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Contact Officer:

John Armstrong, Democratic Services Manager
Tel: 01483 444102

21 November 2018

Dear Councillor

Your attendance is requested at a meeting of the **CORPORATE GOVERNANCE AND STANDARDS COMMITTEE** to be held in the Council Chamber, Millmead House, Millmead, Guildford, Surrey GU2 4BB on **THURSDAY 29 NOVEMBER 2018** at **7.00 pm**.

Yours faithfully

James Whiteman
Managing Director

MEMBERS OF THE COMMITTEE

Chairman: Councillor Richard Billington
Vice-Chairman: Councillor Alexandra Chesterfield

Councillor Nils Christiansen
Councillor Andrew Gomm
Councillor Nigel Kearse
Councillor Caroline Reeves
Councillor Tony Rooth

*Mrs Maria Angel MBE
^Mr Charles Hope
^Ms Geraldine Reffo
^Mr Ian Symes

*Independent member

^ Parish member

Authorised Substitute Members:

Cllr Colin Cross
Cllr David Goodwin
Cllr Liz Hogger
Cllr Christian Holliday

Cllr Bob McShee
Cllr Dennis Paul
Cllr David Quelch

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.

QUORUM 3



THE COUNCIL'S STRATEGIC FRAMEWORK

Vision – for the borough

For Guildford to be a town and rural borough that is the most desirable place to live, work and visit in South East England. A centre for education, healthcare, innovative cutting-edge businesses, high quality retail and wellbeing. A county town set in a vibrant rural environment, which balances the needs of urban and rural communities alike. Known for our outstanding urban planning and design, and with infrastructure that will properly cope with our needs.

Three fundamental themes and nine strategic priorities that support our vision:

- | | |
|---------------------|--|
| Place-making | Delivering the Guildford Borough Local Plan and providing the range of housing that people need, particularly affordable homes |
| | Making travel in Guildford and across the borough easier |
| | Regenerating and improving Guildford town centre and other urban areas |
| Community | Supporting older, more vulnerable and less advantaged people in our community |
| | Protecting our environment |
| | Enhancing sporting, cultural, community, and recreational facilities |
| Innovation | Encouraging sustainable and proportionate economic growth to help provide the prosperity and employment that people need |
| | Creating smart places infrastructure across Guildford |
| | Using innovation, technology and new ways of working to improve value for money and efficiency in Council services |

Values for our residents

- We will strive to be the best Council.
- We will deliver quality and value for money services.
- We will help the vulnerable members of our community.
- We will be open and accountable.
- We will deliver improvements and enable change across the borough.

AGENDA

ITEM

1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

2 LOCAL CODE OF CONDUCT - DISCLOSURE OF 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 also withdraw from the meeting immediately before consideration of the matter.

If that DPI has not been registered, you 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 1 - 4)

To confirm the minutes of the meeting of the Corporate Governance and Standards Committee held on 20 September 2018.

4 CORPORATE GOVERNANCE ISSUES RAISED IN CONNECTION WITH THE WISLEY GARDEN VILLAGE BID (Pages 5 - 6)

On the afternoon of Monday 29 October 2018, an item of urgent business was added to the agenda for the meeting of the Executive held on Tuesday 30 October 2018, in accordance with Section 100B(4) of the Local Government Act 1972.

The reason stated for the urgency was that the matter required a decision by the Executive to enable a Garden Village bid to be submitted in respect of the Wisley Airfield site to the Ministry of Housing, Communities and Local Government (MHCLG) by the deadline of Friday 9 November 2018.

At the Executive meeting, Councillor Caroline Reeves indicated that she had a number of questions in respect of the circumstances surrounding the consideration of this matter which, in the interests of openness and transparency, ought to be considered by this Committee at its next meeting. Councillor Reeves submitted these questions in an email dated 4 November 2018 to the Managing Director, the Chairman of this Committee, the Leader of the Council, and the Monitoring Officer.

A response to the questions was circulated by the Managing Director in an email to all councillors dated 21 November 2018, a copy of which is attached to this agenda.

5 ANNUAL AUDIT LETTER 2017-18 (Pages 7 - 22)

6 FINANCIAL MONITORING 2018-19: PERIOD 6 (APRIL TO SEPTEMBER 2018)
(Pages 23 - 84)

7 SUMMARY OF INTERNAL AUDIT REPORTS (APRIL TO SEPTEMBER 2018)
(Pages 85 - 98)

- 8 **ICT POLICIES** (Pages 99 - 178)
- 9 **REVIEW OF THE CONSTITUTION: PROTOCOL ON COUNCILLOR/OFFICER RELATIONS** (Pages 179 - 188)
- 10 **LOCALISM ACT 2011: APPOINTMENT OF INDEPENDENT PERSONS 2019-2023** (Pages 189 - 194)
- 11 **WORK PROGRAMME** (Pages 195 - 198)

CORPORATE GOVERNANCE AND STANDARDS COMMITTEE

20 September 2018

- * Councillor Richard Billington (Chairman)
- * Councillor Alexandra Chesterfield (Vice-Chairman)

- | | |
|------------------------------|-----------------------|
| Councillor Nils Christiansen | * Mrs Maria Angel MBE |
| Councillor Colin Cross | Mr Charles Hope |
| * Councillor Andrew Gomm | Ms Gerry Reffo |
| * Councillor Mike Hurdle | * Mr Ian Symes |
| * Councillor Nigel Kears | |

*Present

Councillors Caroline Reeves and Tony Rooth were also in attendance.

CGS25 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies for absence were received from Councillors Nils Christiansen and Colin Cross, and from Mr Charles Hope and Ms Gerry Reffo.

Councillor Caroline Reeves attended as a substitute for Councillor Cross.

CGS26 LOCAL CODE OF CONDUCT - DISCLOSURE OF INTERESTS

There were no disclosures of interest.

CGS27 MINUTES

The Committee confirmed as a correct record the minutes of the meetings held on 26 July and 7 August 2018. The Chairman signed the minutes.

CGS28 FINANCIAL MONITORING 2018-19 - PERIOD 3 (APRIL TO JUNE 2018)

The Committee considered a report that set out the financial monitoring position for period 3 (April 2018 to June 2018).

The report summarised the projected outturn position for the Council's general fund revenue account, based on actual and accrued data for this period. Officers were projecting a reduction in net expenditure on the general fund revenue account of £526,541. This was the result of a reduction in the statutory Minimum Revenue Provision (MRP) charge to the General Fund to make provision for the repayment of past capital debt. This lower than budgeted MRP charge reflected a re-profiling of capital schemes, which also had a positive impact on the level of cash balances and assumed external borrowing costs, which had combined to produce higher than budgeted net interest receipts.

A surplus on the Housing Revenue Account, due to lower staffing and repairs and maintenance costs would enable a projected transfer of £7.29 million to the new build reserve and £2.5 million to the reserve for future capital at year-end, which had been £50,795 higher than budgeted.

Officers were making progress against significant capital projects on the approved programme as outlined in section 7 of the report. The Council was expected to spend £75.7 million on its capital schemes by the end of the financial year.

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The Council's underlying need to borrow to finance the capital programme was expected to be £52.38 million by 31 March 2019, against an estimated position of £71.15 million, which was due to slippage on both the approved and provisional capital programme, as detailed in the report.

The Council held £122 million of investments and £221.6 million of external borrowing as at 30 June 2018, which included £193.1 million of HRA loans. Officers confirmed that the Council had complied with its Prudential indicators in the period, which had been set in February 2018 as part of the Council's Treasury Management Strategy.

Having considered the report, the Committee

RESOLVED: That the results of the Council's financial monitoring for the period April to June 2018 be noted.

Reason:

To allow the Committee to undertake its role in relation to scrutinising the Council's finances.

CGS29 EXECUTIVE ADVISORY BOARDS - PROPOSED REVIEW OF STRUCTURE AND REMIT

The Committee noted that the Council, at its meeting on 24 July 2018, had agreed to change the names and remits of the two Executive Advisory Boards (EABs) to reflect the new fundamental themes in the Council's revised Corporate Plan.

Councillors were reminded that the LGA Peer Review last year recognised that EABs were a 'work in progress', but also noted that there was still some confusion around their role. It had been suggested that the Council should review ways to make the work of the EABs more effective and perhaps look at focusing their work around topic based task and finish groups.

The report now before the Committee was the product of that review, which had taken account of difficulties and issues with the operation of the EABs in terms of work programming, confusion around their remit, cancellation of meetings due to insufficient business, and reluctance to discuss some matters at an early stage in a public forum with webcasted meetings.

The report had set out three Options as follows:

Option 1: To disband the two EABs and establish a single overarching EAB, commissioning task groups to look at specific topics related to delivery of the Council's corporate priorities.

Option 2: To disband the two EABs and establish topic based advisory boards commissioned directly by the Executive on ad hoc basis.

Option 3: To make no changes.

The report had recommended Option 1 on the basis that a single EAB would provide greater flexibility with more frequent meetings, greater control by non-Executive councillors in terms of topic selection, with greater use of informal task groups to look at those topics. A single EAB would enable more streamlined work programming, a key element of which, it was proposed, would be discussion of selected major capital projects between provisional budget approval by full Council and submission of the business case for final approval by Executive to transfer schemes to the approved programme.

It was envisaged that the single EAB would comprise 15 members; and would meet up to 10 times a year rather than two EABs (each currently comprising 12 members) meeting six times a year.

The suggested terms of reference for the single EAB and a timetable of meetings for the remainder of the 2018-19 municipal year and 2019-20 were set out in the report.

The Committee, having considered the three options set out in the report, felt on balance that Option 1 provided the greater benefits, and

RECOMMEND: That the Council agrees, with immediate effect,

- (1) the two existing Executive Advisory Boards be disbanded;
- (2) a single Executive Advisory Board (to be named “Executive Advisory Board”), comprising 15 councillors, be established, with up to seven substitute members per political group;
- (3) the Terms of Reference of the Executive Advisory Board, as set out in Appendix 1 to this report, be approved; and
- (4) the timetable of meetings of the Executive Advisory Board for the remainder of the 2018-19 municipal year, and the 2019-20 municipal year, as shown in Appendix 2 to this report be adopted.

Reason:

To introduce a more efficient and effective EAB configuration.

CGS30 REVIEW OF PUBLIC SPEAKING PROCEDURE RULES

The Committee considered a report on a number of proposed revisions to the Public Speaking Procedure Rules in Part 4 of the Constitution, which had been proposed in order to improve clarity and consistency, and in particular to address issues on which the Rules were silent.

The review had also proposed some amendments to the Council’s Petition Scheme, in order to address data protection issues arising from the introduction of the General Data Protection Regulation, and to make provision within the Scheme for the separate procedures for dealing with petitions by the new Guildford Joint Committee.

Details of the proposed amendments to Public Speaking Procedure Rules and Petition Scheme were set out, by way of tracked changes, in Appendix 1 to the report submitted to the Council.

Having considered the proposed amendments, the Committee

RECOMMEND: That the proposed revisions to the Council’s Public Speaking Procedure Rules and Petition Scheme, as set out in the report submitted to the Committee and at Appendix 1 thereto, be adopted.

Reason:

To improve the general clarity and consistency of the Council’s Public Speaking Procedure Rules.

CGS31 COUNCILLOR TRAINING AND DEVELOPMENT UPDATE

The Committee considered a report outlining the work undertaken by the Councillor Development Steering Group to date, including the feedback from councillors in respect of training events held during the year and the ongoing training and development programme. The report also outlined the work being carried out in terms of developing a dedicated microsite on the Council’s website for prospective candidates that want to become a councillor, and the provision of an online e-learning management system for councillors.

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Details of the current training and development programme, the programme for the forthcoming “Becoming a Councillor” event on 29 October 2018, and the induction programme for newly elected councillors (May to July 2019), were appended to the report.

The Committee commented on the high quality of the training provided for councillors, but expressed its concern over the poor turnout of councillors at recent training events, particularly bearing in mind the cost of external specialist trainers.

Having considered the report, the Committee

RESOLVED:

That the valuable work being undertaken by the Councillor Development Steering Group in developing a clear structured plan for councillor development that responds both to the Council’s corporate priorities and councillors’ individual training needs, be noted.

Reason for Decision:

To recognise the importance the Council attaches to councillors’ training and development.

CGS32 WORK PROGRAMME

The Committee, having considered its updated work programme for the 2018-19 municipal year

RESOLVED: That the work programme for the 2018-19 municipal year, as set out in Appendix 1 to the report submitted to the Committee, be approved.

Reason:

To allow the Committee to maintain and update its work programme.

The meeting finished at 8.10 pm

Signed

Chairman

Date

John Armstrong

From: James Whiteman
Sent: 21 November 2018 16:56
To: Caroline Reeves
Cc: Councillors; Robert Parkin; John Armstrong; Sarah White; Stuart Harrison; Directors; Carolyn Patterson
Subject: FW: Consideration of the Wisley Garden Village issue

Dear Caroline,

Please see my responses to the questions you submitted on 4 November 2018 to the Managing Director, the Chairman of the Corporate Governance and Standards Committee, the Leader of the Council and the Monitoring Officer in relation to the Wisley Garden Village issue. You have indicated that you are happy for me to respond via email and copy this response to all Councillors. The Chairman of the Corporate and Standards Committee has also agreed to let you make a statement regarding your questions at the meeting of the committee on 29 November 2018 to enable you to make further comment in relation to this response. A copy of this email will also be attached to the agenda for information.

Questions raised by Councillor Caroline Reeves:

1: When did the Executive and Council officers know the matter would go to the Executive for decision? Why wasn't it on the Forward Plan - which 'sets out details of the various decisions that the Executive and full Council are likely to take over the next 12 months in so far as they are known at the time of publication.'

The Director of Planning and Regeneration confirms that her attention was first drawn to the MHCLG Garden Communities Prospectus on 17 August 2018. She sent an email to the Leader of the Council, Councillor Paul Spooner on the same day asking whether he would support the submission of a bid from Guildford in respect of Wisley Airfield. Councillor Paul Spooner responded by email on 20 August 2018 giving his support.

During the period up to 11 September 2018, the Planning Policy team were busy preparing for the consultation on the proposed Main Modifications to the Submission Local Plan. In the period leading up to and during the consultation period, key members of the Planning Policy team, who had spent significant time in the preceding months preparing for the local plan examination, attending and responding to points raised during the inquiry, preparing the main modifications to the plan and the consultation arrangements, finally took the opportunity of taking two weeks' annual leave. This meant that work on the preparation of the bid and seeking authority for its submission was not given the priority which it would otherwise have received.

The Forward Plan setting out key decisions and other decisions to be taken by the Executive is published monthly. The Forward Plan setting out details of the decisions to be taken by the Executive on 30 October 2018 was published on 25 September 2018.

In the normal course of events, any decision to submit a bid for funding to external organisations would be taken by the relevant Lead Councillor in accordance with the General Delegation to all Lead Councillors set out in Part 3 of the Council's Constitution (Responsibilities of the Leader and Lead Councillors).

Instead of a lead councillor decision on whether to submit a bid, the Leader of the Council indicated on 19 October 2018 that he would like to have an open public debate on the matter

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and so decided that the matter should be referred to the Executive for decision at its next scheduled meeting on 30 October 2018.

The Managing Director, and the Director of Planning and Regeneration, have both apologised publically, and in a meeting with relevant councillors, for the short time period in preparing the original report and also for not involving ward councillors at an earlier date.

2: All key decisions [those likely to result in expenditure or savings of £200,000 or have a significant impact on 2 or more wards] are required to be publicised in the Forward Plan at least 28 days before the relevant Executive decision. Again, why was this requirement not met? Is it not a key decision?

As explained at the Executive meeting, the Council Solicitor and Monitoring Officer and the Democratic Services Manager considered that a decision to submit a bid, of itself, could not be construed as being a "key decision", as defined in the Council's Constitution and referred to in the question. Consequently, there was no requirement to publish via the Forward Plan notice of intention to take the decision at least 28 days before the decision was scheduled to be taken.

This differs from a substantive decision, which might follow and involve a host of possible interventions – including local development vehicles, supplementary planning documents, joint ventures, and statutory development corporations to promote a Garden Village, any one of which is likely to be a key decision.

3: Section 32 of the Garden Communities Prospectus states : 'We expect the submission of a proposal to have been preceded by a period of engagement with the Department [MHCLG] and Homes England, and encourage initial contact to be made as early as possible.' When did the Council first contact the Ministry of Housing, Communities and Local Government about a Bid?

The Planning Policy Team first spoke with MHCLG specifically about the Wisley Garden Village bid on 5 November 2018.

Kind regards

James

James Whiteman
Managing Director

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PA Support:
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Corporate Governance and Standards Committee Report

Ward(s) affected: All

Report of the Chief Financial Officer

Author: Claire Morris, Director of Finance

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Lead Councillor responsible: Nigel Manning

Tel: 01252 665999

Email: nigel.manning@guildford.gov.uk

Date: 29 November 2018

Annual Audit Letter 2017-18

Executive Summary

The external audit for 2017-18 is complete and the independent auditor has now issued their Annual Audit Letter. The letter is attached at Appendix 1. The Annual Audit Letter includes findings and recommendations that were raised in the Audit Findings Report, which was presented to Corporate Governance and Standards Committee on 7 August 2018. The Annual Audit Letter will be reported to the Executive on 8 January 2019.

The Council's annual external audit is carried out by Grant Thornton and their annual audit letter summarises the key findings from their work on the Council's financial statements and on its arrangements for value for money. Grant Thornton gave an unqualified opinion on the Council's financial statements on 7 August 2018. The auditors were satisfied that the Council put in place proper arrangements to ensure economy, efficiency and effectiveness in its use of resources.

Recommendation to Corporate Governance and Standards Committee

The Committee is asked to review the letter and make any comments to the Executive as it feels is appropriate.

Reason for Recommendation:

To approve the Annual Audit Report

1. Purpose of Report

- 1.1 The report will introduce the Annual Audit Letter received from Grant Thornton, our external auditors

2. Strategic Priorities

- 2.1 Good financial management underpins all that the Council does and helps to achieve the priorities set down in the Corporate Plan.

3. Background

3.1 **Appendix 1** attached is the Annual Audit Letter from Grant Thornton. Within the letter, they refer to the Audit Findings Report that this Committee considered at its meeting on 7 August 2018.

3.2 The Annual Audit Letter summarises the key findings arising from:

- (a) auditing the 2017-18 accounts and Whole of Government Accounts return
- (b) assessing the Council's arrangements for securing economy, efficiency and effectiveness in its use of resources
- (c) certification of grants claims and returns.

3.3 The Council received an unqualified opinion on the accounts and its arrangements for securing economy, efficiency and effectiveness and an assurance statement on the Whole of Government Accounts.

3.4 The auditors are still working on the housing benefit grant claim and will report the findings of the audit to this Committee, in their annual certification letter later in the year.

3.5 To assess the Council's value for money, Grant Thornton reviewed the Council's medium term financial plan and general fund capital programme. Their findings and recommendations are included on pages 8 and 9 of Appendix 1. The auditors are satisfied that the Council is addressing its medium term financial plan budget gap of £8.5 million by putting in place the Future Guildford Transformation programme. Grant Thornton will monitor the progress of delivery of savings against its medium term financial plan in future audits.

4 Consultations

4.1 No consultations are required for this report.

5 Equality and Diversity Implications

5.1 There are no equality and diversity implications arising from this report.

6. Financial Implications

6.1 There are no financial implications arising as a result of this report.

7. Legal Implications

7.1 The International Standard on Auditing (UK and Ireland) 260 requires the external auditor to report any issues arising from the audit of the Financial Statements to those charged with governance. In the Council's case, this is the Corporate Governance and Standards Committee.

8. Human Resource Implications

8.1 There are no human resource implications arising as a result of this report

9. Summary of Options

9.1 Consideration of alternative options is not applicable to this report.

10. Conclusion

10.1 The Council received an unqualified opinion on its accounts for 2017-18 and its arrangements for securing economy, efficiency and effectiveness. We also received an assurance statement on our Whole of Government Accounts submission.

11. Background Papers

None

12. Appendices

Appendix 1: Grant Thornton: Annual Audit Letter Year ended 31 March 2018

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Annual Audit Letter

Year ending 31 March 2018

DRAFT

This version of the report is a draft. Its contents and subject matter remain under review and its contents may change and be expanded as part of the finalisation of the report. This draft has been created from the template dated DD MMM YYYY



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Section

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Appendices

- A Reports issued and fees

Executive Summary

Purpose

Our Annual Audit Letter (Letter) summarises the key findings arising from the work that we have carried out at Guildford Borough Council (the Council) for the year ended 31 March 2018.

This Letter is intended to provide a commentary on the results of our work to the Council and external stakeholders, and to highlight issues that we wish to draw to the attention of the public. In preparing this Letter, we have followed the National Audit Office (NAO)'s Code of Audit Practice and Auditor Guidance Note (AGN) 07 – 'Auditor Reporting'. We reported the detailed findings from our audit work to the Council's Corporate Governance and Standards Committee Committee as those charged with governance in our Audit Findings Report on 7 August 2018.

Our work

Materiality	We determined materiality for the audit of the Council's financial statements to be £2,193,000, which is 2% of the Council's gross revenue expenditure.
Financial Statements opinion	We gave an unqualified opinion on the Council's financial statements on 7 August 2018.
Use of statutory powers	We did not identify any matters which required us to exercise our additional statutory powers.
Value for Money arrangements	We were satisfied that the Council put in place proper arrangements to ensure economy, efficiency and effectiveness in its use of resources. We reflected this in our audit report to the Council on 7 August 2018.
Certification of Grants	We also carry out work to certify the Council's Housing Benefit subsidy claim on behalf of the Department for Work and Pensions. Our work on this claim is not yet complete and will be finalised by 30 November 2018. We will report the results of this work to the Corporate Governance and Standards Committee in our Annual Certification Letter.
Certificate	We certify that we have completed the audit of the accounts of Guildford Borough Council in accordance with the requirements of the Code of Audit Practice.

Working with the Council

During the year we have delivered a number of successful outcomes with you. We have worked with you to streamline your processes, shared our insight by providing regular audit committee updates covering best practice.

