the Leisure Partnership Agreement. The leisure contract will end in October 2025.	Cllr Catherine Houston, Lead Councillor for Commercial Development	Charlotte Brindley, Leisure Contracts Officer, Kelvin Mills, Executive Head Commercial Services, and Ian Doyle, Strategic Director, Transformation & Governance
Annual report and monitoring arrangements for operation of the G Live contract, 2023-24	To scrutinise the Council’s contracts monitoring in relation to the final year of the G Live contract	Cllr Catherine Houston, Lead Councillor for Commercial Development	Charlotte Brindley, Leisure Contracts Officer, Kelvin Mills, Executive Head Commercial Services, and Ian Doyle, Strategic Director, Transformation & Governance
Guildford & Waverley Transformation & Collaboration Programme	To review an update on the Programme (including scrutiny and comment on draft options appraisals, the recommendations and the costs and savings before they are finalised prior to further consideration by the Executive).	Cllr Carla Morson, Lead Councillor for Community and Organisational Development	Yasmine Makin, Business Transformation Manager, Organisational Development, Waverley Borough Council. Robin Taylor, Executive Head of Organisational Development. Ian Doyle, Joint Strategic Director, Transformation & Governance
<b>4 MARCH 2025</b>			
<b>Item</b>	<b>Additional information</b>	<b>Relevant Lead Councillor(s)</b>	<b>Lead officers</b>
Lead Councillor Question Session	–	–	–

<p>Guildford &amp; Waverley Transformation &amp; Collaboration Programme</p>	<p>To review an update on the Programme (including scrutiny and comment on draft options appraisals, the recommendations and the costs and savings before they are finalised prior to further consideration by the Executive).</p>	<p>Cllr Carla Morson, Lead Councillor for Community and Organisational Development</p>	<p>Yasmine Makin, Business Transformation Manager, Organisational Development, Waverley Borough Council. Robin Taylor, Executive Head of Organisational Development. Ian Doyle, Joint Strategic Director, Transformation &amp; Governance</p>
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**UNSCHEDULED ITEMS**

<b>Item</b>	<b>Additional information</b>	<b>Relevant Lead Councillor(s)</b>	<b>Lead officers</b>
<p>Draft Communications Strategy 2024-25</p>	<p>To consider the new draft Strategy</p>	<p>Cllr Angela Goodwin, Lead Councillor for Engagement and Customer Services</p>	<p>Nicola Haymes, Joint Executive Head of Communications and Customer Service</p>
<p>New Housing Strategy (including Homelessness Prevention and Rough Sleeping Strategies)</p>	<p>To consider the draft new housing strategy that includes the statutory elements of homelessness prevention and rough sleeping.</p>	<p>Cllr Julia McShane, Leader of the Council and Lead Councillor for Housing</p>	<p>Joint Executive Head of Housing Services.</p>

Thames Water: Water Resources Management Plan	To consider Thames Water’s planning for the Guildford area [Minute OS37, 30 January 2024, refers]	–	–
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<b>Task and finish groups</b>	
<b>Title</b>	<b>Update</b>
Affordable Housing	<p>Councillors P. Brooker, Brothwell, Creese, Fenwick, Jones, Oven, Smith, Taylor, and Steel have expressed interest in possibly continuing the work of the review. A narrative summary of the first task group’s work was shared in early December 2023.</p> <p>Meetings had been held with the Joint Executive Head of Housing Services, Cllr Brothwell, and the O&amp;S Chair to discuss the progress of the original task group and how to take forward the issues. The next step is to move ahead with setting up the membership of the group and revising its terms of reference, and determining what the review look at to deliver agreed and demonstrable outcomes. This will now follow the appointment of a new Joint Executive Head of Housing (the former Joint Executive Head of Housing Services had confirmed he would be the lead housing officer on the group).</p>