We would like to record our appreciation for the assistance and co-operation provided to us during our audit by the Council's staff.

Respective responsibilities

We have carried out our audit in accordance with the NAO's Code of Audit Practice, which reflects the requirements of the Local Audit and Accountability Act 2014 (the Act). Our key responsibilities are to:

- give an opinion on the Council financial statements (section two)
- assess the Council's arrangements for securing economy, efficiency and effectiveness in its use of resources (the value for money conclusion) (section three).

In our audit of the Council and financial statements, we comply with International Standards on Auditing (UK) (ISAs) and other guidance issued by the NAO.

Audit of the Accounts

Our audit approach

Materiality

In our audit of the Council's financial statements, we use the concept of materiality to determine the nature, timing and extent of our work, and in evaluating the results of our work. We define materiality as the size of the misstatement in the financial statements that would lead a reasonably knowledgeable person to change or influence their economic decisions.

We determined materiality for the audit of the Council's accounts to be £2,193,000, which is 2% of the Council's gross revenue expenditure. We used this benchmark as, in our view, users of the Council's financial statements are most interested in where the Council has spent its revenue in the year.

We set a lower threshold of £110,000, above which we reported errors to the Corporate Governance and Standards Committee in our Audit Findings Report.

The scope of our audit

Our audit involves obtaining sufficient evidence about the amounts and disclosures in the financial statements to give reasonable assurance that they are free from material misstatement, whether caused by fraud or error. This includes assessing whether:

- the accounting policies are appropriate, have been consistently applied and adequately disclosed;
- the significant accounting estimates made by management are reasonable; and
- the overall presentation of the financial statements gives a true and fair view.

We also read the remainder of the Statement of Accounts to check they are consistent with our understanding of the Council and with the financial statements included in the Statement of Accounts on which we gave our opinion.

We carry out our audit in accordance with ISAs (UK) and the NAO Code of Audit Practice. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our audit approach is based on a thorough understanding of the Council's business and is risk based.

We identified key risks and set out overleaf the work we performed in response to these risks and the results of this work.

Audit of the Accounts

Significant Audit Risks

These are the significant risks which had the greatest impact on our overall strategy and where we focused more of our work.

Risks identified in our audit plan	How we responded to the risk	Findings and conclusions
<p>Improper Revenue Recognition Under ISA 240 (UK) there is a presumed risk that revenue may be misstated due to the improper recognition of revenue.</p>	<p>Having considered the risk factors set out in ISA240 and the nature of your revenue streams, we have determined that the risk of fraud arising from revenue recognition can be rebutted, because:</p> <ul style="list-style-type: none"> • there is little incentive to manipulate revenue recognition; • opportunities to manipulate revenue recognition are very limited; • the culture and ethical frameworks of local authorities, including Guildford Borough Council, mean that all forms of fraud are seen as unacceptable. 	<p>This risk was rebutted.</p>
<p>Management Override of Controls Under ISA (UK) 240 there is a non-rebuttable presumed risk that the risk of management over-ride of controls is present in all entities. We identified management override of controls as a risk requiring special audit consideration.</p>	<p>As part of our audit work we have:</p> <ul style="list-style-type: none"> • reviewed of accounting estimates, judgements and decisions made by management; • tested journal entries' • reviewed accounting estimates, judgements and decisions made by management; • reviewed unusual significant transactions; • reviewed significant related party transactions outside the normal course of business. 	<p>Our audit work did not identify any issues in respect of management override of controls.</p>
<p>Valuation of Property, Plant and Equipment The land and buildings are revalued on a quinquennial basis to ensure that carrying value is not materially different from current value. This represents a significant estimate by management in the financial statements. We identified the valuation of land and buildings revaluations and impairments as a risk requiring special audit consideration.</p>	<p>As part of our audit work we completed the;</p> <ul style="list-style-type: none"> • review of management's processes and assumptions for the calculation of the estimate; • review of the competence, expertise and objectivity of any management experts used; • review of the instructions issued to valuation experts and the scope of their work; • discussions with your valuer about the basis on which the valuation was carried out, challenging the key assumptions; • review and challenge of the information used by the valuer to ensure it was robust and consistent with our understanding; • testing of revaluations made during the year to ensure they were input correctly into your asset register; • evaluation of the assumptions made by management for those assets not revalued during the year and how management satisfied themselves that these were not materially different to current value. <p>Our audit work identified an issue with the accounting treatment of the Onslow Village Park and Ride asset. The draft accounts included a valuation for the Onslow Village Park and Ride as the asset had been reclassified as a finance lease and the valuer provided a valuation on this basis. In response to audit queries on the movement in the valuation of this asset, management determined that the asset was an operating lease and should not have been classified as a finance lease. As a result, the asset (and associated revaluation reserve amount) was removed from the balance sheet.</p>	<p>With the exception of the amendment made for the accounting treatment of the Onslow Village Park, our work did not identify any further issues in respect of the valuation of property, plant and equipment.</p>

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Appendix 1

Audit of the Accounts

Agenda item number: 5
Appendix 1

Valuation of Pension Fund Net Liability

The pension fund asset and liability as reflected in your balance sheet represents a significant estimate in the financial statements. We identified the valuation of the pension fund net liability as a risk requiring special audit consideration

As part of our audit work we;

- identified the controls put in place by management to ensure that the pension fund net liability is not materially misstated and assessed whether those controls were implemented as expected and whether they were sufficient to mitigate the risk of material misstatement;
- reviewed the competence, expertise and objectivity of the actuary who carried out the pension fund valuation;
- gained an understanding of the basis on which the IAS 19 valuation was carried out, undertaking procedures to confirm the reasonableness of the actuarial assumptions made;
- reviewed the consistency of the pension fund net liability disclosures in notes to the financial statements with the actuarial report from the actuary.

Our audit work did not identify any issues in respect of the valuation of pension fund net liability.

Audit opinion

We gave an unqualified opinion on the Council's financial statements on 7 August 2018.

Preparation of the accounts

The Council presented us with draft accounts in accordance with the national deadline, and provided a good set of working papers to support them. The finance team responded promptly and efficiently to our queries during the course of the audit.

Issues arising from the audit of the accounts

We reported the key issues from our audit to the Council's Corporate Governance and Standards Committee on 7 August 2018. The amendments required to correct the accounting treatment of the Onslow Village Park and Ride were not able to be concluded for the planned Corporate Governance and Standards Committee on 26 July and a revised meeting was arranged on 7 August 2018 which was after the national deadline of 31 July 2018.

Annual Governance Statement and Narrative Report

We are required to review the Council's Annual Governance Statement and Narrative Report. It published them on its website in line with the national deadlines.

Both documents were prepared in line with the CIPFA Code and relevant supporting guidance. We confirmed that both documents were consistent with the financial statements prepared by the Council and with our knowledge of the Council.

Other statutory powers

We also have additional powers and duties under the Act, including powers to issue a public interest report, make written recommendations, apply to the Court for a declaration that an item of account is contrary to law, and to give electors the opportunity to raise questions about the Council's accounts and to raise objections received in relation to the accounts.

Certificate of closure of the audit

We are also required to certify that we have completed the audit of the accounts of Guildford Borough Council in accordance with the requirements of the Code of Audit Practice.

Value for Money conclusion

Background

We carried out our review in accordance with the NAO Code of Audit Practice, following the guidance issued by the NAO in November 2017 which specified the criterion for auditors to evaluate:

In all significant respects, the audited body takes properly informed decisions and deploys resources to achieve planned and sustainable outcomes for taxpayers and local people.

Key findings

Our first step in carrying out our work was to perform a risk assessment and identify the key risks where we concentrated our work.

The key risks we identified were:

- Medium term financial planning
- General fund capital programme

The results of our work are set out overleaf.

As part of our Audit Findings report presented to the Corporate Governance and Standards Committee on 7 August 2018, we did not identify any recommendations for improvement.

Overall Value for Money conclusion

We are satisfied that in all significant respects the Council put in place proper arrangements to secure economy, efficiency and effectiveness in its use of resources for the year ending 31 March 2018.

Value for Money conclusion

Key Value for Money Risks

Risks identified in our audit plan	Findings	Conclusion
<p>Medium Term Financial Planning</p> <p>The Council identified a cumulative gap of £3.4 million between projected resources and budgeted expenditure over the four years to 2021/22 [updated to £8.5 million to the four years to 2022/23]. In part, this relies on continuing to deliver the budgeted level of savings from existing projects. The Council identified a need for longer term transformation of service delivery to be able to deliver sustainable services in the period covered by the medium term financial strategy.</p>	<ul style="list-style-type: none"> Following our risk assessment in February 2018, a revised Medium Term Financial Strategy (MTFS) was prepared which identified a cumulative gap of £8.5 million for the four years to 2022/23. This represented a £5.1 million increase on the previously identified gap and was due primarily to the inclusion of an estimated £5.674 million from the impact of negative Revenue Support and Grant (RSG). Negative RSG had been included in the previous iteration of the MTFS, but at a lower overall total (£2.671 million). The Council adapted the MTFS to address feedback received from a Local Government Association peer review, performed in December 2017, as well as to reflect updated guidance and government legislation on capital expenditure investments. The Local Government Finance Settlement in December 2017 stated that it would consult on the removal of 'negative RSG', at the time of our work, no consultation has been issued. The revised MTFS included the Council's forecast of the impact of negative RSG as being £0.674 million in 2019/20 and a further cumulative £5.0 million in the subsequent three years. The Council undertook a sensitivity analysis on the potential gap in the MTFS and has commissioned external consultants to assist in developing a cross-cutting transformation programme entitled 'Future Guildford' to explore alternative organisational models. The consultants have performed similar reviews at other comparable local authorities. The exact scope of the review is under development, and the Council has indicated that the areas for review should include a 'customer-first' approach, procurement, ICT investment and process automation. The aim of this transformation is to deliver savings in the medium term. The impact of the transformation has not yet been quantified in the MTFS as the project is in an early stage and the timings and nature of potential savings remain uncertain. The Council is also exploring ongoing income generation opportunities including: - the expansion of North Downs Housing Ltd. as a vehicle to enable the provision of homes across a range of tenures other than social rent - the approval and continued expansion of the capital programmes - the development or expansion of commercial services to benefit from local opportunities and synergies with local partnerships Part of the Council's response to the constraints in public sector funding has been to set aside underspends in previous years to fund future budget pressures, anticipated gaps in business rates income and to put aside monies to enable you to invest in schemes to deliver savings in future years. Earmarked reserves at 31 March 2018 are just over £41 million which is considerably higher than the current gap in the MTFS. It was also noted that the Council has not fully achieved all of the savings target identified in the 2017-18 budget. £0.22 million of unachieved savings have been carried forward into the 2018/19 budget, which already includes a £0.5 million target; the combined transformation budget for 2018/19 is therefore £0.72 million. 	<p>The latest MTFS increases the cumulative gap from £3.4 million to £8.5 million. The increase was driven by the adoption of prudent assumptions over the future impact of Negative RSG. To mitigate the risk, the Council are engaging external consultants with a view to identifying opportunities for organisational transformation.</p> <p>On this basis we concluded that the risk was sufficiently mitigated and the Council has proper arrangements in place for planning finances effectively to support the sustainable delivery of strategic priorities.</p>

Agenda item number: 5
Appendix 1

Value for Money conclusion

Key Value for Money Risks (continued)

Risks identified in our audit plan	Findings	Conclusion
<p>General Fund capital Programme</p> <p>The Council approved a General Fund Capital Programme for the five years to 2022/23. This is an area of considerable spend, with a net cost to the Council of £96 million, and involves decision making against a backdrop of many variables. The execution and timing of capital expenditure may also have revenue implications.</p>	<ul style="list-style-type: none"> In February 2018, the Capital and Investment Strategy was released, being a new requirement under the revised CIPFA Prudential Code 2018. This formally brought together the capital programme and the treasury management annual strategy into a single report. This is designed to strengthen the link between capital spending and treasury management, both of which are administered and reported by the Financial Services Manager. The capital programme is re-profiled on a rolling basis; the results of this re-profiling are reported to the Corporate Governance & Standards Committee 3-4 times a year. The general capital programme was approved for £100 million expenditure in 2017/18 and only £14 million was incurred. Within the overall capital plan, £64 million was for 'Development: Income Generating' and only £11 million was incurred. For reasons of commercial sensitivity the reasons for slippage in the capital programme are generally not reported in public forums, although internal monitoring takes place on a project by project basis. (N.B. the £96 million quoted in the risk refers to the net financing requirement over the five-year period. The net financing requirement being the additional external financing the Council will require during this time.) Underspending against capital budgets is not uncommon in Local Authorities. At Guildford, the key reason for slippage is due to difficulties in profiling the length of the project for budget and completion purposes. In some cases, capital project owners are optimistic in their profiling. This was noted as an issue in our prior year VfM review. In response to a prior year recommendation, the Council introduced training for service leaders on business case preparation. The Capital and Investment Strategy is governed in a way that seeks to align the Corporate Plan and social agenda, a key aim of the strategy is to develop commercial returns on investments. Within this, identifying investment opportunities is a key element and governance structures are in place to support this as well as arrangements to divest investments with poor returns (in the case of investment properties) or identifying alternative uses for operational assets. Both Investment and Operational assets are reviewed against the Council's Asset Management Framework. Investment Properties are reviewed by a specific Group (Investment Property Fund Management Group) with representation from Finance and Asset Development staff and senior officers. Examples were provided of recent divestments / reallocations of use amongst both Investments and Operational property. Although the primary focus has tended to be on Investment Properties, the ongoing use of Operational property will fall within the scope of the 'Future Guildford' review. 	<p>We assessed that the Council has governance arrangements in place for the approval of bids and monitoring of performance, the Council continues to experience significant underspends against the approved programme of expenditure indicating the opportunity to strengthen profiling. Delayed implementation of the capital programme may prevent the Council fully achieving the medium and long term financial and strategic objectives.</p> <p>On the basis of the overall arrangements, we conclude that the risk was sufficiently mitigated and you have proper arrangements in place for capital programme forecasting and monitoring effectively to support the sustainable delivery of strategic priorities.</p>

Agenda item number: 5 Appendix 10

A. Reports issued and fees

We confirm below our final reports issued and fees charged for the audit and provision of non-audit services.

Reports issued

Report	Date issued
Audit Plan	29 March 2018
Audit Findings Report	31 July 2018
Annual Audit Letter	30 August 2018

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Fees

	Planned £	Actual fees £	2016/17 fees £
Statutory Council audit	57,533	57,533	57,533
Housing Benefit Grant Certification	19,993	TBC	19,993
Total fees	77,526	TBC	77,526

The planned fees for the year were in line with the scale fee set by Public Sector Audit Appointments Ltd (PSAA).

Fees for non-audit services

Service	Fees £
Audit related services	1,500
- Grant Certification (Housing Capital Receipts)	
Non-Audit related services	14,500
- Place Analytics and CFO Insights License	

Non-audit services

- For the purposes of our audit we have made enquiries of all Grant Thornton UK LLP teams providing services to the Council. The table above summarises all non-audit services which were identified.
- We have considered whether non-audit services might be perceived as a threat to our independence as the Council's auditor and have ensured that appropriate safeguards are put in place.

The above non-audit services are consistent with the Council's policy on the allotment of non-audit work to your auditor.



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Corporate Governance and Standards Report

Ward(s) affected: All

Report of Director of Finance

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Date: 29 November 2018

Financial Monitoring 2018-19

Executive Summary

The report summarises the projected outturn position for the Council's general fund revenue account, based on actual and accrued data for the period April to September 2018.

Officers are projecting a reduction in net expenditure on the general fund revenue account of £1,231,449 (representing 3.31% of its original net budget). This is the result of a reduction in the statutory Minimum Revenue Provision (MRP) charge to the general fund to make provision for the repayment of past capital debt. This lower than budgeted MRP charge reflects a re-profiling of capital schemes, which has also had a positive impact on the level of our cash balances and assumed external borrowing costs, which have combined to produce higher than budgeted net interest receipts. The recent acquisition of the Multiplex and Old Orleans site in Bedford Road has resulted in the inclusion of £225,000 of net income, after adjustment for maintenance and other operating costs associated with the site. The impact on investment income of the acquisition is shown in the external interest receivable figure.

A surplus on the Housing Revenue Account will enable a projected transfer of £6.96 million to the new build reserve and £2.5 million to the reserve for future capital at year-end. The transfer is £277,450 lower than budgeted and is a consequence of the application of a risk-free interest rate on HRA reserve balances reflecting the allocation of risk between the general fund and the HRA.

Officers are making progress against significant capital projects on the approved programme as outlined in section 7 of this report. The Council expects to spend £88.9 million on its capital schemes by the end of the financial year. The expenditure is higher than it has been for many years and demonstrates progress in delivering the Council's capital programme.

The Council's underlying need to borrow to finance the capital programme is expected to be £69.5 million by 31 March 2019, against an estimated position of £71.15 million. The lower underlying need to borrow is a result of slippage on both the approved and

provisional capital programme as detailed in paragraphs 7.3 to 7.6 of the report.

The Council held £117 million of investments and £224.6 million of external borrowing at 30 September 2018, which includes £193.1 million of HRA loans. Officers confirm that the Council has complied with its Prudential indicators in the period, which were set in February 2018 as part of the Council's Capital Strategy.

Recommendation to Corporate Governance and Standards Committee

That the Committee notes the results of the Council's financial monitoring for the period April to September 2018 and makes any comments it feels appropriate

Reason for Recommendation:

To allow the Committee to undertake its role in relation to scrutinising the Council's finances.

1. Purpose of Report

- 1.1 Recommendation 8 of the 2015 Council Governance Review was: 'That the importance of the Corporate Governance and Standards Committee to the Council be recognised, particularly in the way in which it supports the overview and scrutiny function through ongoing scrutiny of financial matters, including its proposed expanded remit on the treasury management function and budget monitoring'.
- 1.2 This Committee started its enhanced review of our financial management at its meeting on 24 September 2015. This report covers the period April to September 2018.

2. Strategic Priorities

- 2.1 Councillors have reviewed and adopted an ambitious Corporate Plan for the period 2018-2023. The plan includes many significant projects and aspirations that will challenge us financially. Monitoring of our financial position during the course of the financial year is a critical part of our management of resources that will ultimately support delivery of the corporate plan.

3 Background

- 3.1 The Council regularly undertakes financial monitoring in a number of ways:
 - (a) two types of general fund revenue budget monitoring report; a full monitor for periods 3, 6, 8 and 10 and a shorter monitor for the other periods (except April) covering key service areas (Industrial Estates, Investment Property, Development Control, Major Projects, Planning Policy, Off Street Parking, Refuse and Recycling, Parks and Countryside). This report covers the period to September 2018 (period 6) and covers all Council services
 - (b) quarterly monitoring of the capital programme

- (c) monthly and quarterly monitoring of its treasury management activity
 - (d) monitoring at periods 3,6,8 and 10 of the Housing Revenue Account
- 3.2 The Council's Corporate Management Team (CMT), Chief Finance Officer and deputies, and officer capital programme monitoring group review monitoring reports. Financial monitoring for all services is reported to this Committee on a regular basis.
- 3.3 This report sets out the financial monitoring and covers:
- (a) general fund revenue monitoring (section 4)
 - (b) housing revenue account monitoring (section 5)
 - (c) treasury management (section 6)
 - (d) capital programmes (section 7)

4 General Fund Revenue Account monitoring

- 4.1 **Appendix 1** shows the summary monitoring report for the general fund revenue account. Officers have prepared the projected outturn on six months' actual and accrued data.
- 4.2 **Appendix 2** shows detailed information for each service split between direct expenditure and income and indirect costs. We monitor the projected outturn against the revised (or latest) budget as this takes into account any virements or supplementary estimates approved since the original budget was set in February 2018.
- 4.3 At total service unit level, the projected outturn is £210,509 lower than the latest estimate. There are items within the contributions to reserves that reverse figures within the service units. When these adjustments are taken into account, the projected outturn is £145,347 lower than the latest estimate.
- 4.4 Following the receipt of dividends for the quarter, the return on external funds has been reforecast and net external interest receivable is projected to be £680,649 higher than our original estimate.
- 4.5 The Minimum Revenue Provision (MRP), based on the Capital Financing Requirement (CFR) at 31 March 2018 for the purposes of this report is shown as £795,190. This is £405,453 lower than originally estimated. The reduction is due to slippage in the capital programme experienced during 2017-18.
- 4.6 The overall projected position for net expenditure is £1,231,449 lower than estimate.
- 4.7 The table below shows the supplementary estimates and virements approved to date.

Supplementary Estimates 2018-19

Service/Description	Approval Date	Committee	Value £
Nil			
TOTAL			NIL

Virement Record 2018-19

Service/Description	Approved by	Date of Approval	Value £
Homelessness Realignment of coding structures	Claire Morris	21 April 2018	260,170
Asset Development Consolidation of Maintenance Budgets	Claire Morris	8 May 2018	1,063,500
Realignment of service responsibility for Tree Management	Claire Morris	16 August 2018	75,000
Senior Management Restructure - transformation saving	Claire Morris	4 September 2018	286,440
Delivery of Internal Audit function - transformation saving	Claire Morris	5 September 2018	159,800
TOTAL			1,844,910

Major Service Variances

- 4.8 **Appendix 2** provides detailed information on variances at a service level. There are some services with projected larger variances in total net expenditure and these are summarised in the table below. The table below details service level budget variances that impact on the bottom line once the implications of items financed from reserve or an approved carry forward are excluded.

Service	Revised Budget outturn projection Appendix 2 (£)	Transfer to/ from reserve (£)	Adjusted Revised Budget outturn projection (£)
Community Services Directorate			
Industrial Estates – loss of rental income arising from redevelopment	181,837	0	181,837
Investment Property - voids and accompanying business rates	206,612	0	206,612
Other Property - net rental from acquisition of Cinema/Old Orleans site	(204,677)	0	(204,677)

Service	Revised Budget outturn projection Appendix 2 (£)	Transfer to/ from reserve (£)	Adjusted Revised Budget outturn projection (£)
Environment Directorate			
Crematorium - uncommitted staffing growth bid and higher than anticipated cremation income re: refurbishment	(413,049)	0	(413,049)
Parks and Countryside - traveller incursion costs, delay in realising Woodbridge Road saving.	(366,260)	532,231	165,971
Town Centre Management - profit share WiFi/sponsorship	101,046	0	101,046
Street Cleansing - vacancy saving net of agency costs	(159,140)	(4,235)	(163,375)
Finance Directorate			
Accountancy - vacancies	(81,435)	0	(81,435)
Non Distributed Costs - pension back funding calculation	(206,358)	0	(206,358)
Miscellaneous Items - removal of inflation allowance	(247,644)	0	(247,644)
Planning and Regeneration Directorate			
Development Control - temporary posts and maternity cover, planning appeal expenses	479,153	85,000	564,153
Building Control - staffing implications	136,036	15,000	151,036
Climate Change - vacancies	(75,251)	0	(75,251)

5 Housing Revenue Account

5.1 **Appendix 3** shows the budget monitoring report for the Housing Revenue Account (HRA) for the period April to September 2018. At half year, the report shows that HRA gross service expenditure is projected to outturn at 99.98% of the budgeted level, whilst income is projected to be 100.14% of the budgeted level. The projected outturn would enable a transfer of around £9.47 million to the new build reserve and the reserve for future capital.

- The rental income estimate for 2018-19 included a prudent allowance for Right to Buy (RTB) sales and the re-commissioning of units. Rental income is currently projected to be £123,600 (0.42%) lower than budgeted.
- It is projected that salary related expenditure; net of temporary staffing, vacancy credit and redundancy costs may result in a saving against budget of up to £97,090.
- Restructuring of the Sheltered and Supported Housing services was underway during the 2018-19 budget setting process. Details were finalised after the HRA budget was approved and included contract-cleaning costs not included in the original estimate, resulting in the reported budget deficit.
- Emphasis continues to be on planned rather than responsive maintenance, supported by the benefits accruing from past levels of expenditure on

planned capital and revenue maintenance works. At half year, the projected expenditure on repairs and maintenance remains as per the budget; however, expenditure on void property is proving to be more volatile and may adversely affect the budget.

- With the exception of receipts from RTB sales, the estimates for the year do not provide for any repayment of HRA debt principal or for setting aside any amounts towards the repayment of debt. This is consistent with the HRA Business Plan, which prioritised the provision of additional housing. This approach will be subject to regular review and an updated business plan will be submitted reflecting constraints placed on the HRA by the prevailing legislation.

- 5.2 Tenancy arrears remain stable and are consistent with the assumptions contained in the business plan. Particular attention is paid to introductory tenancies (tenants of less than 12 months), as they often have no previous experience of managing a household budget or of renting a property. Universal Credit is now operational for new claims and its impact may start to increase during quarters three and four.
- 5.3 In measures announced in the recent Social Housing Green Paper, the plan to impose a higher-value asset levy on social housing providers was scrapped, and the relevant provisions of the Housing and Planning Act 2016 repealed. This will mean that, for the first time in many years, councils will be able to prepare longer-term HRA business plans without the threat of imposition of the levy and the sale of so-called higher-value council housing and the consequent loss of vital future rental income.
- 5.4 The proposals for reform of the ways in which councils will be able to use receipts from the sale of council houses under the statutory Right to Buy issued alongside the green paper are also to be welcomed – as is the government’s announcement indicating the future removal of the borrowing cap on councils’ housebuilding. However, we are yet to receive details on how the announcement will be implemented.

6 Treasury Management

- 6.1 The Chartered Institute of Public Finance and Accountancy’s (CIPFA) Code of Practice on Treasury Management (“the Code”) recommends that councillors are informed of treasury management activities at least twice a year. This report therefore ensures the Council is embracing best practice in accordance with CIPFA’s recommendations by reporting quarterly to councillors.

Debt management

- 6.2 We have a substantial long-term Public Works Loan Board (PWLB) debt portfolio for the HRA totalling £193 million. Currently, the Council as a whole is only borrowing short-term for cash flow purposes. There is no cost of carry on our short-term borrowing.

- 6.3 The following table summarises the current borrowing position of the Council and the activity to month 6.

Loan type		Balance 01 April 18 £000	New loans £000	Loans repaid £000	Balance 30 Sept 18 £000	Weighted average rate of
PWLB						3.16%
Variable		45,000	0	0	45,000	
Fixed	Maturity	147,435	0	0	147,435	
	EIP	690	0	0	690	
Total long-term Loans		193,125	0	0	193,125	
Temporary Loans		48,500	56,500	(73,500)	31,500	0.63%
Total Loans		241,625	56,500	(73,500)	224,625	

Investment activity

- 6.4 During the period, we have continued with the diversification of our in-house investment portfolio into secure instruments such as bonds and secure bank deposits (not subject to bail-in) in line with our Treasury Management Strategy.
- 6.5 The Council's budgeted investment income for 2018-19 is £1.6 million; the projected outturn is £1.8 million. The gross cash balances representing the Council's reserves and working balances at 30 September 2018 available for investment were £117.7 million and net of short-term borrowing £86.2 million.
- 6.6 The Council's budgeted external interest cost, which relates to short and long-term borrowing, for the year is £6.03 million and the outturn is projected to be £5.5 million.
- 6.7 The original net interest receivable budget was £677,000. As at 30 September, we are projecting this will outturn at £1.35 million. This results from a reduction of £624,000 in interest payable on external borrowing assumptions. The reduction in external borrowing interest cost includes £64,000 relating to the budgeted loan for Clay Lane link road, £300,000 for Major Projects strategic property capital expenditure and £200,000 relating to a liquidity buffer loan. On 2 August 2018, the Bank of England increased the base rate by 0.25% to 0.75%. This will result in higher investment returns on our variable interest rate investments.
- 6.8 The Council's annualised weighted return on investments for the period to September 2018 was 1.106% against an estimate of 1.629%.
- 6.9 The table below summarises the Council's investment activity for April to September 2018.

Investment	Principal invested £000	Balance 01 April 18 £000	Movement in investment £000	Change in capital value £000	Balance 30 Sept 18 £000	Weighted average rate of interest
<u>Investment Funds</u>						
Payden & Rygel	5,000	5,007	0	(5)	5,003	0.42%
CCLA	5,000	6,652	0	37	6,689	2.18%
M&G	2,008	2,572	0	358	2,930	1.79%
Schroders	1,000	884	0	23	907	4.18%
Funding Circle	900	490	0	1	491	0.32%
UBS	2,500	2,336	0	(10)	2,326	2.01%
City Financial	2,500	2,303	0	11	2,315	2.18%
<u>In- House Investments:</u>						
Call Accounts		436	(386)		50	0.33%
Money Market Funds		8,324	(3,589)		4,735	0.56%
Notice Accounts		11,000	0		11,000	0.74%
Temporary Fixed Deposits		35,000	(19,000)		16,000	0.89%
Certificates of Deposit		3,000	0		3,000	0.64%
Unsecured bonds		5,803	5,300		11,103	0.75%
Covered Bonds		30,829	(3,629)		27,200	0.96%
Long Term Fixed Deposits		16,500	5,000		21,500	1.54%
Revolving Credit Facility		2,500	0		2,500	2.46%
Total Investments		133,637	(16,304)		117,749	

- 6.10 Some of our externally managed funds have seen a fall in their capital values since inception. The falls are indicative of wider financial market movements over the same period. The Council's external investments are held for long-term purposes and are invested to generate an income for the Council over the longer term. Any loss in investment value will not be realised unless the investment is sold. The Council has an earmarked reserve available to utilise in the event of a loss, thus minimising the impact on the general fund. Our portfolio of managed funds is kept under regular review and as a consequence of this process we reduced our investment in Funding Circle to £490,000 during 2017-18.

Prudential Indicators

- 6.11 Officers confirm that the Council has complied with its Prudential indicators in the period, which were set in February 2018 as part of the Council's Treasury Management Strategy Statement.

Authorised limit and Operational Boundary for External Debt

- 6.12 The Local Government Act 2003 requires the Council to set an Affordable Borrowing Limit, irrespective of their indebted status. This is a statutory limit, which should not be breached.
- 6.13 The Council's authorised borrowing limit was set at £591 million for 2018-19.
- 6.14 The Operational Boundary is based on the same estimates as the Authorised Limit but reflects the most likely prudent, but not worst case, scenario without the additional headroom included in the Authorised Limit.
- 6.15 The operational boundary was set at £535 million for 2018-19.

6.16 The Chief Finance Officer confirms that there have been no breaches to the authorised limit and operational boundary during the year. Borrowing, at its peak, was £241.6 million.

7 Capital Programmes

7.1 **Appendices 4 to 9** of this report set out the following for each scheme on the Council's capital programme

- the gross estimate for the scheme approved by the Executive
- the cumulative expenditure to 31 March 2018 for each scheme
- the estimate for 2018-19 as approved by Council in February 2018
- the 2018-19 revised estimate which takes into account the approved estimate, any project underspends up to 31 March 2018, and any virements or supplementary estimates
- 2018-19 current expenditure
- 2018-19 projected expenditure estimated by the project officer

7.2 The table below summarises the current position on the various strands of the Council's capital programme. Detailed explanation is provided in paragraphs 7.3 to 7.11 below.

CAPITAL EXPENDITURE SUMMARY	2018-19 Approved £000	2018-19 Revised £000	2018-19 Outturn £000	2018-19 Variance £000
General Fund Capital Expenditure				
- Main Programme	52,885	59,083	54,803	(4,279)
- Provisional schemes	42,506	42,638	28,260	(14,378)
- Schemes funded by reserves	4,351	6,095	5,540	(555)
- S106 Projects	0	350	350	0
- Affordable Housing (General Fund)	0	0	0	0
Total Expenditure	99,741	108,166	88,954	(19,212)
Housing Revenue Account Capital Expenditure				
Approved programme	14,876	15,242	15,662	420
Provisional programme	7,830	7,830	7,221	(609)
Total Expenditure	21,970	23,072	22,883	(189)

Approved (main) programme (Appendix 4)

7.3 Expenditure is expected to be £54.8 million representing a £4.28 million variance to the revised estimate of £59.08 million. If a project is on the approved programme, it is an indicator that the project has started or is near to starting following the approval of a final business case by Executive. Whilst actual expenditure for the period of £22.13 million may seem low, a number of significant projects are in progress. These include:

- OP6 – vehicle replacement programme of £1.079 million
- FS1 – capital contingency fund – there is £4.5 million remaining in the fund

- ED25 – Guildford Park infrastructure works (£4.768 million) - this scheme received planning consent in November 2016 and initial works are progressing. A significant amount of the cost of this project is still on the provisional capital programme awaiting final business case approval.
- ED6 – Slyfield Area Regeneration Project (SARP) (£1.767 million) - work is progressing on the detailed design, pre-planning and site investigation work for this scheme to inform the final business case. The budget for the full scheme is still on the provisional capital programme.
- PL9 – Crematorium rebuild (£10.433 million) – work is progressing on this scheme which is scheduled for completion in 2019-20
- ED32 – Internal Estate Road CLLR Phase 1 (£4.966 million)
- ED49 – Midleton Industrial Estate redevelopment (£1.801 million)

7.4 In addition to the schemes outlined above, the re-profiling of the following significant amounts that were due to be spent on schemes or projects in 2018-19 will now be carried forward into 2019-20 or vice versa:

- North Downs Housing investment (£16.29 million) – spend now expected between 2019-2022.
- TCMP sites – Bedford Road Wharf £15.75 million – spend now in 2018-19 originally expected in 2019-20.

Provisional programme (Appendix 5)

7.5 Expenditure on the provisional programme is expected to be £28.26 million, against the revised estimate of £42.63 million, representing a variance of £14.37 million. These projects are still at feasibility stage and will be subject to Executive approval of a business case before they are transferred to the approved capital programme. It is only once the business case is approved that the capital works can start. Monitoring progress of these projects is key to identifying project timescales. The significant projects are:

- ED25(p) – Guildford Park new MSCP and infrastructure works (£18.625 million)
- ED48(p) – Westfield/Moorfield Road resurfacing (£3.152 million)

7.6 A number of projects, that were anticipated to start in 2018-19 have been re-profiled into future years including:

- PL16(p) – New burial ground acquisition and development (£2.458 million)
- PR7(p) – Town Centre transport infrastructure package (£4 million)
- P18(p) – Student Housing (£3 million)
- ED22(p) – Energy efficiency compliance council owned properties (£1.150 million)

S106 (Appendix 6)

7.7 Capital schemes funded from s106 developer contributions are expected to total £350,000.

Reserves (Appendix 7)

7.8 The outturn in respect of capital schemes funded from the Council's specific reserves is anticipated to be £5.54 million. The main projects are:

- expenditure on car parks: £1.795 million
- ICT renewals: £1.5 million
- ICT infrastructure improvement: £1.25 million

Capital resources (Appendix 8)

7.9 When the Council approved the budget, the estimated underlying need to borrow for 2017-18 was £71.1 million. The current estimated underlying need to borrow is £69.5 million. The minor reduction is due to slippage in the programme where schemes are re-profiled into future years.

Housing Investment Programme Approval Capital (Appendix 9)

7.10 The HRA approved capital programme is expected to outturn at £15.6 million against a revised estimate of £15.2 million. A number of projects are in progress. These include:

- Guildford Park - initial works are progressing, a significant amount of the cost of this project is still on the provisional capital programme awaiting final business case approval.
- Appletree - works are progressing with completion due in May 2019.
- Great Goodwin Drive - works are ongoing, completion is due this financial year.
- Ladymead/Fire Station – works were due to start on site in Autumn 2018.

Housing Investment Programme Provisional Capital (Appendix 10)

7.11 The provisional programme's budget was £7.8 million with expenditure anticipated this financial year of £7.2 million. This programme includes provision for the opportunity purchase of land and housing for development, which is dependent on the availability of suitable sites.

8 Consultations

8.1 The accountants prepare the budget monitor in consultation with the relevant service leaders.

9 Equality and Diversity Implications

9.1 There are no direct equality and diversity implications as a result of this report. Each service leader will consider these issues when providing their services and monitoring their budgets.

10 Financial Implications

10.1 The financial implications are contained throughout the report.

11 Legal Implications

- 11.1 The Local Government Act 1972, Section 151 states that each local authority has a statutory duty to make arrangements for the proper administration of their financial affairs. In addition, the Accounts and Audit Regulations 2015 impose an explicit duty on the Council to ensure that financial management is adequate and effective and that they have a sound system of internal control, including arrangements for the management of risk.
- 11.2 “Proper administration” is not statutorily defined; however, there is guidance, issued by the Chartered Institute of Public Finance and Accountancy (CIPFA) on the responsibilities of the Chief Finance Officer (CFO). This states that local authorities have a corporate responsibility to operate within available resources and the CFO should support the effective governance of the authority through development of corporate governance arrangements, risk management and reporting framework. Regular monitoring of the Council’s actual expenditure to budget and forecasting of the expenditure for the full year is part of the proper administration and governance of the Council.
- 11.3 There are no further direct legal implications because of this report.

12 Human Resource Implications

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

13 Summary of Options

- 13.1 This report outlines the anticipated outturn position for the 2018-19 financial year based on six months’ actual data. There are no specific recommendations and therefore no options to consider.

14 Conclusion

- 14.1 The report summarises the financial monitoring position for the period April to September for the 2018-19 financial year.
- 14.2 Officers are currently projecting a reduction in net expenditure of £1,231,449 on the general fund revenue account. The main reasons for this are set out in the table in paragraph 4.8
- 14.3 The Chief Financial Officer in consultation with the Lead Councillor for Finance and Asset Management will determine the treatment of any balance as part of closing the 2018-19 accounts.
- 14.4 The surplus on the Housing Revenue Account will enable a transfer of £6.96 million to the new build reserve and £2.5 million to the reserve for future capital at year-end.
- 14.5 Actual expenditure incurred on our general fund capital programme for the period has been comparatively low against the programme envisaged at the 1 April 2018. Officers are making progress against significant capital projects on the

approved programme as outlined in section 7. The Council expects to spend £88.95 million on its capital schemes by the end of the financial year.

- 14.6 It is anticipated that the Council's underlying need to borrow to finance the capital programme will be £69.5 million by 31 March 2019. The Council has complied with Prudential Indicators during the period with the exception of the upper limit on variable interest rates.
- 14.7 At the end of September 2018, the Council had £117.7 million of current investment balances.

15 Background Papers

None

16 Appendices

- Appendix 1: General fund revenue account summary
- Appendix 2: General fund services - revenue detail
- Appendix 3: Housing Revenue Account summary
- Appendix 4: Approved capital programme
- Appendix 5: Provisional capital programme
- Appendix 6: Schemes funded from S106
- Appendix 7: Capital reserves
- Appendix 8: Capital resources
- Appendix 9: Housing Revenue Account approved capital programme
- Appendix 10: Housing Revenue Account provisional capital programme

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Actual 2017-18 £	GENERAL FUND SUMMARY	Original Estimate 2018-19 £	Latest Estimate 2018-19 £	Projection 2018-19 £
5,730,610	Community Services	6,566,430	80,636	(176,303)
3,660,491	Corporate	4,182,470	0	0
(64,620)	Planning and Regeneration	(940,790)	7,439,374	7,830,161
10,228,910	Environment	12,541,840	12,626,226	13,035,870
(152,784)	Managing Director	(720,960)	68,535	416,749
1,683,406	Finance	4,265,080	8,195,553	7,093,338
21,086,013	Total Directorate Level	25,894,070	28,410,324	28,199,815
(11,858,453)	Depreciation (contra to Service Unit Budgets)	(11,622,280)	(11,622,280)	(11,623,096)
9,227,560	Directorate Level excluding depreciation	14,271,790	16,788,044	16,576,719
(1,594,679)	External interest receivable (net)	(677,696)	(677,696)	(1,358,345)
573,852	Minimum Revenue Provision	1,200,643	1,200,643	795,190
(18,174)	Revenue income from sale of assets	0	0	0
	Revenue Contributions to Capital Outlay (RCCO)			
1,000,000	Met from: Capital Schemes reserve	0	0	0
1,204,102	Other reserves	862,000	862,000	862,000
0	General Fund	0	0	0
10,392,661	Total before transfers to and from reserves	15,656,737	18,172,991	16,875,564
	Transfers to and from reserves			
	Capital Schemes reserve			
(1,000,000)	Funding of Revenue Contribution to Capital Outlay	0	0	0
120,000	Contribution in year	0	0	0
(733,838)	Budget Pressures reserve	(975,227)	(975,227)	(700,398)
2,499,270	Business Rates Equalisation reserve	2,097,217	2,097,217	2,147,237
250,532	Car Park Maintenance reserve	(999,580)	(999,580)	(1,217,752)
32,500	Election Costs reserve	62,500	62,500	62,500
384,198	Housing Revenue Account	804,490	804,490	474,278
12,138	Insurance reserve	(5,630)	(5,630)	12,189
48,007	IT Renewals reserve	227,880	227,880	255,462
(285,948)	Invest to Save reserve	155,450	155,450	(32,983)
(193,496)	Local Authority Business Growth Incentive reserve	0	0	0
37,815	New Homes Bonus reserve	(269,969)	(269,969)	(213,969)
55,613	On Street Parking Reserve	46,190	46,190	(162,791)
1,577,983	Pensions Reserve (Statutory)	0	0	0
0	Recycling reserve	0	0	(300,000)
(65,050)	Spectrum reserve	181,510	181,510	181,510
2,180,826	Carry Forward Items	0	(2,516,145)	(2,002,938)
1,884,897	Other reserves	(215,630)	(215,739)	156,581
17,198,108	Total after transfers to and from reserves	16,765,938	16,765,938	15,534,490
	Business Rates Retention Scheme payments			
29,737,627	Business Rates tariff payment	22,269,018	22,269,018	22,269,018
0	Business Rates tariff payment to MHCLG	(475,774)	(475,774)	(475,774)
(475,758)	Business Rates levy payment to Surrey - Croydon Pool	0	0	0
0	Business Rates pilot gain from Surrey Pilot Pool	(351,982)	(351,982)	(351,982)
	Non specific government grants			
(1,183,169)	s31 grant re BRR scheme	(1,413,309)	(1,413,309)	(1,413,309)
(20,232)	s31 grant re council tax	0	0	0
(101,789)	Transition grant	0	0	0
(20,103)	New Burdens grant	0	0	0
(2,075,466)	New Homes Bonus grant	(1,200,586)	(1,200,586)	(1,200,586)
43,059,218	GUILDFORD BOROUGH COUNCIL NET BUDGET	35,593,305	35,593,305	34,361,857
1,576,106	Parish Council Precepts	1,631,985	1,631,985	1,631,985
44,635,324	TOTAL NET BUDGET	37,225,290	37,225,290	35,993,842
(35,250,674)	Business Rates - retained income	(26,159,016)	(26,159,016)	(26,159,016)
(319,407)	Revenue support grant	0	0	0
654,015	Collection Fund Deficit - Business Rates	52,958	52,958	52,958
(120,602)	Collection Fund Surplus - Council Tax	38,032	38,032	38,032
9,598,656	COUNCIL TAX REQUIREMENT	11,157,264	11,157,264	9,925,816
	Projected (under)/over spend			(1,231,449)
	Movement in MRP and External Interest			1,086,102
	Adjusted Projection			(145,347)
	Adjusted Projection M3			804,116
	Movement in Projection M3 v M6			(949,463)
	Represented by:-			
	Application of DMO rate to HRA Balances			(330,000)
	Multiplex (Rent net of assumed costs)			(225,000)
	Street Cleansing			(100,000)
	Corporate Inflation Allowance			(247,000)

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COMMUNITY SERVICES

Revised Budget Projected Outturn Variance

SERVICE SUMMARY			
Direct Expenditure	15,490,756	16,092,424	601,668
Income	(19,373,180)	(20,062,355)	(689,175)
Total Directly Controllable (Income)/Expenditure	(3,882,424)	(3,969,931)	(87,507)
Indirect Expenditure	3,963,060	3,793,628	(169,432)
Net (Income)/Expenditure	80,636	(176,303)	(256,939)

BUILDING MAINTENANCE

Direct Expenditure	3,311,410	3,685,150	373,740	A variation in the level of work undertaken, including an increase in resources to reduce the length of void periods for HRA properties. These additional costs will be recharged to the Housing Revenue Account.
Income	(3,409,530)	(3,783,300)	(373,770)	See above.
Total Directly Controllable (Income)/Expenditure	(98,120)	(98,150)	(30)	
Indirect Expenditure	91,360	91,390	30	
Net (Income)/Expenditure	(6,760)	(6,760)	0	

GYPSY AND TRAVELLER CARAVAN SITES

Direct Expenditure	116,690	92,485	(24,205)	Vacant post.
Income	(169,720)	(169,720)	0	
Total Directly Controllable (Income)/Expenditure	(53,030)	(77,235)	(24,205)	
Indirect Expenditure	31,200	31,248	48	
Net (Income)/Expenditure	(21,830)	(45,987)	(24,157)	

CITIZENS ADVICE BUREAU

Direct Expenditure	283,420	283,414	(6)
Total Directly Controllable (Income)/Expenditure	283,420	283,414	(6)
Indirect Expenditure	1,770	1,776	6
Net (Income)/Expenditure	285,190	285,190	0

CIVIL EMERGENCIES

Direct Expenditure	58,311	59,102	791
Total Directly Controllable (Income)/Expenditure	58,311	59,102	791
Indirect Expenditure	3,810	3,816	6
Net (Income)/Expenditure	62,121	62,918	797

Appendix 2

COMMUNITY SERVICES

DAY SERVICES

	Revised Budget	Projected Outturn	Variance
Direct Expenditure	618,509	623,958	5,449
Income	(205,050)	(205,956)	(906)
Total Directly Controllable (Income)/Expenditure	413,459	418,002	4,543
Indirect Expenditure	165,110	164,893	(217)
Net (Income)/Expenditure	578,569	582,895	4,326

EMERGENCY COMMUNICATIONS SYSTEM

Direct Expenditure	263,723	266,498	2,775
Income	(359,780)	(368,137)	(8,357)
Total Directly Controllable (Income)/Expenditure	(96,057)	(101,639)	(5,582)
Indirect Expenditure	59,220	59,238	18
Net (Income)/Expenditure	(36,837)	(42,401)	(5,564)

EMI SERVICES

Direct Expenditure	276,500	271,426	(5,074)
Income	(156,020)	(128,577)	27,443
Total Directly Controllable (Income)/Expenditure	120,480	142,849	22,369
Indirect Expenditure	19,490	19,520	30
Net (Income)/Expenditure	139,970	162,369	22,399

Reduction in grant income from Surrey County Council.