## **Overview and Scrutiny Committee P.A.P.E.R. selection tool**

**P**ublic interest: concerns of local people should influence the issues chosen

**A**bility to change: priority should be given to issues that the Committee can realistically influence

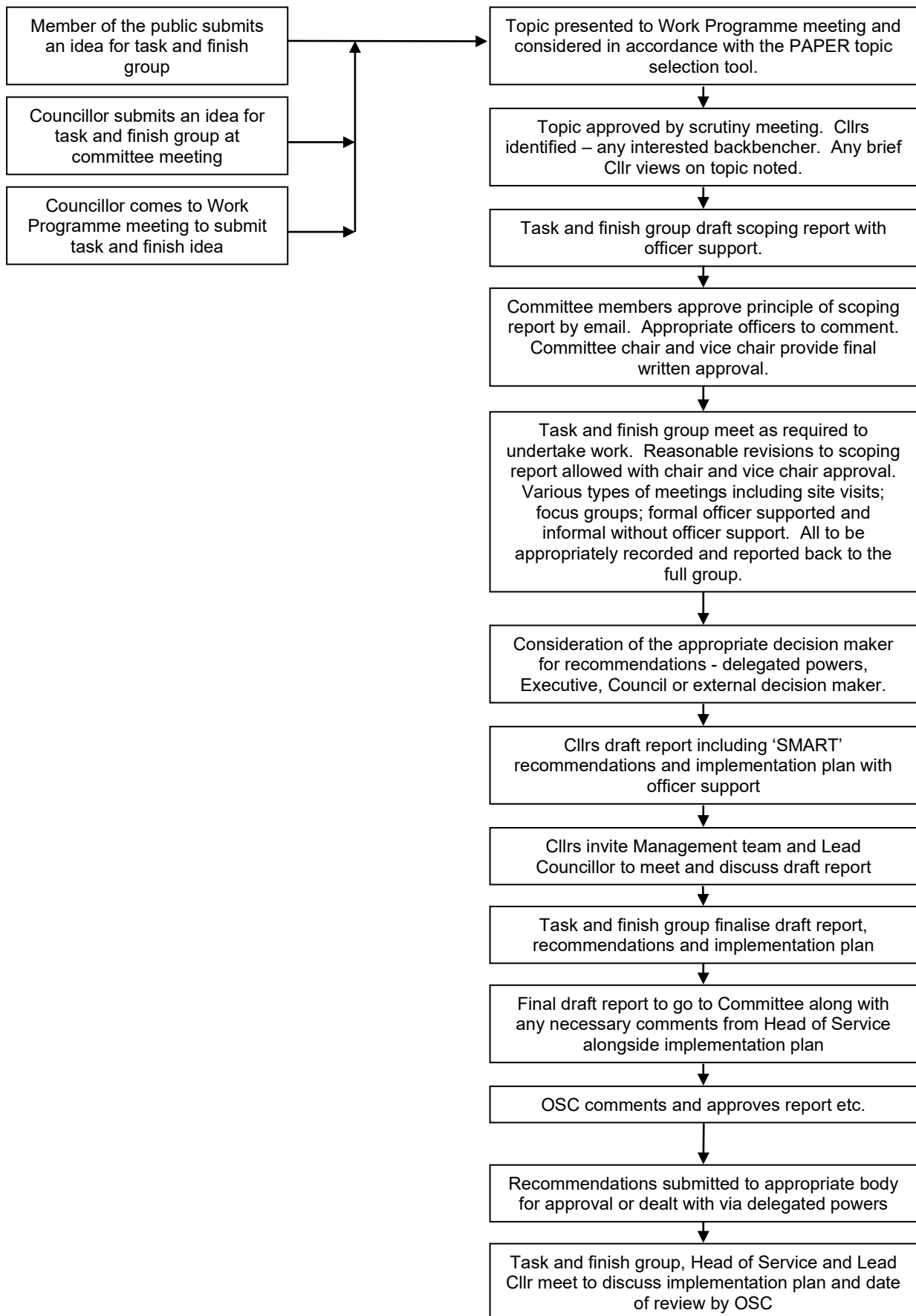
**P**erformance: priority should be given to areas in which the Council and Partners are not performing well

**E**xtent: priority should be given to issues that are relevant to all or a large part of the Borough

**R**eplication: work programme must take account of what else is happening to avoid duplication or wasted effort

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## TASK AND FINISH GROUP FLOWCHART



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