ENVIRONMENTAL CONTROL

Direct Expenditure	432,945	497,939	64,994	The use of agency staff and unmet vacancy credit will result in employee related costs that are £10,000 higher than budget. Costs associated with joint work with Surrey Heath BC are included in direct expenditure projection (grant receipt included in income) It is anticipated that the £25,000 funding received in 2017-18, and held in reserve, will be committed to support Air Quality projects in 2018-19.
Income	(24,460)	(46,855)	(22,395)	
Total Directly Controllable (Income)/Expenditure	408,485	451,084	42,599	
Indirect Expenditure	67,620	67,671	51	
Net (Income)/Expenditure	476,105	518,755	42,650	

COMMUNITY SERVICES	Revised Budget	Projected Outturn	Variance	
SURREY FAMILY SUPPORT PROGRAMME				
Direct Expenditure	429,240	468,805	39,565	Increase in employee costs reflecting support for both refugee and family support programme (FSP). Refugee programme expenditure is met by Home Office and FSP programme funding from Surrey County Council, on an agreed split of central government grant. Expenditure in excess of the budget reflecting variations in grant support will be transferred from reserve at year-end.
Income	(255,000)	(245,894)	9,106	
Total Directly Controllable (Income)/Expenditure	174,240	222,911	48,671	
Indirect Expenditure	65,610	65,616	6	
Net (Income)/Expenditure	239,850	288,527	48,677	
FOOD AND SAFETY SERVICES				
Direct Expenditure	330,799	346,073	15,274	Vacancy credit will not be met £8,500.
Income	(1,800)	(1,830)	(30)	
Total Directly Controllable (Income)/Expenditure	328,999	344,243	15,244	
Indirect Expenditure	82,980	83,004	24	
Net (Income)/Expenditure	411,979	427,247	15,268	
HEALTH AND SAFETY				
Direct Expenditure	133,863	138,826	4,963	
Income	(154,610)	(154,166)	444	
Total Directly Controllable (Income)/Expenditure	(20,747)	(15,340)	5,407	
Indirect Expenditure	17,540	17,558	18	
Net (Income)/Expenditure	(3,207)	2,218	5,425	
HOUSING SURVEYING SERVICES				
Direct Expenditure	731,600	694,558	(37,042)	Savings in salaries due to vacancies, partially offset by the use of agency staff.
Income	(839,120)	(802,108)	37,012	Corresponding reduction in recharge to services.
Total Directly Controllable (Income)/Expenditure	(107,520)	(107,550)	(30)	
Indirect Expenditure	105,950	105,980	30	
Net (Income)/Expenditure	(1,570)	(1,570)	0	
GRANTS TO VOLUNTARY ORGANISATIONS - HOUSING AND COMMUNITY				
Direct Expenditure	533,137	533,545	408	
Total Directly Controllable (Income)/Expenditure	533,137	533,545	408	
Indirect Expenditure	6,650	6,656	6	
Net (Income)/Expenditure	539,787	540,201	414	

Appendix 2

COMMUNITY SERVICES

HOME FARM ESTATE, EFFINGHAM

	Revised Budget	Projected Outturn	Variance
Direct Expenditure	110,475	107,655	(2,820)
Income	(12,230)	(10,882)	1,348
Total Directly Controllable (Income)/Expenditure	98,245	96,773	(1,472)
Indirect Expenditure	17,120	17,567	447
Net (Income)/Expenditure	115,365	114,340	(1,025)

HOMELESSNESS AND EMERGENCY ACCOMMODATION

Direct Expenditure	761,801	848,417	86,616	See below.
Income	(9,000)	(237,162)	(228,162)	Income received from MHCLG in respect of Flexible Homelessness Support Grant £186,035, plus Prevention Partnership Fund £35,877 will be used to support additional expenditure shown above. The balance of funding will be transferred to reserve at year-end to support homelessness prevention in subsequent years.
Total Directly Controllable (Income)/Expenditure	752,801	611,255	(141,546)	
Indirect Expenditure	99,680	99,578	(102)	
Net (Income)/Expenditure	852,481	710,833	(141,648)	

HOUSING ADVICE

Direct Expenditure	300,000	300,000	0
Total Directly Controllable (Income)/Expenditure	300,000	300,000	0
Net (Income)/Expenditure	300,000	300,000	0

AFFORDABLE HOUSING DEVELOPMENT

Direct Expenditure	133,838	115,010	(18,828)	Salary savings arising from vacant posts, offset by the vacancy credit.
Total Directly Controllable (Income)/Expenditure	133,838	115,010	(18,828)	
Indirect Expenditure	175,960	175,984	24	
Net (Income)/Expenditure	309,798	290,994	(18,804)	

INDUSTRIAL ESTATES

Direct Expenditure	280,302	321,759	41,457	Costs associated with void units.
Income	(3,428,020)	(3,297,149)	130,871	The variation in income relates to the loss of Unit 11 Midleton Industrial Estate totalling £163,000 which is subject of a planned redevelopment. This information was received after the 2018-19 estimate were prepared.
Total Directly Controllable (Income)/Expenditure	(3,147,718)	(2,975,390)	172,328	
Indirect Expenditure	308,410	317,919	9,509	
Net (Income)/Expenditure	(2,839,308)	(2,657,471)	181,837	

COMMUNITY SERVICES	Revised Budget	Projected Outturn	Variance	
INVESTMENT PROPERTY				
Direct Expenditure	168,810	238,321	69,511	Void units at the Billings has resulted in additional Electricity and Business Rates costs totalling £56,700.
Income	(5,702,420)	(5,570,081)	132,339	Reduction in rent income due to void properties and free rent periods agreed after budgets had been finalised.
Total Directly Controllable (Income)/Expenditure	(5,533,610)	(5,331,760)	201,850	
Indirect Expenditure	351,000	355,762	4,762	
Net (Income)/Expenditure	(5,182,610)	(4,975,998)	206,612	
LICENSING SERVICES				
Direct Expenditure	198,330	223,340	25,010	The Dog Warden has transferred into Community Services from the Environment Directorate. The budget will be realigned as part of the 2019-20 estimates.
Income	(165,770)	(162,786)	2,984	
Total Directly Controllable (Income)/Expenditure	32,560	60,554	27,994	
Indirect Expenditure	73,430	73,496	66	
Net (Income)/Expenditure	105,990	134,050	28,060	
COMMUNITY MEALS AND TPT				
Direct Expenditure	863,514	889,720	26,206	
Income	(275,090)	(262,909)	12,181	
Total Directly Controllable (Income)/Expenditure	588,424	626,811	38,387	
Indirect Expenditure	75,640	75,682	42	
Net (Income)/Expenditure	664,064	702,493	38,429	
OFFICE SERVICES TEAM				
Direct Expenditure	1,562,550	1,633,196	70,646	Contribution towards installation of LED lighting at Millmead funded from Energy Management Reserve.
Income	(2,151,700)	(2,104,298)	47,402	The target for income generated from the lease of office space in Millmead House to external organisations will not be met in full in 2018-19.
Total Directly Controllable (Income)/Expenditure	(589,150)	(471,102)	118,048	
Indirect Expenditure	573,570	579,642	6,072	
Net (Income)/Expenditure	(15,580)	108,540	124,120	

Appendix 2

COMMUNITY SERVICES

HOUSING OUTSIDE THE HRA

	Revised Budget	Projected Outturn	Variance
Direct Expenditure	3,650	10,270	6,620
Income	(24,940)	(22,559)	2,381
Total Directly Controllable (Income)/Expenditure	(21,290)	(12,289)	9,001
Indirect Expenditure	47,920	49,409	1,489
Net (Income)/Expenditure	26,630	37,120	10,490

OTHER PROPERTY

Direct Expenditure	66,510	221,999	155,489	Rates for vacant property and ongoing security costs at Tyting Farm. R&M and Business Rates associated with the Odeon cinema and Old Orleans site will be £103,500, offset by £374,000 rental income shown below.
Income	(358,160)	(718,518)	(360,358)	
Total Directly Controllable (Income)/Expenditure	(291,650)	(496,519)	(204,869)	
Indirect Expenditure	327,310	327,502	192	
Net (Income)/Expenditure	35,660	(169,017)	(204,677)	

PEST CONTROL

Direct Expenditure	61,820	57,968	(3,852)
Income	(62,000)	(57,101)	4,899
Total Directly Controllable (Income)/Expenditure	(180)	867	1,047
Indirect Expenditure	11,350	11,380	30
Net (Income)/Expenditure	11,170	12,247	1,077

PRIVATE SECTOR HOUSING

Direct Expenditure	567,711	667,134	99,423	The cost of a co-ordinator was not included in the 2018-19 estimates. The increase in agency staff for both the Care and Repair Team and the Private Sector Housing service will be funded from additional income shown below.
Income	(258,200)	(339,743)	(81,543)	
Total Directly Controllable (Income)/Expenditure	309,511	327,391	17,880	
Indirect Expenditure	724,540	724,588	48	
Net (Income)/Expenditure	1,034,051	1,051,979	17,928	

PROJECT ASPIRE

Direct Expenditure	0	15,536	15,536	The cost of Project Aspire is funded from reserve.
Total Directly Controllable (Income)/Expenditure	0	15,536	15,536	
Net (Income)/Expenditure	0	15,536	15,536	

COMMUNITY SERVICES

ASSET DEVELOPMENT

	Revised Budget	Projected Outturn	Variance	
Direct Expenditure	2,205,857	1,847,722	(358,135)	Salary savings arising from vacant posts, offset by the vacancy credit and agency staff. The budget for R&M sits in this service and will ultimately be vired to services. R&M actuals across the Council are at present currently projecting a saving of £350,000.
Income	(1,087,510)	(1,093,117)	(5,607)	
Total Directly Controllable (Income)/Expenditure	1,118,347	754,605	(363,742)	
Indirect Expenditure	335,540	143,278	(192,262)	
Net (Income)/Expenditure	1,453,887	897,883	(556,004)	

PUBLIC HEALTH

Direct Expenditure	83,680	85,224	1,544
Total Directly Controllable (Income)/Expenditure	83,680	85,224	1,544
Indirect Expenditure	7,470	7,488	18
Net (Income)/Expenditure	91,150	92,712	1,562

COMMUNITY WELLBEING

Direct Expenditure	361,790	307,686	(54,104)	Vacancies resulting in salary savings.
Total Directly Controllable (Income)/Expenditure	361,790	307,686	(54,104)	
Indirect Expenditure	39,240	39,264	24	
Net (Income)/Expenditure	401,030	346,950	(54,080)	

TAXI LICENSING AND PRIVATE HIRE VEHICLES

Direct Expenditure	164,061	156,602	(7,459)	It is currently assumed that the carry forward for Taxi Rank Maintenance from 2017-18 totalling £16,600 will not be required as a result of wider considerations linked to the Town Centre redevelopment.
Income	(169,500)	(185,848)	(16,348)	Legal costs recovered.
Total Directly Controllable (Income)/Expenditure	(5,439)	(29,246)	(23,807)	
Indirect Expenditure	58,990	59,131	141	
Net (Income)/Expenditure	53,551	29,885	(23,666)	

WOKING ROAD DEPOT STORES

Direct Expenditure	75,910	83,086	7,176
Income	(93,550)	(93,659)	(109)
Total Directly Controllable (Income)/Expenditure	(17,640)	(10,573)	7,067
Indirect Expenditure	17,580	17,592	12
Net (Income)/Expenditure	(60)	7,019	7,079

ENVIRONMENT	Revised Budget	Projected Outturn	Variance
SERVICE SUMMARY			
Direct Expenditure	30,042,386	31,564,644	1,522,258
Income	(28,229,790)	(29,351,412)	(1,121,622)
Total Directly Controllable (Income)/Expenditure	1,812,596	2,213,232	400,636
Indirect Expenditure	10,813,630	10,822,638	9,008
Net (Income)/Expenditure	12,626,226	13,035,870	409,644
ABANDONED VEHICLES			
Direct Expenditure	35,730	36,665	935
Income	0	(120)	(120)
Total Directly Controllable (Income)/Expenditure	35,730	36,545	815
Indirect Expenditure	3,280	3,304	24
Net (Income)/Expenditure	39,010	39,849	839
BUSINESS FORUM			
Direct Expenditure	26,270	25,293	(977)
Total Directly Controllable (Income)/Expenditure	26,270	25,293	(977)
Indirect Expenditure	1,000	1,006	6
Net (Income)/Expenditure	27,270	26,299	(971)
CCTV SYSTEMS			
Direct Expenditure	80,270	81,624	1,354
Total Directly Controllable (Income)/Expenditure	80,270	81,624	1,354
Indirect Expenditure	22,470	24,525	2,055
Net (Income)/Expenditure	102,740	106,149	3,409
CEMETERIES AND CLOSED CHURCHYARDS			
Direct Expenditure	236,030	305,364	69,334
Income	(73,900)	(76,222)	(2,322)
Total Directly Controllable (Income)/Expenditure	162,130	229,142	67,012
Indirect Expenditure	62,570	65,308	2,738
Net (Income)/Expenditure	224,700	294,450	69,750

Increase in casual staff, vacancy credit which will not be met plus changes in salary allocations total £26,000. Property Services works total £45,000 in period 6, the budget is currently held centrally.

ENVIRONMENT

	Revised Budget	Projected Outturn	Variance
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CLINICAL WASTE

Direct Expenditure	2,420	7,096	4,676
Total Directly Controllable (Income)/Expenditure	2,420	7,096	4,676
Indirect Expenditure	1,260	1,260	0
Net (Income)/Expenditure	3,680	8,356	4,676

CREMATORIUM

Direct Expenditure	843,330	698,347	(144,983)	Staffing resources previously allocated as a result of a growth bid remain uncommitted pending further consideration of the service staffing structure. Cremation fees are higher than anticipated for the period as a result in changes to the refurbishment timeline.
Income	(702,650)	(970,454)	(267,804)	
Total Directly Controllable (Income)/Expenditure	140,680	(272,107)	(412,787)	
Indirect Expenditure	394,050	393,788	(262)	
Net (Income)/Expenditure	534,730	121,681	(413,049)	

ELECTRIC THEATRE

Direct Expenditure	0	683	683
Total Directly Controllable (Income)/Expenditure	0	683	683
Net (Income)/Expenditure	0	683	683

FLEET MANAGEMENT SERVICE

Direct Expenditure	1,096,279	1,104,754	8,475	Vehicle insurance is £35,600 less than budgeted but this is offset by increases in maintenance agreements and employee related expenditure due to changes in salary allocation.
Income	(3,030,860)	(3,031,604)	(744)	
Total Directly Controllable (Income)/Expenditure	(1,934,581)	(1,926,850)	7,731	
Indirect Expenditure	1,936,960	1,937,272	312	
Net (Income)/Expenditure	2,379	10,422	8,043	

LEGAL SERVICES

Direct Expenditure	1,110,770	1,154,729	43,959	Additional legal expenses incurred as a result of a variation in the budgeted business as usual assumption.
Income	(1,269,710)	(1,349,706)	(79,996)	Allocation of legal expenses to capital schemes.
Total Directly Controllable (Income)/Expenditure	(158,940)	(194,977)	(36,037)	
Indirect Expenditure	151,340	151,394	54	
Net (Income)/Expenditure	(7,600)	(43,583)	(35,983)	

ENVIRONMENT	Revised Budget	Projected Outturn	Variance
ENGINEERING AND TRANSPORT SERVICES			
Direct Expenditure	361,390	312,875	(48,515)
Income	(421,900)	(421,900)	0
Total Directly Controllable (Income)/Expenditure	(60,510)	(109,025)	(48,515)
Indirect Expenditure	61,260	61,278	18
Net (Income)/Expenditure	750	(47,747)	(48,497)
GUILDFORD HOUSE			
Direct Expenditure	388,767	404,960	16,193
Income	(70,630)	(76,071)	(5,441)
Total Directly Controllable (Income)/Expenditure	318,137	328,889	10,752
Indirect Expenditure	106,550	98,075	(8,475)
Net (Income)/Expenditure	424,687	426,964	2,277
GUILDHALL			
Direct Expenditure	118,290	133,798	15,508
Income	(34,800)	(34,728)	72
Total Directly Controllable (Income)/Expenditure	83,490	99,070	15,580
Indirect Expenditure	50,920	46,755	(4,165)
Net (Income)/Expenditure	134,410	145,825	11,415
INFORMATION RIGHTS OFFICER			
Direct Expenditure	63,740	65,196	1,456
Income	(69,160)	(69,172)	(12)
Total Directly Controllable (Income)/Expenditure	(5,420)	(3,976)	1,444
Indirect Expenditure	5,300	5,312	12
Net (Income)/Expenditure	(120)	1,336	1,456
LAND DRAINAGE			
Direct Expenditure	156,200	132,914	(23,286)
Total Directly Controllable (Income)/Expenditure	156,200	132,914	(23,286)
Indirect Expenditure	307,830	313,245	5,415
Net (Income)/Expenditure	464,030	446,159	(17,871)

There are salary savings due to vacancies.

ENVIRONMENT	Revised Budget	Projected Outturn	Variance
LEISURE ART DEVELOPMENT			
Direct Expenditure	80,960	84,455	3,495
Income	0	(765)	(765)
Total Directly Controllable (Income)/Expenditure	80,960	83,690	2,730
Indirect Expenditure	18,220	18,244	24
Net (Income)/Expenditure	99,180	101,934	2,754
LEISURE COMMUNITY CENTRES			
Direct Expenditure	33,310	65,747	32,437
Income	(1,440)	(6,239)	(4,799)
Total Directly Controllable (Income)/Expenditure	31,870	59,508	27,638
Indirect Expenditure	89,870	90,842	972
Net (Income)/Expenditure	121,740	150,350	28,610
LEISURE G LIVE			
Direct Expenditure	396,510	402,843	6,333
Income	(37,880)	(63,800)	(25,920)
Total Directly Controllable (Income)/Expenditure	358,630	339,043	(19,587)
Indirect Expenditure	932,000	932,018	18
Net (Income)/Expenditure	1,290,630	1,271,061	(19,569)
LEISURE GRANTS			
Direct Expenditure	452,510	453,024	514
Total Directly Controllable (Income)/Expenditure	452,510	453,024	514
Indirect Expenditure	8,690	8,714	24
Net (Income)/Expenditure	461,200	461,738	538
LEISURE MANAGEMENT CONTRACT			
Direct Expenditure	1,212,090	1,235,459	23,369
Income	(1,945,490)	(1,943,069)	2,421
Total Directly Controllable (Income)/Expenditure	(733,400)	(707,610)	25,790
Indirect Expenditure	1,664,060	1,667,212	3,152
Net (Income)/Expenditure	930,660	959,602	28,942
LEISURE PLAY DEVELOPMENT			
Direct Expenditure	218,590	227,147	8,557
Income	(29,360)	(53,625)	(24,265)
Total Directly Controllable (Income)/Expenditure	189,230	173,522	(15,708)
Indirect Expenditure	22,240	22,264	24
Net (Income)/Expenditure	211,470	195,786	(15,684)

The increased expenditure relates to property services works as the budget is currently held centrally.

Higher than budgeted income from FISH resulting from increased participation.

Appendix 2

ENVIRONMENT

LEISURE RANGERS

	Revised Budget	Projected Outturn	Variance
Direct Expenditure	223,000	222,706	(294)
Total Directly Controllable (Income)/Expenditure	223,000	222,706	(294)
Indirect Expenditure	9,930	9,936	6
Net (Income)/Expenditure	232,930	232,642	(288)

LEISURE SPORT DEVELOPMENT

Direct Expenditure	71,980	84,751	12,771	Increase in salary costs relating to the current intern who left in August and wasn't funded from the Corporate scheme. The replacement intern will be funded from the Corporate scheme.
Income	(4,000)	(1,560)	2,440	
Total Directly Controllable (Income)/Expenditure	67,980	83,191	15,211	
Indirect Expenditure	13,330	13,342	12	
Net (Income)/Expenditure	81,310	96,533	15,223	

MARKETS

Direct Expenditure	60,940	54,921	(6,019)
Income	(175,630)	(166,738)	8,892
Total Directly Controllable (Income)/Expenditure	(114,690)	(111,817)	2,873
Indirect Expenditure	7,090	7,108	18
Net (Income)/Expenditure	(107,600)	(104,709)	2,891

MOT BAY

Direct Expenditure	120,640	134,610	13,970
Income	(169,580)	(157,472)	12,108
Total Directly Controllable (Income)/Expenditure	(48,940)	(22,862)	26,078
Indirect Expenditure	24,140	24,146	6
Net (Income)/Expenditure	(24,800)	1,284	26,084

GUILDFORD MUSEUM

Direct Expenditure	455,270	563,819	108,549	There are salary savings due to vacancies some of which are being covered by agency staff. Unbudgeted consultants cost of £40,000 for the Museum project which has yet to reach the capital stage.
Income	(52,630)	(51,944)	686	
Total Directly Controllable (Income)/Expenditure	402,640	511,875	109,235	
Indirect Expenditure	132,060	139,675	7,615	
Net (Income)/Expenditure	534,700	651,550	116,850	

ENVIRONMENT

Revised Budget	Projected Outturn	Variance
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OFF STREET PARKING

Direct Expenditure	4,825,320	5,070,167	244,847	There are some salary savings due to vacancies. The planned works programme funded from the Car Parks Maintenance Reserve (CPMR) is expected to be £148,000 higher than the original budgetary assumption. The upgrade to the Pay and Display machines totalling £51,500 will be met from the CPMR as will £70,000 for new Pay and Display at Bedford Road. Lower than budgeted levels of income are projected at Farnham Road and Leapale Road MSCP.
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Income	(10,858,680)	(10,755,662)	103,018
Total Directly Controllable (Income)/Expenditure	(6,033,360)	(5,685,495)	347,865
Indirect Expenditure	1,764,830	1,756,897	(7,933)
Net (Income)/Expenditure	(4,268,530)	(3,928,598)	339,932

ON STREET PARKING

Direct Expenditure	1,188,540	1,324,781	136,241	The new on street agency agreement requires a payment of 20% of Guildford on street net income to SCC; this was signed too late in the year to be included in the 2018-19 budget setting process.
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Income	(1,948,600)	(1,935,397)	13,203
Total Directly Controllable (Income)/Expenditure	(760,060)	(610,616)	149,444
Indirect Expenditure	85,730	85,742	12
Net (Income)/Expenditure	(674,330)	(524,874)	149,456

ORDNANCE SURVEY AND MAPPING SERVICES

Direct Expenditure	3,540	6,970	3,430
Total Directly Controllable (Income)/Expenditure	3,540	6,970	3,430
Indirect Expenditure	10,830	7,627	(3,203)
Net (Income)/Expenditure	14,370	14,597	227

ENVIRONMENT	Revised Budget	Projected Outturn	Variance	Appendix 2
PARKS AND COUNTRYSIDE				
Direct Expenditure	4,020,770	4,169,563	148,793	Vacant posts are being used to fund the use of casual staff and contractors. Reduction in SPA Endowment expenditure £46,000, offset by Cleaning Contractors £10,730 (this is covered by salary savings). A budgeted saving of £100,000 arising from the transfer of Woodbridge Road to a trust has been deferred until 2019-20. Estimated traveller incursions costs £31,000. Additional R&M charges total £30,000.
Income	(1,397,570)	(1,927,668)	(530,098)	SPA income for the future development and maintenance of green spaces is projected to exceed budget by £532,230. An element of this income will be used in the current year to fund revenue spending, the remainder will be transferred to reserve at year-end.
Total Directly Controllable (Income)/Expenditure	2,623,200	2,241,895	(381,305)	
Indirect Expenditure	1,262,720	1,277,765	15,045	
Net (Income)/Expenditure	3,885,920	3,519,660	(366,260)	
PARK AND RIDE SERVICES				
Direct Expenditure	654,470	720,346	65,876	Site security costs.
Income	(50,000)	(51,252)	(1,252)	
Total Directly Controllable (Income)/Expenditure	604,470	669,094	64,624	
Indirect Expenditure	98,790	92,589	(6,201)	
Net (Income)/Expenditure	703,260	761,683	58,423	
PROCUREMENT				
Direct Expenditure	91,670	67,848	(23,822)	
Income	(96,700)	(96,718)	(18)	
Total Directly Controllable (Income)/Expenditure	(5,030)	(28,870)	(23,840)	
Indirect Expenditure	15,880	15,898	18	
Net (Income)/Expenditure	10,850	(12,972)	(23,822)	
PUBLIC CONVENIENCES				
Direct Expenditure	225,940	216,483	(9,457)	
Income	(12,480)	(12,144)	336	
Total Directly Controllable (Income)/Expenditure	213,460	204,339	(9,121)	
Indirect Expenditure	78,350	74,316	(4,034)	
Net (Income)/Expenditure	291,810	278,655	(13,155)	

ENVIRONMENT	Revised Budget	Projected Outturn	Variance	
REFUSE AND RECYCLING				
Direct Expenditure	6,434,645	7,190,340	755,695	Additional Gate Fee costs relating to the disposal of co-mingled recyclate totalling £300,000 will be met from the recycling equalisation reserve (linked to presentation of income) After a period of significantly improved sickness the service has experienced a couple of long term cases resulting in the need for agency backfill. Fuel costs will be more than budgeted, but green bin sales are expected to exceed budget by £31,500.
Income	(3,563,580)	(3,924,350)	(360,770)	
Total Directly Controllable (Income)/Expenditure	2,871,065	3,265,990	394,925	
Indirect Expenditure	756,690	760,847	4,157	
Net (Income)/Expenditure	3,627,755	4,026,837	399,082	
RIVER CONTROL				
Direct Expenditure	31,360	39,484	8,124	
Total Directly Controllable (Income)/Expenditure	31,360	39,484	8,124	
Indirect Expenditure	10,730	8,668	(2,062)	
Net (Income)/Expenditure	42,090	48,152	6,062	
ROADS AND FOOTPATHS MAINTENANCE				
Direct Expenditure	37,990	39,556	1,566	
Total Directly Controllable (Income)/Expenditure	37,990	39,556	1,566	
Indirect Expenditure	60,090	63,121	3,031	
Net (Income)/Expenditure	98,080	102,677	4,597	
SNOW AND ICE PLAN HOLDING ACCOUNT				
Direct Expenditure	53,420	53,362	(58)	
Income	(45,080)	(45,080)	0	
Total Directly Controllable (Income)/Expenditure	8,340	8,282	(58)	
Indirect Expenditure	1,140	753	(387)	
Net (Income)/Expenditure	9,480	9,035	(445)	
STREET CLEANSING				
Direct Expenditure	2,421,690	2,267,040	(154,650)	There are salary savings due to vacancies and a re-structure of the service.
Income	(150,040)	(154,584)	(4,544)	
Total Directly Controllable (Income)/Expenditure	2,271,650	2,112,456	(159,194)	
Indirect Expenditure	176,850	176,904	54	
Net (Income)/Expenditure	2,448,500	2,289,360	(159,140)	

Appendix 2

ENVIRONMENT	Revised Budget	Projected Outturn	Variance
STREET FURNITURE			
Direct Expenditure	81,910	74,327	(7,583)
Total Directly Controllable (Income)/Expenditure	81,910	74,327	(7,583)
Indirect Expenditure	8,280	12,609	4,329
Net (Income)/Expenditure	90,190	86,936	(3,254)
TOURIST INFORMATION CENTRE			
Direct Expenditure	255,330	274,404	19,074
Income	(51,290)	(53,270)	(1,980)
Total Directly Controllable (Income)/Expenditure	204,040	221,134	17,094
Indirect Expenditure	32,900	32,912	12
Net (Income)/Expenditure	236,940	254,046	17,106
BUSINESS AND TOURISM			
Direct Expenditure	547,795	567,704	19,909
Income	(152,950)	(130,633)	22,317
Total Directly Controllable (Income)/Expenditure	394,845	437,071	42,226
Indirect Expenditure	83,660	82,429	(1,231)
Net (Income)/Expenditure	478,505	519,500	40,995
TOWN CENTRE MANAGEMENT			
Direct Expenditure	95,264	97,417	2,153
Income	(269,950)	(171,093)	98,857
Total Directly Controllable (Income)/Expenditure	(174,686)	(73,676)	101,010
Indirect Expenditure	19,420	19,456	36
Net (Income)/Expenditure	(155,266)	(54,220)	101,046
TRANSPORTATION			
Direct Expenditure	9,010	11,215	2,205
Total Directly Controllable (Income)/Expenditure	9,010	11,215	2,205
Indirect Expenditure	6,020	6,618	598
Net (Income)/Expenditure	15,030	17,833	2,803
VEHICLE MAINTENANCE WORKSHOP			
Direct Expenditure	706,280	811,333	105,053
Income	(781,650)	(864,619)	(82,969)
Total Directly Controllable (Income)/Expenditure	(75,370)	(53,286)	22,084
Indirect Expenditure	53,950	53,974	24
Net (Income)/Expenditure	(21,420)	688	22,108

Income from the town centre Wi-Fi project is anticipated to be lower than budget. Sponsorship income will not achieve the budgeted amount in this financial year.

ENVIRONMENT	Revised Budget	Projected Outturn	Variance
THE VILLAGE			
Direct Expenditure	0	12,246	12,246
Income	0	(400)	(400)
Total Directly Controllable (Income)/Expenditure	0	11,846	11,846
Indirect Expenditure	0	150	150
Net (Income)/Expenditure	0	11,996	11,996
WOKING ROAD DEPOT			
Direct Expenditure	426,066	462,206	36,140
Income	(573,380)	(565,097)	8,283
Total Directly Controllable (Income)/Expenditure	(147,314)	(102,891)	44,423
Indirect Expenditure	201,130	198,078	(3,052)
Net (Income)/Expenditure	53,816	95,187	41,371
RECYCLING, CLEANSING AND PARKING SERVICES OVERHEAD ACCOUNT			
Direct Expenditure	86,090	94,072	7,982
Income	(188,220)	(188,256)	(36)
Total Directly Controllable (Income)/Expenditure	(102,130)	(94,184)	7,946
Indirect Expenditure	59,220	59,262	42
Net (Income)/Expenditure	(42,910)	(34,922)	7,988

FINANCE Revised Budget Projected Outturn Variance

SERVICE SUMMARY			
Direct Expenditure	45,033,858	43,396,344	(1,637,514)
Income	(40,466,260)	(39,596,161)	870,099
Total Directly Controllable (Income)/Expenditure	4,567,598	3,800,183	(767,415)
Indirect Expenditure	3,285,110	3,293,155	8,045
Net (Income)/Expenditure	7,852,708	7,093,338	(759,370)

ACCESS GROUP FOR GUILDFORD

Direct Expenditure	1,860	2,111	251
Total Directly Controllable (Income)/Expenditure	1,860	2,111	251
Indirect Expenditure	2,310	2,310	0
Net (Income)/Expenditure	4,170	4,421	251

ACCOUNTANCY

Direct Expenditure	814,290	732,855	(81,435) Vacancies resulting in salary savings.
Income	(936,660)	(936,738)	(78)
Total Directly Controllable (Income)/Expenditure	(122,370)	(203,883)	(81,513)
Indirect Expenditure	145,400	145,448	48
Net (Income)/Expenditure	23,030	(58,435)	(81,465)

BUSINESS RATES

Direct Expenditure	198,152	203,509	5,357
Income	(270,240)	(269,873)	367
Total Directly Controllable (Income)/Expenditure	(72,088)	(66,364)	5,724
Indirect Expenditure	49,850	49,862	12
Net (Income)/Expenditure	(22,238)	(16,502)	5,736

ICT BUSINESS SERVICES TEAM

Direct Expenditure	413,650	398,493	(15,157)
Income	(502,280)	(502,382)	(102)
Total Directly Controllable (Income)/Expenditure	(88,630)	(103,889)	(15,259)
Indirect Expenditure	68,880	68,910	30
Net (Income)/Expenditure	(19,750)	(34,979)	(15,229)

FINANCE	Revised Budget	Projected Outturn	Variance
CIVIC EXPENSES			
Direct Expenditure	203,140	205,503	2,363
Income	0	(43)	(43)
Total Directly Controllable (Income)/Expenditure	203,140	205,460	2,320
Indirect Expenditure	25,050	25,068	18
Net (Income)/Expenditure	228,190	230,528	2,338
COUNCIL AND COMMITTEE SUPPORT			
Direct Expenditure	195,649	196,836	1,187
Income	(37,620)	(37,620)	0
Total Directly Controllable (Income)/Expenditure	158,029	159,216	1,187
Indirect Expenditure	246,370	246,370	0
Net (Income)/Expenditure	404,399	405,586	1,187
CORPORATE FINANCIAL			
Direct Expenditure	191,499	158,174	(33,325)
Income	(160,590)	(160,590)	0
Total Directly Controllable (Income)/Expenditure	30,909	(2,416)	(33,325)
Indirect Expenditure	263,850	263,934	84
Net (Income)/Expenditure	294,759	261,518	(33,241)
CORPORATE SERVICES			
Direct Expenditure	599,766	606,046	6,280
Income	(106,970)	(106,536)	434
Total Directly Controllable (Income)/Expenditure	492,796	499,510	6,714
Indirect Expenditure	501,540	502,461	921
Net (Income)/Expenditure	994,336	1,001,971	7,635
COMMITTEE SERVICES			
Direct Expenditure	177,620	170,717	(6,903)
Income	(221,730)	(221,778)	(48)
Total Directly Controllable (Income)/Expenditure	(44,110)	(51,061)	(6,951)
Indirect Expenditure	43,700	43,712	12
Net (Income)/Expenditure	(410)	(7,349)	(6,939)

FINANCE

	Revised Budget	Projected Outturn	Variance
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COUNCIL TAX

Direct Expenditure	686,411	630,934	(55,477)	There has been a number of vacant posts in 2018-19 Reduction in the number of council tax liability order fees.
Income	(300,000)	(260,000)	40,000	
Total Directly Controllable (Income)/Expenditure	386,411	370,934	(15,477)	
Indirect Expenditure	179,740	179,776	36	
Net (Income)/Expenditure	566,151	550,710	(15,441)	

ICT CUSTOMER TECHNICAL SUPPORT

Direct Expenditure	0	3	3
Total Directly Controllable (Income)/Expenditure	0	3	3
Net (Income)/Expenditure	0	3	3

DEMOCRATIC REPRESENTATION AND MANAGEMENT

Direct Expenditure	686,970	686,178	(792)
Income	(107,890)	(107,890)	0
Total Directly Controllable (Income)/Expenditure	579,080	578,288	(792)
Indirect Expenditure	329,890	329,998	108
Net (Income)/Expenditure	908,970	908,286	(684)

ELECTIONS

Direct Expenditure	80,780	72,585	(8,195)
Total Directly Controllable (Income)/Expenditure	80,780	72,585	(8,195)
Indirect Expenditure	18,510	18,552	42
Net (Income)/Expenditure	99,290	91,137	(8,153)

ELECTORAL REGISTRATION

Direct Expenditure	346,190	275,607	(70,583)	Postage from franking reassessed and likely to be in order of 2017-18 saving £14k . We estimate only £20k of the £80k carry forward for Electoral Registration fees will be used although there may be a further requirement in 2019-20. A £22k electoral registration grant has been received.
Income	(3,090)	(23,670)	(20,580)	
Total Directly Controllable (Income)/Expenditure	343,100	251,937	(91,163)	
Indirect Expenditure	41,320	41,332	12	
Net (Income)/Expenditure	384,420	293,269	(91,151)	

FINANCE	Revised Budget	Projected Outturn	Variance	
FEASIBILITY STUDIES				
Direct Expenditure	340,000	192,880	(147,120)	Feasibility work around Student Housing Project not being progressed.
Total Directly Controllable (Income)/Expenditure	340,000	192,880	(147,120)	
Indirect Expenditure	220	7,736	7,516	
Net (Income)/Expenditure	340,220	200,616	(139,604)	
DEBTORS				
Direct Expenditure	162,880	164,594	1,714	
Income	(210,200)	(211,151)	(951)	
Total Directly Controllable (Income)/Expenditure	(47,320)	(46,557)	763	
Indirect Expenditure	49,930	49,948	18	
Net (Income)/Expenditure	2,610	3,391	781	
HOUSING BENEFITS				
Direct Expenditure	33,565,827	32,692,576	(873,251)	All rent allowances paid to claimants and rent rebates allowed are covered by DWP. Housing Benefit Admin has benefited from Government Grants which cannot be predicted in advance and are £145k higher than budgeted.
Income	(33,474,320)	(32,659,588)	814,732	
Total Directly Controllable (Income)/Expenditure	91,507	32,988	(58,519)	
Indirect Expenditure	217,130	216,620	(510)	
Net (Income)/Expenditure	308,637	249,608	(59,029)	
INSURANCE REVENUE ACCOUNT				
Direct Expenditure	1,068,540	1,051,241	(17,299)	
Income	(1,069,440)	(1,064,330)	5,110	
Total Directly Controllable (Income)/Expenditure	(900)	(13,089)	(12,189)	
Indirect Expenditure	6,530	6,530	0	
Net (Income)/Expenditure	5,630	(6,559)	(12,189)	
IT RENEWALS REVENUE ACCOUNT				
Income	(602,150)	(606,268)	(4,118)	
Total Directly Controllable (Income)/Expenditure	(602,150)	(606,268)	(4,118)	
Indirect Expenditure	487,950	487,998	48	
Net (Income)/Expenditure	(114,200)	(118,270)	(4,070)	
MANAGEMENT POLICY STRATEGY				
Direct Expenditure	273,430	286,572	13,142	
Income	(284,890)	(284,950)	(60)	
Total Directly Controllable (Income)/Expenditure	(11,460)	1,622	13,082	
Indirect Expenditure	20,760	20,752	(8)	
Net (Income)/Expenditure	9,300	22,374	13,074	

FINANCE

	Revised Budget	Projected Outturn	Variance
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MISCELLANEOUS ITEMS

Direct Expenditure	396,985	149,162	(247,823)	Removal of inflation allowance
Income	(8,550)	(6,371)	2,179	
Total Directly Controllable (Income)/Expenditure	388,435	142,791	(245,644)	
Indirect Expenditure	360	360	0	
Net (Income)/Expenditure	388,795	143,151	(245,644)	

OPERATIONS TECHNICAL SERVICES

Direct Expenditure	1,238,440	1,281,969	43,529	The variance represents redundancy and associated costs relating to restructuring of the service; provision has been made for these costs in the invest to save reserve.
Income	(1,271,050)	(1,236,921)	34,129	
Total Directly Controllable (Income)/Expenditure	(32,610)	45,048	77,658	
Indirect Expenditure	145,350	144,990	(360)	
Net (Income)/Expenditure	112,740	190,038	77,298	

PARISH AND LOCAL LIAISON

Direct Expenditure	201,900	202,548	648
Total Directly Controllable (Income)/Expenditure	201,900	202,548	648
Indirect Expenditure	205,920	205,926	6
Net (Income)/Expenditure	407,820	408,474	654

EPAYMENTS AND PAYROLL

Direct Expenditure	452,899	440,812	(12,087)
Income	(693,240)	(692,372)	868
Total Directly Controllable (Income)/Expenditure	(240,341)	(251,560)	(11,219)
Indirect Expenditure	166,840	166,906	66
Net (Income)/Expenditure	(73,501)	(84,654)	(11,153)

PORTFOLIO MANAGEMENT

Direct Expenditure	208,470	238,643	30,173
Income	(205,350)	(207,090)	(1,740)
Total Directly Controllable (Income)/Expenditure	3,120	31,553	28,433
Indirect Expenditure	31,150	31,072	(78)
Net (Income)/Expenditure	34,270	62,625	28,355

FINANCE

NON DISTRIBUTED COSTS

	Revised Budget	Projected Outturn	Variance	
Direct Expenditure	2,294,390	2,088,032	(206,358)	Saving arising from variation in the estimate of superannuation backfunding.
Total Directly Controllable (Income)/Expenditure	2,294,390	2,088,032	(206,358)	
Indirect Expenditure	360	360	0	
Net (Income)/Expenditure	2,294,750	2,088,392	(206,358)	

WEBSITE

Direct Expenditure	229,230	263,177	33,947	An additional post has been funded from a vacant post in e-payments. The arrangement has been regularised in the 2019-20 outline budget assumptions.
Total Directly Controllable (Income)/Expenditure	229,230	263,177	33,947	
Indirect Expenditure	31,050	31,068	18	
Net (Income)/Expenditure	260,280	294,245	33,965	

GUILDFORD YOUTH COUNCIL

Direct Expenditure	4,890	4,587	(303)
Total Directly Controllable (Income)/Expenditure	4,890	4,587	(303)
Indirect Expenditure	5,150	5,156	6
Net (Income)/Expenditure	10,040	9,743	(297)

MANAGEMENT **Revised Budget** **Projected Outturn** **Variance**

SERVICE SUMMARY			
Direct Expenditure	1,656,720	1,650,085	(6,635)
Income	(1,544,630)	(1,532,560)	12,070
Total Directly Controllable (Income)/Expenditure	112,090	117,525	5,435
Indirect Expenditure	299,270	299,224	(46)
Net (Income)/Expenditure	411,360	416,749	5,389

INTERNAL AUDIT			
Direct Expenditure	170,803	177,735	6,932
Income	(358,490)	(358,490)	0
Total Directly Controllable (Income)/Expenditure	(187,687)	(180,755)	6,932
Indirect Expenditure	47,370	47,388	18
Net (Income)/Expenditure	(140,317)	(133,367)	6,950

BUSINESS IMPROVEMENT			
Direct Expenditure	(15,658)	18,990	34,648
Income	(293,090)	(293,090)	0
Total Directly Controllable (Income)/Expenditure	(308,748)	(274,100)	34,648
Indirect Expenditure	31,960	31,972	12
Net (Income)/Expenditure	(276,788)	(242,128)	34,660

As a mechanism to introduce salary and other savings into the budget arising from the Council wide service transformation programme they are initially shown in the Business Improvement account. As savings are realised they appear in the service where the saving accrued. However, the budget relating to those savings is vired against this account. The balance on this account at year end will therefore represent unachieved savings.

HR SERVICES			
Direct Expenditure	553,240	508,708	(44,532)
Income	(643,830)	(643,830)	0
Total Directly Controllable (Income)/Expenditure	(90,590)	(135,122)	(44,532)
Indirect Expenditure	92,850	92,874	24
Net (Income)/Expenditure	2,260	(42,248)	(44,508)

A vacant post within the service which has been disestablished for 2019-20.

MANAGEMENT	Revised Budget	Projected Outturn	Variance
OTHER EMPLOYEE COSTS			
Direct Expenditure	299,110	321,711	22,601
			Salary sacrifice and car parking savings are held centrally, the actual savings are held on the individual service accounts.
Income	(227,520)	(227,520)	0
Total Directly Controllable (Income)/Expenditure	71,590	94,191	22,601
Indirect Expenditure	13,120	13,156	36
Net (Income)/Expenditure	84,710	107,347	22,637
PUBLIC RELATIONS AND MARKETING			
Direct Expenditure	342,040	356,652	14,612
Income	(6,700)	(4,630)	2,070
Total Directly Controllable (Income)/Expenditure	335,340	352,022	16,682
Indirect Expenditure	63,330	63,360	30
Net (Income)/Expenditure	398,670	415,382	16,712
COMMUNITY DEVELOPMENT			
Direct Expenditure	307,185	266,289	(40,896)
Income	(15,000)	(5,000)	10,000
Total Directly Controllable (Income)/Expenditure	292,185	261,289	(30,896)
Indirect Expenditure	50,640	50,474	(166)
Net (Income)/Expenditure	342,825	311,763	(31,062)

PLANNING AND REGENERATION

Revised Budget Projected Outturn Variance

Appendix 2

SERVICE SUMMARY			
Direct Expenditure	7,260,544	7,607,942	347,398
Income	(2,588,880)	(2,681,782)	(92,902)
Total Directly Controllable (Income)/Expenditure	4,671,664	4,926,160	254,496
Indirect Expenditure	2,767,710	2,904,001	136,291
Net (Income)/Expenditure	7,439,374	7,830,161	390,787

BUILDING CONTROL SUMMARY

Direct Expenditure	782,010	902,151	120,141	Savings from vacancies will no longer cover the cost of Building Control agency workers who are now engaged until the end of the financial year; there are also agency costs to cover long term sickness . Consultants cost are expected to be over budget by £30,000. Only £15,000 of the microfiche scanning carry forward of £30,000 is expected to be spent in 2018-19.
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Income	(503,400)	(487,571)	15,829
Total Directly Controllable (Income)/Expenditure	278,610	414,580	135,970
Indirect Expenditure	147,110	147,176	66
Net (Income)/Expenditure	425,720	561,756	136,036

CLIMATE CHANGE

Direct Expenditure	297,090	260,139	(36,951)	Vacant posts have resulted in an underspend to the service.
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Income	(318,840)	(357,170)	(38,330)
Total Directly Controllable (Income)/Expenditure	(21,750)	(97,031)	(75,281)
Indirect Expenditure	61,490	61,520	30
Net (Income)/Expenditure	39,740	(35,511)	(75,251)

PLANNING AND REGENERATION

	Revised Budget	Projected Outturn	Variance
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DEVELOPMENT CONTROL

Direct Expenditure

2,031,380

2,488,919

457,539 At present employee related expenditure is projected to be over budget by £189,500 due to temporary staff, maternity cover for two posts and the new compliance and monitoring officer post. This figure anticipates a zero vacancy credit. Only £85,000 of the microfiche scanning carry forward of £170,000 will be spent this financial year. Planning appeal expenses are expected to be over budget. Officers are, however, currently working through these to see whether costs awarded against the Council can be reduced. Planning application fees are expected to fall short of the original budget by £46,500. The fee increase of 20% introduced in January 2018 should in theory have seen an increase to £1,560,000 but planning fees are currently lower than anticipated.

Income

(1,508,540)

(1,489,181)

19,359

Total Directly Controllable (Income)/Expenditure**522,840****999,738****476,898**

Indirect Expenditure

635,680

637,935

2,255

Net (Income)/Expenditure**1,158,520****1,637,673****479,153**

LOCAL LAND CHARGES

Direct Expenditure

215,030

212,493

(2,537)

Income

(256,500)

(261,759)

(5,259)

Total Directly Controllable (Income)/Expenditure**(41,470)****(49,266)****(7,796)**

Indirect Expenditure

38,460

38,320

(140)

Net (Income)/Expenditure**(3,010)****(10,946)****(7,936)**

MAJOR PROJECTS

Direct Expenditure

2,184,630

2,218,727

34,097 Employee related costs are expected to be £121,085 over the revenue budget which takes into account a capital allocation of £283,506. There are agency workers in the service for whom there are no budgets. The allocation between revenue and capital will be revised at each monitoring period as the individual projects move from revenue to capital. There is a projected underspend on consultants fees for Guildford Station Platform Study (£70,000) and Bike Share Scheme (£20,000) which has been partially offset by unbudgeted LEP fees of £26,650.

Income

0

(65,000)

(65,000) LEP funding of £65,000 in this financial year has been approved and set against Sustainable Movement Corridor expenditure

Total Directly Controllable (Income)/Expenditure**2,184,630****2,153,727****(30,903)**

Indirect Expenditure

489,010

489,070

60

Net (Income)/Expenditure**2,673,640****2,642,797****(30,843)**

PLANNING AND REGENERATION	Revised Budget	Projected Outturn	Variance	Appendix 2
POLICY				
Direct Expenditure	1,689,514	1,463,666	(225,848)	Consultants costs in Policy (excluding Local Plan) will be over budget by £70,600 attributable mainly to transport planning. Employee related savings due to vacancies are £129,000 though. Only £42,000 of the carry forwards will be spent in this financial year due mostly to delays in the Local Plan. Only £164,000 of the growth bid for the Strategic Design Overview SPD will be spent in 2018-19. Consultants and legal costs relating to the Local Plan will in effect be overspent by £36,000. The projection for legal invoices has been moved to indirect expenditure to reflect the revised method of accounting for legal costs. The reserve for judicial review costs of £300,000 will not be spent in this financial year as a further consultation looks highly likely at this stage.
Income	(1,600)	(21,101)	(19,501)	A government grant of £20,000 is due in relation to the West Horsley neighbourhood plan.
Total Directly Controllable (Income)/Expenditure	1,687,914	1,442,565	(245,349)	
Indirect Expenditure	936,350	1,070,352	134,002	
Net (Income)/Expenditure	2,624,264	2,512,917	(111,347)	
SLYFIELD AREA REGENERATION PROJECT (SARP)				
Direct Expenditure	60,890	61,847	957	
Total Directly Controllable (Income)/Expenditure	60,890	61,847	957	
Indirect Expenditure	459,610	459,628	18	
Net (Income)/Expenditure	520,500	521,475	975	

HOUSING REVENUE ACCOUNT SUMMARY - BUDGET MONITOR (APRIL 2018 - SEPT 2018)

APPENDIX 3

2016-17 Actual £	2017-18 Actual £	Analysis	2018-19 Estimate £	2018-19 Projection £
		Borough Housing Services		
654,594	613,565	Income Collection	695,740	686,474
1,004,169	948,978	Tenants Services	959,890	941,752
71,395	64,128	Tenant Participation	137,940	95,308
68,906	68,808	Garage Management	72,390	67,828
62,795	64,083	Elderly Persons Dwellings	63,930	63,948
489,812	524,075	Flats Communal Services	433,580	491,911
473,413	432,181	Environmental Works to Estates	541,170	513,668
5,088,818	5,523,575	Responsive & Planned Maintenance	5,249,470	5,283,486
149,529	120,028	SOCH & Equity Share Administration	138,690	129,443
8,063,430	8,359,422		8,292,800	8,273,818
		Strategic Housing Services		
393,556	360,623	Advice, Registers & Tenant Selection	349,880	344,098
199,230	210,368	Void Property Management & Lettings	191,190	202,945
10,098	9,142	Homelessness Hostels	9,700	9,701
200,681	142,418	Supported Housing Management	164,170	149,618
593,967	392,915	Strategic Support to the HRA	425,970	395,744
1,397,533	1,115,468		1,140,910	1,102,107
		Community Services		
822,862	911,190	Sheltered Housing	779,380	835,052
		Other Items		
6,703,540	5,528,728	Depreciation	6,500,000	6,485,780
2,661,783	(44,323)	Revaluation and other Capital items	0	0
147,485	165,468	Debt Management	160,590	160,590
154,218	280,328	Other Items	635,960	649,740
19,950,851	16,316,281	Total Expenditure	17,509,640	17,507,086
(32,623,860)	(32,247,174)	Income	(31,916,130)	(31,960,123)
(12,673,009)	(15,930,894)	Net Cost of Services(per inc & exp a/c)	(14,406,490)	(14,453,037)
259,861	264,207	HRA share of CDC	251,530	251,530
(12,413,148)	(15,666,687)	Net Cost of HRA Services	(14,154,960)	(14,201,507)
(508,072)	(384,996)	Investment Income	(804,490)	(474,278)
5,022,423	5,004,072	Interest Payable	5,138,210	5,131,995
(7,898,797)	(11,047,611)	Deficit for Year on HRA Services	(9,821,240)	(9,543,790)
	627,309	REFCUS - Revenue funded from capital	75,000	75,000
2,500,000	2,500,000	Contrib to/(Use of) RFFC	2,500,000	2,500,000
7,966,069	7,563,162	Contrib to/(Use of) New Build Reserve	7,246,240	6,968,790
121,431	309,017	Tfr (fr) to Pensions Reserve	0	0
	640,110	Tfr (from)/to CAA re: Voluntary Revenue Provision	0	0
(2,648,007)	71,504	Tfr (from)/to CAA re: Revaluation	0	0
(25,420)	(627,309)	Tfr (from)/to CAA re: REFCUS	0	0
(13,775)	(27,181)	Tfr (from)/to CAA re: Intangible assets	0	0
(1,500)	(9,000)	Tfr (from)/to CAA re: rev. inc. from sale of asset	0	0
(0)	0	HRA Balance	0	0
(2,500,000)	(2,500,000)	Balance Brought Forward	(2,500,000)	(2,500,000)
(2,500,000)	(2,500,000)	Balance Carried Forward	(2,500,000)	(2,500,000)

2016-17 Actual £	2017-18 Actual £	Analysis	2017-18 Estimate £	2017-18 Projection £
		Borough Housing Services		
(29,850,855)	(29,579,133)	Rent Income - Dwellings	(29,314,780)	(29,191,179)
(213,964)	(207,228)	Rent Income - Rosebery Hsg Assoc	(209,980)	(208,349)
(194,263)	(199,874)	Rents - Shops, Buildings etc	(194,300)	(192,595)
(677,827)	(699,962)	Rents - Garages	(730,000)	(724,035)
(30,936,909)	(30,686,197)	Total Rent Income	(30,449,060)	(30,316,158)
(345,764)	(316,404)	Supporting People Grant	(82,000)	(128,000)
(961,529)	(937,611)	Service Charges	(1,008,040)	(983,613)
(5,155)	(21,432)	Legal Fees Recovered	(28,840)	(22,000)
(40,025)	(44,698)	Service Charges Recovered	(76,310)	(45,000)
(334,477)	(240,832)	Miscellaneous Income	(271,880)	(465,352)
(32,623,860)	(32,247,174)	Total Income	(31,916,130)	(31,960,123)

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Code	Directorate/Service and Capital Scheme name	Approved gross estimate (a) £000	Cumulative spend at 31-03-18 (b) £000	2018-19			Projected exp est by project officer (f) £000	2019-20 Est for year (ii) £000	2020-21 Est for year (iii) £000	2021-22 Est for year (iv) £000	2022-23 Est for year (v) £000	2023-24 Est for year (v) £000	Future years est exp (g) £000	Projected expenditure total (b)+(g) = (h) £000	Grants / Contributions towards cost of scheme (i) £000	Net cost of scheme (h)-(i) = (j) £000
				Estimate approved by Council in February (c) £000	Revised estimate (d) £000	Expenditure at 12.10.18 (e) £000										
APPROVED SCHEMES																
COMMUNITY DIRECTORATE																
General Fund Housing																
P41089	Home Farm, Effingham - provision of Gypsy and Traveller	1,000	987	-	13	(59)	13	-	-	-	-	-	-	1,000	-	1,000
N51008	Disabled Facilities Grants			-	605	228	605	605	605	605	605	605	3,025	3,630	(658)	2,972
N51019	Better Care Fund			-	-	16	-	-	-	-	-	-	-	-	-	-
N51020	Home Improvement Assistance			-	-	18	-	-	-	-	-	-	-	-	-	-
N51021	Solar Energy Loans			-	-	-	-	-	-	-	-	-	-	-	-	-
N51030/3	SHIP			-	-	-	-	-	-	-	-	-	-	-	-	-
	General Grants to HAs			100	100	-	100	100	100	100	100	100	500	600	-	600
N55*	General feasibility, site preparation costs for affordable			120	188	-	188	120	120	120	120	120	600	1,453	-	1,453
N55011	Bright Hill Car Park Site		17			-							-	-	-	-
N55013	Ladymead/Fire Station site preparation		95			1							-	-	-	-
N55014	Garage Sites-General		159			1							-	-	-	-
N55016	Garage Sites Phase 1		5			4							-	-	-	-
N55017	Guildford Park Car Park		312			(2)							-	-	-	-
N55018	Apple Tree Pub Site		75			0							-	-	-	-
N55019	Pak Barn					2										
N55020	Japonica Court/Shawfield Day Centre					4										
Asset Development																
P74033	Disabled Access (DDA) Improvements: ph.2 & 3	390	348	26	42	45	42	-	-	-	-	-	-	390	-	390
P72**	Void investment property refurbishment works	400	219	177	111	-	111	-	-	-	-	-	-	400	-	400
P72031	5 High Street void works		-	-	55	9	55	-	-	-	-	-	-	-	-	-
P72039	12/13 Enterprise Est void work		-	-	15	-	15	-	-	-	-	-	-	-	-	-
P74050	Asbestos surveys and removal in non-residential council	158	114	42	44	3	44	-	-	-	-	-	-	158	-	158
P72022	Methane gas monitoring system	100	45	60	55	-	55	-	-	-	-	-	-	100	-	100
P74058	Energy efficiency compliance - Council owned properties	45	16	25	29	21	29	-	-	-	-	-	-	45	-	45
P18178	Rebuild retaining wall on Shalford Park boundary with the Old	60	32	9	28	1	-	-	-	-	-	-	-	32	(20)	12
P51*	Bridges -Inspections and remedial works	317	173	200	144	0	144	-	-	-	-	-	-	317	-	317
P51015	Bridges - Millmead Footbridge					4										
P51049	Bridges - Shalford Common			-		1										
P51051	Bridges - Millmead Lattice					9										
P51052	Bridges - Shalford Rd/Millmead Island					0										
	Electric Theatre - new boilers	120	-	-	120	-	120	-	-	-	-	-	-	120	-	120
P74064	The Billings roof	200	13	187	187	-	12	175	-	-	-	-	175	200	-	200
P10009	Guildford house damproofing- removal of decayed timber	20	4	20	16	0	16	-	-	-	-	-	-	20	-	20
P05012	Broadwater cottage	74	2	64	72	3	72	-	-	-	-	-	-	74	-	74
P18190	Gunpowder mills - scheduled ancient monument	50	5	50	45	(1)	45	-	-	-	-	-	-	50	-	50
P74068	New House - short term works following acquisition	70	18	22	52	36	52	-	-	-	-	-	-	70	-	70
P74067	Chapel Street (Castle Street/Tunsgate Public Realm Scheme)	835	113	-	722	530	722	-	-	-	-	-	-	835	-	835
P74032	Site clearance costs ahead of sale of Burpham Court Farm	50	-	-	50	10	50	-	-	-	-	-	-	50	-	50
P74070	Cladding of Ash Vale units	145	-	145	145	0	145	-	-	-	-	-	-	145	-	145
P74071	48 Quarry Street, Museum - structural works	-	-	30	30	2	30	-	-	-	-	-	-	30	-	30
Office Services																
P50015	Replace Hydro Gates Toll House				16	11	16							16	-	16
P50016	Hydro private wire - Tollhouse to Millmead			4	4		4	-	-	-	-	-	-	4	-	4
COMMUNITY DIRECTORATE TOTAL		4,034	2,752	1,281	2,888	896	2,685	1,000	825	825	825	825	4,300	9,738	(678)	9,059
ENVIRONMENT DIRECTORATE																
Operational Services																
P66*	Safer Guildford: CCTV & Lighting Strategy - Lighting Strategy	345	324	-	21	-	21	-	-	-	-	-	-	345	-	345
P35017	Mill Lane (Pirbright) Flood Protection Scheme	71	55	16	16	-	(0)	16	-	-	-	-	16	71	(19)	52
P58010	Vehicles, Plant & Equipment Replacement Programme	6,445	5,366	600	1,079	37	1,079	-	-	-	-	-	-	6,445	(26)	6,419
P35023	Mary Road Flood (EA grant)	45	16	-	29	-	29	-	-	-	-	-	-	45	(45)	-
	Flood resilience measures (use in conjunction with grant)	100	-	-	-	-	-	100	-	-	-	-	100	100	-	100
P53005	Litter bins replacement	265	104	-	161	8	161	-	-	-	-	-	-	265	-	265
P45016	Flats recycling - new bins	50	39	-	11	4	11	-	-	-	-	-	-	50	-	50
P56010	WRD roads and footpaths	150	59	51	51	37	51	40	-	-	-	-	40	150	-	150
P35022	Merrow lane grille & headwall construction	60	3	52	57	-	57	-	-	-	-	-	-	60	-	60
	Merrow & Burpham surface water study	15	-	15	15	-	15	-	-	-	-	-	-	15	-	15
	Crown court CCTV	10	-	10	10	-	10	-	-	-	-	-	-	10	-	10

Code	Directorate / Service Units Capital Schemes	Gross estimate approved by Executive (a)	Cumulative spend at 31-03-18 (b)	2018-19		Expenditure at 12.10.18 (f)	Projected exp est by project officer (g)	2019-20 Est for year (i)	2020-21 Est for year (ii)	2021-22 Est for year (iii)	2022-23 Est for year (iv)	2023-24 Est for year (v)	Future years estimated expenditure (h)	Projected expenditure total (b) to (g)=(i)	Grants or Contributions towards cost of scheme (j)	Net total cost of scheme to the Council (i) - (j) = (k)
				Estimate approved by Council in February (c)	Revised estimate (e)											
				£000	£000											
PROVISIONAL SCHEMES (schemes approved in principle; further report to the Executive required)																
COMMUNITY DIRECTORATE																
General Fund Housing																
	Old Manor House - replacement windows	193	-	193	193	-	96	97	-	-	-	-	97	193	-	193
Asset Development																
	Void investment property refurbishment works	300	-	200	200	-	-	300	-	-	-	-	300	300	-	300
	Guildford Museum	6,395	-	185	185	-	185	180	6,030	-	-	-	6,210	6,395	-	6,395
	Methane gas monitoring system	150	-	150	150	-	50	100	-	-	-	-	100	150	-	150
	Energy efficiency compliance - Council owned properties	1,150	-	1,150	1,150	-	-	1,150	-	-	-	-	1,150	1,150	-	1,150
	Bridges	370	-	270	370	-	370	-	-	-	-	-	-	370	-	370
	Gunpowder mills - scheduled ancient monument	172	-	172	172	-	-	172	-	-	-	-	172	172	-	172
	Westfield/Moorfield rd resurfacing	3,152	-	3,152	3,152	-	3,152	-	-	-	-	-	-	3,152	-	3,152
	Exhibition lighting at Guildford House	50	-	50	50	-	50	-	-	-	-	-	-	50	-	50
	Chapel Street (Castle Street/Tungate Public Realm Scheme)	1,165	-	1,150	1,165	-	1,165	-	-	-	-	-	-	1,165	-	1,165
	Tyting Farm Land-removal of barns and concrete hardstanding	250	-	250	250	-	250	-	-	-	-	-	-	250	-	250
P74069	Rodboro Buildings - electric theatre through road and parking	450	-	450	450	1	-	450	-	-	-	-	450	450	-	450
P74071	48 Quarry Street, Museum - structural works	220	-	-	-	-	-	220	-	-	-	-	220	220	-	220
	Land to the rear of 39-42 Castle Street	10	-	10	10	-	-	10	-	-	-	-	10	10	-	10
P28008	Park Barn CC LED lighting upgrade	22	-	22	22	3	22	-	-	-	-	-	-	22	-	22
	Shawfield DC - fire alarm system and LED lighting upgrade	83	-	83	83	-	-	83	-	-	-	-	83	83	-	83
Office Services																
	Renewables	65	-	65	65	-	65	-	-	-	-	-	-	65	-	65
	Millmead House - M&E plant renewal	33	-	33	33	-	33	-	-	-	-	-	-	33	-	33
P50016	Hydro private wire - Tollhouse to Millmead	85	-	82	82	-	82	-	-	-	-	-	-	82	-	82
COMMUNITY DIRECTORATE TOTAL																
		14,315	-	7,667	7,782	4	5,520	2,762	6,030	-	-	-	8,792	14,312	-	14,312
ENVIRONMENT DIRECTORATE																
Operational Services																
	Mill Lane (Pirbright) Flood Protection Scheme	200	-	200	200	-	200	-	-	-	-	-	-	200	(20)	180
	Vehicles, Plant & Equipment Replacement Programme	5,000	-	-	-	-	-	4,000	1,000	-	-	-	5,000	5,000	-	5,000
P56008	New vehicle washing system	155	0	155	155	0	155	-	-	-	-	-	-	155	-	155
	Surface water management plan	200	-	200	200	-	200	-	-	-	-	-	-	200	-	200
Parks and Leisure																
P04006	New burial grounds - acquisition & development	7,834	33	2,508	2,501	5	-	2,501	5,300	-	-	-	7,801	7,834	-	7,834
	Refurbishment / rebuild Sutherland Memorial Park Pavilion	150	-	150	150	-	-	150	-	-	-	-	150	150	-	150
	Council owned playground refurbishment	320	-	200	200	-	-	320	-	-	-	-	320	320	-	320
	Council tennis courts refurbishment	155	-	155	155	-	155	-	-	-	-	-	-	155	(10)	145
	Aldershot rd allotment expansion & improvement	200	-	200	200	-	200	-	-	-	-	-	-	200	-	200
	Stoke pk office accommodation & storage buildings	665	-	665	665	-	-	665	-	-	-	-	665	665	-	665
	Sutherland memorial park all weather courts new posts and	25	-	-	25	-	25	-	-	-	-	-	-	25	-	25
	Stoke Pk gardens water feature refurb	81	-	81	81	-	81	-	-	-	-	-	-	81	(59)	22
	Resurface Lido Rd CP	100	-	100	100	-	100	-	-	-	-	-	-	100	-	100
	Sutherland Memorial Park LED lighting	10	-	10	10	-	10	-	-	-	-	-	-	10	-	10
	Stoke Memorial Park - electrical works	39	-	39	39	-	39	-	-	-	-	-	-	39	-	39
	Stoke Park Masterplan enabling costs	500	-	100	100	-	100	100	150	-	150	-	400	500	-	500
P18215	Parks and Countryside - repairs and renewal of paths,roads	1,800	-	200	200	-	200	400	400	400	400	-	1,600	1,800	-	1,800
	Sports pavilions - replace water heaters	154	-	154	154	-	154	-	-	-	-	-	-	154	-	154
	Millmead fish pass	60	-	-	-	-	-	60	-	-	-	-	60	60	-	60
ENVIRONMENT DIRECTORATE TOTAL																
		17,648	34	5,117	5,135	5	1,619	8,196	6,850	400	550	-	15,996	17,648	(89)	17,559

Code	Directorate / Service Units Capital Schemes	Gross estimate approved by Executive (a) £000	Cumulative spend at 31-03-18 (b) £000	2018-19		Expenditure at 12.10.18 (f) £000	Projected exp est by project officer (g) £000	2019-20 Est for year (i) £000	2020-21 Est for year (ii) £000	2021-22 Est for year (iii) £000	2022-23 Est for year (iv) £000	2023-24 Est for year (v) £000	Future years estimated expenditure (h) £000	Projected expenditure total (b) to (g)=(i) £000	Grants or Contributions towards cost of scheme (j) £000	Net total cost of scheme to the Council (i) - (j) = (k) £000
				Estimate approved by Council in February (c) £000	Revised estimate (e) £000											
DEVELOPMENT/INCOME GENERATING/COST REDUCTION PROJECTS																
COMMUNITY DIRECTORATE																
	Guildford Park new MSCP and infrastructure works	23,125	-	18,625	18,625	-	18,625	4,500	-	-	-	4,500	23,125	-	23,125	
P79996	Investment in North Downs Housing	30,100	-	-	-	-	-	-	-	5,518	12,539	-	18,057	18,057	-	18,057
P79997	Equity shares in Guildford Holdings Ltd	-	-	-	-	-	-	-	-	3,683	8,360	-	12,043	12,043	-	12,043
	Redevelop Midleton industrial estate	11,057	-	-	-	-	-	-	11,057	-	-	-	11,057	11,057	-	11,057
ENVIRONMENT DIRECTORATE																
	Stoke Park - Home Farm Redevelopment	4,000	-	-	-	-	-	-	-	-	-	4,000	4,000	4,000	-	4,000
	Mary Road Multi Storey (this more expensive option has been)	5,565	-	-	-	-	-	-	-	-	-	5,565	5,565	5,565	-	5,565
PLANNING & REGENERATION DIRECTORATE																
	Slyfield Area Regeneration Project (SARP) (GBC share)	72,324	-	900	900	-	900	6,000	700	22,962	41,762	-	71,424	72,324	(7,500)	64,824
	North Street development	29,590	-	-	-	-	-	29,590	-	-	-	-	29,590	29,590	-	29,590
	Bright Hill Development	13,500	-	500	500	-	-	500	1,250	6,250	5,500	-	13,500	13,500	-	13,500
	Transport schemes for future Local Growth Fund and other	4,000	-	4,000	4,000	-	-	4,000	-	-	-	-	4,000	4,000	(3,500)	500
	Town centre transport infrastructure package	217	-	217	217	-	217	-	-	-	-	-	217	217	-	217
	Sustainable Movement Corridor	6,045	-	-	-	-	-	-	-	-	6,045	-	6,045	6,045	-	6,045
	Guildford West (PB) station	5,200	-	1,150	1,150	-	350	800	1,050	3,000	-	-	4,850	5,200	(3,750)	1,450
	Strategic property acquisitions	34,120	-	-	-	-	-	7,020	13,300	13,800	-	-	34,120	34,120	-	34,120
	Guildford Gyatory & approaches	12,000	-	200	200	-	200	833	3,500	3,500	3,967	-	11,800	12,000	(5,700)	6,300
	Guildford bike share	530	-	530	530	-	530	-	-	-	-	-	530	530	-	530
	A331 hotspots	3,930	-	300	300	-	300	2,230	1,400	-	-	-	3,630	3,930	(1,965)	1,965
	Bus station relocation	500	-	300	300	-	-	300	200	-	-	-	500	500	-	500
	Student Housing	81,000	-	3,000	3,000	-	-	3,000	45,000	33,000	-	-	81,000	81,000	-	81,000
MENT/INCOME GENERATING/COST REDUCTION PROJECTS TOTAL		336,803	-	29,722	29,722	-	21,122	58,773	77,457	91,713	83,738	4,000	315,681	336,803	(22,415)	314,388
PROVISIONAL SCHEMES - GRAND TOTALS		368,766	34	42,506	42,638	9	28,260	69,731	90,337	92,113	84,288	4,000	340,469	368,763	(22,504)	346,259
non development projects		31,963	34	12,784	12,916	9	7,138	10,958	12,880	400	550	-	24,788	31,960	(89)	31,871

Code	Service Units / Capital Schemes	Approved gross estimate	Cumulative spend at 31-03-18	2018-19		Expenditure at 12.10.18	Projected exp est by project officer	2019-20 Est for year	2020-21 Est for year	2021-22 Est for year	2022-23 Est for year	2023-24 Est for year	Future years est exp	Projected expenditure total	Grants / Contributions towards cost of scheme	Net cost of scheme	Total net cost approved by Executive
				Estimate approved by Council in February	Revised estimate												
		(a) £000	(b) £000	(c) £000	(d)	(e) £000	(f) £000	(i) £000	(ii) £000	(iii) £000	(iv) £000	(v) £000	(g) £000	(b)+(g) = (h) £000	(i) £000	(h)-(i) = (j) £000	(k) £000
APPROVED SCHEMES (fully funded from S106 contributions)																	
ENVIRONMENT DIRECTORATE																	
Operational Services																	
P66093	Hayden Place CCTV - P92310	35	12		23	-	23							35	(35)		
Parks and Leisure																	
P18139	Tilehouse Open Space - Playground Refurbishment &	132	102	-	30	-	30	-	-	-	-	-	-	132	(132)	-	-
P18137	Baird Drive/Briars Playground Refurb	10	8	-	2	-	2	-	-	-	-	-	-	10	(10)	-	-
P18156	Bushy Hill Facilities	27	16	-	11	-	11	-	-	-	-	-	-	27	(27)	-	-
P29013	75-78 Woodbridge Rd ART	15	11	-	4	-	4	-	-	-	-	-	-	15	(15)	-	-
P18162	Greening the approaches - roundabouts	40	5	-	35	-	35	-	-	-	-	-	-	40	(40)	-	-
	Installation of trampoline play equipment Pirbright	11	-	-	11	-	11	-	(11)	-	-	-	-	11	(11)	-	-
P18177	Gunpowder mills - signage, access and woodland imp	36	17	-	19	-	19	-	-	-	-	-	-	36	(36)	-	-
	Fir Tree Garden	28	-	-	28	-	28	-	-	-	-	-	-	28	(28)	-	-
P18211	Stoke Park Trim Trail	23	22	-	1	-	1	-	-	-	-	-	-	23	(23)	-	-
P18213	Stoke Park New Playground Entrance	13	6	-	7	7	7	-	-	-	-	-	-	13	(13)	-	-
P18214	Pound Place Playarea	23			23		23							23	(23)	-	-
	Benches on Ripley Green	5			5		5							5	(5)	-	-
	WW1 Commemorative Orchard	14			14		14							14	(14)	-	-
ENVIRONMENT DIRECTORATE TOTAL		376	199	-	212	7	212	-	-	-	-	-	-	376	(376)	-	-
APPROVED SCHEMES continued (fully funded from S106 contributions)																	
COMMUNITY DIRECTORATE																	
P41045	Haydon Place / Martyr Road	67	64	-	3	-	3	-	-	-	-	-	-	67	(67)	-	-
P41063	Woodbridge meadows	243	197	-	46	-	46	-	-	-	-	-	-	243	(243)	-	-
P41086	Woodbridge Hill environmental improvements	226	220	-	6	1	6	-	-	-	-	-	-	226	(226)	-	-
P41085	G Live Lighting and Signage York Road	32	23	-	9	-	9	-	-	-	-	-	-	32	(32)	-	-
P31003	G Live Bus stop/drop off point	11	4	-	7	-	7	-	-	-	-	-	-	11	(11)	-	-
P41074	Espom Rd/Boxgrove Road	150	87	-	63	-	63	-	-	-	-	-	-	150	(150)	-	-
P41084	Bridge Street Waymarking	5	1	-	4	-	4	-	-	-	-	-	-	5	(5)	-	-
DEVELOPMENT DIRECTORATE TOTOAL		734	595	-	139	1	139	-	-	-	-	-	-	734	(734)	-	-
APPROVED S106 SCHEMES TOTAL		1,110	794	-	350	7	350	-	-	-	-	-	-	1,110	(1,110)	-	-

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Code	Projects & Sources of Funding	Approved gross estimate	Cumulative spend at 31-03-18	2018-19		Expenditure at 12.10.18	Projected exp est by project officer	2019-20 Est for year	2020-21 Est for year	2021-22 Est for year	2022-23 Est for year	2023-24 Est for year	Future years est exp	Projected expenditure total
				Estimate approved by Council in February	Revised estimate									
		(a) £000	(b) £000	(c) £000	(d) £000	(e) £000	(f) £000	(i) £000	(ii) £000	(iii) £000	(iv) £000	(v) £000	(g) £000	(b)+(g) = (h) £000
COMMUNITY DIRECTORATE														
P59...	ENERGY PROJECTS per SALIX RESERVE:(PR220)			-		-	-	-					-	-
P59034	LED Lighting replacement	80	49	-	19	-	19	-	-	-	-	-	-	68
	WRD energy reduction	70	-	-	70	-	70	-	-	-	-	-	-	70
ENERGY PROJECTS per GBC INVEST TO SAVE RESERVE:														
	GBC 'Invest to Save' energy projects (to be repaid in line			164	164	-	164	-					-	164
P59102	PV/energy efficiency projects	100	2	98	98	-	98	-	-	-	-	-	-	100
P59107	Park Barn Day Centre - air source heat pump	143	-	143	143	4	143	-	-	-	-	-	-	143
P59108	SMP - air source heat pump	28	-	28	28	-	28	-	-	-	-	-	-	28
P59109	Stoke Park Nursery - air source heat pump	17	-	17	17	-	17	-	-	-	-	-	-	17
	ENERGY RESERVES TOTAL	438	51	450	539	4	539	-	-	-	-	-	-	590
FINANCE DIRECTORATE														
INFORMATION TECHNOLOGY - IT Renewals Reserve (PR265) : approved annually														
	Hardware / software budget		-	1,034	1,500	-	1,500	527	500	500	500	-	2,027	3,527
P81002	Hardware	annual	annual	-	-	198	-	-	-	-	-	-	-	-
P81002	Software	annual	annual	-	-	-	-	-	-	-	-	-	-	-
P81034	ICT infrastructure improvements	1,250		1,250	1,250	247	1,250	-	-	-	-	-	-	1,250
P81023	Efin upgrade and eproc implement		19		-	-	-							19
P81029	Replace Ocella (Tascomi)		20		-	-	-							20
P81033	PAD		50		-	-	-							50
	IT RENEWALS RESERVE TOTAL	1,250	90	2,284	2,750	446	2,750	527	500	500	500	-	2,027	4,876
ENVIRONMENT DIRECTORATE														
SPECTRUM RESERVE														
	Spectrum schemes (to be agreed with Freedom Leisure)	700	-	700	700	-	250	450					450	700
	SPECTRUM RESERVE TOTAL	700	-	700	700	-	250	450	-	-	-	-	450	700

Agenda Item number 6
Appendix 7

Code	Projects & Sources of Funding	Approved gross estimate	Cumulative spend at 31-03-18	2018-19		Expenditure at 12.10.18	Projected exp est by project officer	2019-20 Est for year	2020-21 Est for year	2021-22 Est for year	2022-23 Est for year	2023-24 Est for year	Future years est exp	Projected expenditure total	Appendix number: 6
				Estimate approved by Council in February	Revised estimate										
		(a) £000	(b) £000	(c) £000	£000	(e) £000	(f) £000	(i) £000	(ii) £000	(iii) £000	(iv) £000	(v) £000	(g) £000	(b)+(g) £000	
CAR PARKS RESERVE															
P37503	Car parks - install/replace pay-on-foot equipment	570	240	-	330	-	330	-	-	-	-	-	-	570	
<u>Car Parks - Lighting & Electrical improvements:</u>															
P37515	- Castle, Farnham & York Rd Lighting	300	-	-	300	-	300	-	-	-	-	-	-	300	
P37520	- Castle car park (PR000299) deck surfacing	325	-	325	325	-	325	-	-	-	-	-	-	325	
p37521	- Bedford Road (PR000243) deck replacement	512	-	-	59	-	59	-	-	-	-	-	-	59	
BID177	- Deck Millbrook car park	2,000	-	-	-	-	-	2,000	-	-	-	-	2,000	2,000	
P37511	Replacement of collapsed retaining wall Bright Hill	321	54	-	-	(0)	-	-	-	-	-	-	-	54	
P37514	Lift replacement (PR000293)	841	68	187	399	-	399	187	187	-	-	-	374	841	
P37518	Bright Hill Barrier essential works (PR000425)	80	2	-	78	(2)	78	-	-	-	-	-	-	80	
P37522	Leapale rd MSCP drainage (PR000433)	90	-	90	90	16	40	-	-	-	-	-	-	40	
P37519	Tunsgate Car Park Lighting		48	-	-	(48)	-	-	-	-	-	-	-	48	
P37523	Structural works to MSCP	300	-	200	200	-	145	100	-	-	-	-	100	245	
	New pay-on-foot equipment	600	-	15	15	-	15	585	-	-	-	-	585	600	
CAR PARKS RESERVE TOTAL		5,939	413	817	1,795	(33)	1,690	2,872	187	-	-	-	3,059	5,162	
SPA RESERVE :															
P20...	SPA schemes (various)	100	annual	100	251	-	230	-	-	-	-	-	-	251	
P201..	Chantry Woods														
P202..	Effingham														
P203..	Lakeside														
P204..	Riverside					21	21								
P205..	Parsonage														
	Access tracks at Chantry Wood	60	-	-	60	-	60	-	-	-	-	-	-	60	
SPA RESERVE TOTAL		160	-	100	311	21	311	-	-	-	-	-	-	311	
GRAND TOTALS		8,562	629	4,351	6,095	437	5,540	3,849	687	500	500	-	5,536	11,654	

1.0 AVAILABILITY OF RESOURCES - NOTES :

1.1 The following balances have been calculated taking account of estimated expenditure on the approved capital schemes

1.2 The actuals for 2017-18 have been audited.

1.3 Funding assumptions:

1. All capital expenditure will be funded in the first instance from available capital receipts and the General Fund capital programme reserve.
2. Once the above resources have been exhausted in any given year, the balance of expenditure will be financed from borrowing, both internally and externally, depending upon the Council's financial situation at the time.

1.4 These projections are based on estimated project costs, some of which will be 'firmed up' in due course. Any variations to the estimates and the phasing of expenditure will affect year on year funding projections.

2.0 Capital receipts - Balances (T01001)

	2017-18 Actuals £000	2018-19 Budget £000	2018-19 Est Outturn £000	2019-20 Estimate £000	2020-21 Estimate £000	2021-22 Estimate £000	2022-23 Estimate £000	2023-24 Estimate £000
Balance as at 1 April	0	0	0	0	0	0	0	0
Add estimated usable receipts in year	496	5,290	4,419	4,000	9,200	19,075	6,000	81,664
Less applied re funding of capital schemes	(496)	(5,290)	(4,419)	(4,000)	(9,200)	(19,075)	(6,000)	(9,825)
Balance after funding capital expenditure as at 31 March	0	0	0	0	0	0	0	71,839

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Appendix 8

GENERAL FUND CAPITAL PROGRAMME : SUMMARY OF RESOURCES AND FINANCIAL IMPLICATIONS

APPENDIX 8

during year = outturn (col v, actual = col u)

3.0 Capital expenditure and funding - summary

Estimated capital expenditure

Main programme - approved
Main programme - provisional
s106
Reserves
GF Housing

Total estimated capital expenditure

To be funded by:

Capital receipts (*per 2.above*)
Contributions
R.C.C.O.:
Other reserves
Capital Schemes Reserve (*para.4 below*)

Balance of funding to be met from (i) the Capital Reserve, and (ii) borrowing

Total funding required

	2017-18 Actuals £000	2018-19 Budget £000	2018-19 Est Outturn £000	2019-20 Estimate £000	2020-21 Estimate £000	2021-22 Estimate £000	2022-23 Estimate £000	2023-24 Estimate £000
	12,627	52,885	54,803	25,615	16,084	8,641	5,825	5,825
	19	42,506	28,260	69,731	90,337	92,113	84,288	4,000
	90	0	350	0	0	0	0	0
	1,204	4,351	5,540	3,849	687	500	500	0
	0	0	0	0	0	0	0	0
Total estimated capital expenditure	13,940	99,741	88,954	99,195	107,108	101,254	90,613	9,825
To be funded by:								
Capital receipts (<i>per 2.above</i>)	(2,597)	(5,290)	(4,419)	(4,000)	(9,200)	(19,075)	(6,000)	(9,825)
Contributions	(1,966)	(5,465)	(1,871)	(4,480)	(4,500)	(5,500)	(5,500)	0
<u>R.C.C.O.:</u>								
Other reserves	(1,204)	(17,832)	(11,517)	(10,829)	(907)	(720)	(500)	0
Capital Schemes Reserve (<i>para.4 below</i>)	0	0	0	0	0	0	0	0
	(5,767)	(28,587)	(17,808)	(19,309)	(14,607)	(25,295)	(12,000)	(9,825)
Balance of funding to be met from (i) the Capital Reserve, and (ii) borrowing	(8,173)	(71,154)	(71,146)	(79,886)	(92,501)	(75,959)	(78,613)	0
Total funding required	(13,940)	(99,741)	(88,954)	(99,195)	(107,108)	(101,254)	(90,613)	(9,825)

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4.0 General Fund Capital Schemes Reserve (U01030)

Balance as at 1 April
Add: General Fund Revenue Budget variations
Contribution from revenue

Less: Applied re funding of capital programme

Balance after funding capital expenditure etc.as at 31 March

	2017-18 Actuals £000	2018-19 Budget £000	2018-19 Est Outturn £000	2019-20 Estimate £000	2020-21 Estimate £000	2021-22 Estimate £000	2022-23 Estimate £000	2023-24 Estimate £000
Balance as at 1 April	1,400	0	1,641	0	0	0	0	0
Add: General Fund Revenue Budget variations	1,201	0	0	0	0	0	0	0
Contribution from revenue	40	0	0	0	0	0	0	0
	2,641	0	1,641	0	0	0	0	0
Less: Applied re funding of capital programme	(1,000)	0	(1,641)	0	0	0	0	0
Balance after funding capital expenditure etc.as at 31 March	1,641	0	0	0	0	0	0	0

Estimated shortfall at year-end to be funded from borrowing

	7,173	71,154	69,505	79,886	92,501	75,959	78,613	0
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Appendix 8

GENERAL FUND CAPITAL PROGRAMME : SUMMARY OF RESOURCES AND FINANCIAL IMPLICATIONS

APPENDIX 8

5.0 Housing capital receipts (pre 2013-14) - estimated availability/usage for Housing, Affordable Housing and Regeneration projects - GBC policy

Balance as at 1 April (T01008)
 Add: Estimated receipts in year
 Less: Applied re Housing (General Fund) capital programme
 Less: Applied re Housing company

Less: Applied on regeneration schemes

Housing receipts - estimated balance in hand at year end

2017-18 Actuals £000	2018-19 Budget £000	2018-19 Est Outturn £000	2019-20 Estimate £000	2020-21 Estimate £000	2021-22 Estimate £000	2022-23 Estimate £000	2023-24 Estimate £000
14,861	13,361	12,760	6,760	0	0	0	0
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
(2,101)	(13,361)	(6,000)	(6,760)	0	0	0	0
12,760	0	6,760	0	0	0	0	0
0	0	0	0	0	0	0	0
12,760	0	6,760	0	0	0	0	0

5.1 Housing capital receipts (post 2013-14) - estimated availability/usage for Housing, Affordable Housing and Regeneration projects only (statutory (impact CFR))

Balance as at 1 April (T01012)
 Add: Estimated receipts in year
 Less: Applied re Housing (General Fund) capital programme
 Less: Applied re Housing Improvement programme

Less: Applied on regeneration schemes

Housing receipts - estimated balance in hand

2017-18 Actuals £000	2018-19 Budget £000	2018-19 Est Outturn £000	2019-20 Estimate £000	2020-21 Estimate £000	2021-22 Estimate £000	2022-23 Estimate £000	2023-24 Estimate £000
2,938	2,428	422	0	0	0	0	0
506	200	286	289	292	295	298	301
0	(220)	(288)	(220)	(220)	(220)	(220)	(220)
(3,022)	(475)	(420)	(69)	(72)	(75)	(78)	(81)
422	1,933	0	0	0	0	0	0
0	0	0	0	0	0	0	0
422	1,933	0	0	0	0	0	0

6.1 Estimated annual borrowing requirement

Bids for funding (net)
Total estimated borrowing requirement if all bids on Appendix 1 approved

	2017-18	2018-19	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	Total £'000s
	7,173	71,154	69,505	79,886	92,501	75,959	78,613	0	396,464
Bids for funding (net)		0	0	0	0	0	0	0	
Total estimated borrowing requirement if all bids on Appendix 1 approved		71,154	69,505	79,886	92,501	75,959	78,613	0	396,464

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	Project Budget £000	2017-18 Actual £000	Project Spend at 31-03-18 £000	2018-19 Estimate £000	Carry Forward	Expenditure as at 12/10/2018 £000	2018-19 Projected Outturn £000	2019-20 Estimate £000	2020-21 Estimate £000	2021-22 Estimate £000	2022-23 Estimate £000	2023-24 Estimate £000	Total Project Exp £000
Acquisition of Land & Buildings	3,500	202	400	2,800	300	259	3,100	0					3,500
New Build													
N30008 Lakeside Close, Ash	5,100	336	4,991	0		23	22	0	0	0	0	0	5,013
N30011 Guildford Park	75	615	640	0	(565)	149	149	0	0	0	0	0	789
N30012 Appletree pub site	3,200	131	555	2,476	169	739	2,645	0	0	0	0	0	3,200
N30013 Slyfield Green (Corporation Club)	2,448	523	2,376	200	(128)	0	72	0	0	0	0	0	2,448
N30014 Willow Way	1,000	773	773	300	(73)	160	227	0	0	0	0	0	1,000
Garage sites-	2,500	0	0	1,100	(158)			0	0	0	0	0	0
N30015 Pond Meadow		500	500			59	314						814
N30016 Rowan Close		544	544			4	314						858
N30017 Great Goodwin Drive		513	513			307	314						827
N30018 The Homestead	500	429	429	50	21	292	71	0	0	0	0	0	500
N30019 Fire Station/Ladymead	2,000	0	0	1,800	200	46	2,000	0	0	0	0	0	2,000
Bright Hill	500	0	0	475	25	0	500	0	0	0	0	0	500
Various small sites & feasibility/Site preparation	1,000	0	0	0			0	0	0	0	0	0	1,000
Schemes to promote Home-Ownership													
Equity Share Re-purchases	annual	99	annual	400		143	400						annual
Major Repairs & Improvements													
Retentions & minor carry forwards	annual	0	annual	30		0	30						annual
Kitchens & Bathrooms	annual	1,097	annual	1,025		59	967						annual
Doors and Windows	annual	203	annual	60	180	69	240						annual
Structural	annual	380	annual	1,475	225	229	1,266						annual
Energy efficiency: Central heating	annual	1,214	annual	1,155		348	1,331						annual
General	annual	1,040	annual	1,455	170	439	1,625						annual
Grants													
Cash Incentive Scheme	annual	0	annual	75		0	75						annual
TOTAL APPROVED SCHEMES	21,823	8,600	11,723	14,876	366	3,327	15,662	0	0	0	0	0	22,451

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	Project Budget	2017-18 Actual	Project Spend at	2018-19 Estimate	2018-19 Projected Outturn	2019-20 Estimate	2020-21 Estimate	2021-22 Estimate	2022-23 Estimate	2023-24 Estimate	Total Project Exp
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
Acquisition of Land & Buildings	6,000	0	0	0	0	0	0	0	0	0	6,000
New Build											
Guildford Park	16,000	0	0	4,830	4,221	11,170	0	0	0	0	15,391
Bright Hill	16,500	0	0	3,000	3,000	8,000	5,500	0	0	0	16,500
Slyfield (from 2022/23)	1,000	0	0	0	0	0	0	0	1,000	0	1,000
Schemes to promote Home-Ownership											
Equity Share Re-purchases	annual		annual			400	400	400	400	400	annual
Major Repairs & Improvements											
Major Repairs & Improvements	annual		annual			5,500	5,500	5,500	5,500	5,500	annual
Retentions & minor carry forwards	annual		annual								annual
Modern Homes: Kitchens and bathrooms	annual		annual								annual
Doors and Windows	annual		annual								annual
Structural	annual		annual								annual
Energy efficiency: Central heating	annual		annual								annual
General	annual		annual								annual
Grants											
Cash Incentive Scheme	annual		annual			75	75	75	75	75	annual
Total Expenditure to be financed	39,500	0	0	7,830	7,221	25,145	11,475	5,975	6,975	5,975	38,891

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Corporate Governance and Standards Committee Report

Report of Managing Director

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Date: 29 November 2018

Summary of Internal Audit Reports (April – September 2018)

Recommendation

The Committee is requested to note the summary of audit reports and other associated work for the period 1 April 2018 to 30 September 2018.

Reason for Recommendation:

To ensure an adequate level of audit coverage.

1. Purpose of Report

- 1.1. To present a summary of audit work for the period 1 April 2018 to 30 September 2018.

2. Strategic Priorities

- 2.1. The audit of Council services supports the priority of providing efficient, cost effective and relevant quality public services that give the community value for money.

3. Summary of Audit Reports – April 2018 to September 2018

- 3.1. The summaries of the audit reports that we have carried out in the period April to September 2018 are set out below. Internal Audit uses a scale to categorise the findings and audit opinion under five classifications. These are:

- **No Opinion** – Results of one-off investigations or consultancy work ranging from investigations into potential fraud or misappropriation or other projects such as value for money reviews on which no audit opinion is given.

- **No Assurance** – Fundamental control weaknesses that need immediate action. The area reviewed has significant control weaknesses and/or significant problems were found in the course of the audit.
- **Limited Assurance** – Some assurance that the controls are suitably designed and effective but inconsistently applied and action needs to be taken to ensure risks are managed. The area reviewed has some control weaknesses and there is a risk of loss or problems identified in the course of the audit.
- **Reasonable Assurance** – Assurance that the controls are suitably designed, consistently applied, and effective but we have identified issues that, if not addressed, increase the likelihood of risk materialising in this area. This rating reflects audits where the systems are sound and there are only low-level risks.
- **Substantial Assurance** – Assurance that the controls are suitably designed, consistently applied, and effective. The area reviewed is well controlled and no material problems were found.

3.2. The classifications are included in the reports to managers and have been included here to provide the Committee with an overall conclusion on the findings of the audits. The reports are ranked in order of audit opinion.

4. No Opinion

4.1. There were no reports with “No opinion” in this period.

5. No Assurance

5.1. There were no reports with a “No Assurance” opinion in this period.

6. Limited Assurance - Progress Report

6.1 There were a number of limited assurance reviews in 2017-18 and as a result, much of the work in the first part of the year has been focused on follow up audits to ensure that the agreed recommendations have been put in place or are being scheduled. Progress against the main findings in each audit is set out in the table below.

Health and Safety		
Recommendations	Actions Agreed	Implementation Date
<p>There were a number of service areas that did not hold a Part 2 Health and Safety policy. The overarching, Council-wide, Health and Safety Policy requires a Part 2 policy to be implemented within services in order to detail key roles and responsibilities, monitoring activities and emergency procedures. The audit found that there were a number of services that did not have a Part 2 policy or it was not up to date.</p> <p>It was recommended that service areas should have up to date Part 2 Policies in place that include key roles and responsibilities for health and safety</p>	<p>The corporate health and safety team will contact all service leaders and determine which services need a Part 2 statement. This has now been completed</p>	<p>There are currently two Part 2 statements outstanding. One of which is currently being compiled and is due in December the other is for a service which is currently part of a service review and has just had an interim manager appointed.</p>
<p>The review found that the required six monthly workplace inspections were not being completed in all service areas and it was recommended that workplace inspections should be completed within the time frame</p>	<p>It was agreed that the corporate health and safety team would work with service leaders to ensure the inspections were carried out.</p> <p>Target date 30 June 2018</p>	<p>Fully implemented 30 June 2018</p> <p>Staff are now required to carry out an on-line workplace assessment test. These are reviewed by the Health and Safety Officer</p>

Staff Training		
Recommendations	Actions Agreed	Implementation Date
<p>The review found that that there was no consistent or centrally maintained staff training needs analysis to highlight where training may be required as part of their role.</p>	<p>It was agreed that all posts in the Council would have a training needs assessment.</p> <p>Target date 31 August 2018</p>	<p>This has been fully implemented. A corporate training matrix has been developed and was sent to all service leaders in July 2018.</p>

<p>Whilst staff in some service areas, such as Operational Services, have role specific training identified, due to the level of risk in their roles, this is not carried out across the Council and staff may not be being provided with the appropriate level of training for their role.</p> <p>It was recommended that a central training needs analysis should be produced for all job roles within the Council</p>		<p>Training has been arranged for all service and team leaders at the end of November 2018. Further training for supervisors and managers has also been arranged in the same period.</p>
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Fire Risk Assessments		
Recommendations	Actions Agreed	Implementation Date
<p>The Council should have a designated officer and appropriate responsibilities are assigned to a single named individual within the Council. The Council should establish a specific group for fire risk management, whereby responsibility of management of fire risk is clearly assigned. Responsibilities for the Group should include, but not be limited to, following-up the recommendations arising from FRAs for the Council's properties.</p>	<p>A Fire Safety Group with representatives from Service areas is now established. The Group will take forward recommendations and will monitor overall compliance. There is a designated responsible officer and performance will be monitored by the Corporate Management Team.</p>	<p>Fully implemented: 31 May 2018</p>
<p>A procedure should be established to review the FRAs annually, in line with the requirements of the Corporate Fire Safety Policy.</p> <p>All residential properties should be identified and managed. The list should include the date of the latest FRA and the next assessment due date for each property. The listing should be kept up to date to reflect the status of the FRA for each property.</p>	<p>The matrix in the policy is for guidance only, as the FRA should always be re-performed in accordance with the contractor's suggested review date. The new Fire Safety Group has been tasked with ensuring the Council has up to date fire risk assessments which will be reviewed annually in accordance with the recommendations in the Council's</p>	<p>This has been agreed and we are currently testing a system that prompts staff to review their risk assessments on the due date to ensure that FRAs and Reviews are performed in line with policy. Target date 31 October 2018.</p> <p>Staff are now required to carry out an on-line Fire Risk workplace</p>

Fire Risk Assessments		
Recommendations	Actions Agreed	Implementation Date
	Corporate Fire Safety Policy.	assessment test. These are reviewed by the Health and Safety Officer
<p>Following the completion of a FRA, management should develop an action plan to ensure that all recommendations raised are Red, Amber, Green rated and prioritised.</p> <p>The action plan should be kept up to date to reflect the status of recommendations.</p>	<p>An action plan is being developed to ensure the Council can clearly identify and sign off what actions need to be undertaken in accordance with the latest fire risk assessments. The Fire Safety Group will review outstanding actions.</p>	<p>Surveyors are reviewing all action plans to verify that all the actions have been implemented.</p> <p>Revised target date 31 December 2018</p>

Asbestos		
Recommendations	Actions Agreed	Implementation Date
<p>The Council should ensure there is an up-to-date register, which clearly details all properties owned by the Council where asbestos containing materials (ACM) are present</p>	<p>An up-to-date asbestos register is being developed which will identify all properties where asbestos containing materials have been detected. This will provide a clear record identifying what actions need to be undertaken in accordance with the latest asbestos management surveys and will allow re-inspections to be dated and signed.</p>	<p>At the time of testing, a contract to appoint a specialist consultant to review the corporate properties register and update where necessary was under preparation. This is an on-going piece of work and we have revised the target date for completion as 31 January 2019</p>
<p>The Council should ensure that accountability for asbestos management and appropriate responsibilities is assigned to a named individual within the Council.</p>	<p>A new Asbestos Management Group is being established with representatives from service areas. The Group will agree Terms of Reference as well as reviewing and</p>	<p>All recommendations have been implemented and there are now sufficient governance processes in place. KPIs have been established to</p>

Asbestos		
Recommendations	Actions Agreed	Implementation Date
The Council should establish a Corporate Asbestos Management Group – with individual working groups feeding into it, whereby responsibility of asbestos is clearly assigned.	updating the Corporate Asbestos Policy. In addition, they will ensure that corporate processes, procedures and training are put in place to provide full and safe management of asbestos. There is a designated responsible officer who, together with the Group, will review outstanding actions on the asbestos registers. Performance will be monitored by the Corporate Management Team.	monitor contract performance. A training needs analysis has been carried out for Building Responsible Persons and this is reviewed by the Health and Safety Officer.

Legionella		
Recommendations	Actions Agreed	Implementation Date
<p>The review found that not all properties had an up to date legionella risk assessment (LRAs) in place. Risk assessments should be completed every 2 years or sooner if work has been carried out. There is also a concern that in a limited number of instances work had been carried out and Mechanical and Engineering staff had not been informed and therefore the risk assessments have not been updated.</p> <p>Not performing LRAs in a timely manner increases the risk of legionella going undetected</p>	<p>Management should review the dates of the latest LRAs for the Council's properties and ensure that an assessment is completed for all properties where an assessment is overdue.</p> <p>An appropriate process should be established whereby M&E are notified of all works on properties that will result in the requirement of a new LRA being completed.</p>	All recommendation arising from the audit last year have been actioned and implemented. There are now regular meetings with the contractor and performance is monitored on a bi-monthly basis. The Legionella Policy was signed off by the Health and Safety Group on 23 August 2018 and was uploaded onto the Intranet ensuring access to all staff. A training needs analysis has been carried out for Building Responsible Persons and this is reviewed by the Health and Safety Officer.

6.2 Transparency Code

In February 2015, the government issued a revised Local Government Transparency Code and while compliance with the Code is compulsory, the Local Government Association has made it clear that it is very unlikely that any external inspections will be made of individual councils. However, it is possible that members of the public will complain to the Information Commissioner should they consider a council to be failing to comply.

6.3 In summary, councils are required to publish the following information, subject to certain restrictions relating to issues such as commercial confidentiality, data protection, copyright, licences and statutory requirements:

- Expenditure exceeding £500
- Government Procurement Card Transactions
- Details of tenders above £5,000
- Details of contracts above £5,000
- Local authority land
- Social housing assets
- Grants to voluntary, community and social enterprise organisations
- Organisation chart
- Trade union facility time
- Parking account
- Parking spaces
- Senior salaries
- Constitution
- Pay multiple
- Fraud

6.4 The Code requires that information is:

- demand led - requiring an understanding of what data communities want and how it should be published.
- open - helpful and accessible presentation and availability and promoted and publicised.
- timely - available as soon as possible after production.

6.5 The Code recognises that the method of publication is essential to true transparency and endorses what the Government calls the “five step journey to a fully open format”, which includes a star rating:

- One Star - Available on the web (whatever format) but with open licence
- Two Star - As for one star plus available as machine-readable structured data (e.g. Excel instead of an image scan of a table)
- Three Star - As for two star plus use a non-proprietary format (e.g. CSV and XML)
- Four Star - All of the above plus use open standards from the World Wide Web Consortium (such as RDF and SPARQL21)
- Five Star - All the above plus links an organisation’s data to others’ data to provide context

6.6 The Government recommends that local authorities publish data in Three Star formats where this is suitable and appropriate, alongside open and machine-readable format within six months of the Code being issued.

6.7 The review in 2017 identified areas for improvement and made recommendations detailed in the table below:

	Recommendation	Implementation
1	The Web Team carries out a review of the Transparency web page in order to reduce the content and increase traffic to the page.	Partially implemented end date 31 December 2018
2	The Council considers publicising the information in order to improve public awareness and increase traffic to the page	This will be done as part of the review of the web page
3	The Council reviews the content of the web page to ensure that it is up to date.	This will be done as part of the review of the web page
4	Ensure that where the Transparency information is published in a larger document, it is also published as an extract in the appropriate format to ensure accessibility and utility.	Implemented in full
5	Ensure that all information is published in the appropriate format to achieve the Three Star level required by the Code.	Will be part of the web review
6	Make the Council's Information Rights Officer responsible for the oversight of the Council's response to the Transparency Agenda.	Implemented in full
7	Review the Council's procurement processes to ensure the publication of tender and contract details.	Implemented

7. Reasonable Assurance

7.1 Stores

The review of the Council's stores at Woking Road Depot found that there are robust processes for ordering, issuing, returning, and counting stock. Stores staff are knowledgeable and have a clear understanding of the processes and

outcomes expected of them. There is a clear and effective working relationship with the borough housing repairs team.

Stock is properly controlled and can only be withdrawn through an authorised requisition. Deliveries are checked against purchase orders and invoices are only paid up to the extent of received stock. There is adequate CCTV and fire protection across the Stores.

There were some recommendation relating to tighter administration of job numbers, stock adjustments and the need for KPIs but overall there was a good level of compliance and control.

Audit Opinion: Reasonable Assurance

7.2 Development Control

Development Control management consists of two teams, validation and assessment, allowing the officers in each to become specialised in their areas of the process. There is robust reporting of Key Performance indicators (KPIs), which have been defined for most of its operations, although there should be further reports on the performance of the validation team, and compliance with the Government's performance targets on appeals.

- 7.3 The validation process has been streamlined through use of a validation checklist and a detailed geographic information system (GIS) which allows staff to identify neighbours and consultees based on the location of the site. However, the review of the validation process identified a risk of inconsistency in how applications are validated, which may have a knock-on effect on whether applications are assessed in a fair and consistent way. The validation checklist does not include the local validation list requirements imposed by the Council and not all staff were aware of what the local validation lists required.
- 7.4 The assessment process reflects areas of best practice, including an aim to allocate staff to assess planning applications consistent with the lifetime of the site. This helps to drive consistency of assessments when an applicant may submit multiple, revised applications over time. However, the Council has not properly retained internal authorisations to support time extensions and while there is an audit trail of the mandatory agreement with the applicant or agent, there was no evidence of the internal sign-off, which is required before activating an extension on Acolaid. This prevents the Council from being able to ensure that this process, which is highly restricted, is appropriately used.
- 7.5 The review also identified some data quality issues with respect to appeals. Whilst appeals are heard by the Planning Inspectorate, the Council has to make returns by specified deadlines in order to be to be successful. There were a number of occasions that this information was not recorded, preventing use of the workflow module in Acolaid. There were also occasions

where the decision was incorrectly recorded or conditions were omitted, which results in internal reporting being inaccurate.

Audit Opinion: Reasonable/Limited Assurance – A number of low to medium risk recommendations have been made and we will be reviewing progress in the second half of the year

7.6 **Vehicle Management**

We have continued to work on fleet management with the aim of identifying efficiencies and savings as the fleet costs approximately £3 million per annum. Given the financial and environmental pressure on the Council we need to maximise the use of our fleet. Further work is being done on:

- Defining the level of service that is required within individual services
- Identifying the number of vehicles to deliver that service
- Identifying and resolving duplication within and between services
- Looking at better route planning and zoning which would deliver efficiency savings and reduce fuel costs

Audit Opinion - Reasonable Assurance – This will be included in our efficiency review programme

8 **Work in Progress**

8.1 The following reviews have been started or are in draft

- GDPR - progress review
- S106 Funding
- ICT Project Management.
- Fraud awareness Part 1
- Payroll
- Debtors
- Creditors
- Parking
- Review of Penalty Charge Notices
- VFM of Lease and Essential Car Allowances
- Taxi Licensing - compliance on fee setting

9 **Governance, Corporate and Projects**

9.1 **Ombudsman**

It is difficult to plan for Local Government Ombudsman (LGO) complaints or know how much audit will be involved. Some complaints are more complex than others and we work with the services prior to making a response to the LGO. While it may not be traditional audit work and in some cases, they can be time-consuming and can result in a mini audit. They are, however, a valuable insight into areas of emerging

risk which we then build into the audit plan. The LGO decisions for the period are shown below:

Decision Date	GBC File Ref. No.	Complaint Category	Finding
26.04.18	AJ-18-0001	Benefits and Tax	Closed after initial enquiries – no further action
16.05.18	AJ-17-0010	Housing	Not upheld: no maladministration
26.04.18	AJ-18-0001	Benefits and Tax	Withdrawn
27.09.18	AJ-18-0002	Planning & Development	Upheld: maladministration & Injustice
03.07.18	AJ-18-0004	Planning & Development	Not upheld: no maladministration
24.05.18	AJ-18-0005	Planning & Development	Closed after initial enquiries – out of jurisdiction
14.06.18	AJ-18-0006	Benefits & Tax	Closed after initial enquiries – no further action
09.07.18	AJ-18-0007	Environmental Services & Public Protection & Regulation	Premature
02.10.18	AJ-18-0007	Environmental Services	Closed after initial enquiries - no further action
27.07.18	AJ-18-0008	Planning & Development	Premature
24.08.18	AJ-18-0009	Planning & Development	Closed after initial enquiries - no further action
29.08.18	AJ-18-0010	Housing	Closed after initial enquiries - out of jurisdiction
28.08.18	AJ-17-0013	Planning & Development	Not upheld: no maladministration
29.08.18	AJ-18-0011	Planning & Development	Closed after initial enquiries - out of jurisdiction

9.2 Complaints

There were 223 service complaints in the period April to September 2018. The table below sets out the number per service.

Number	Service
73	Cleansing and Recycling
46	Neighbourhood and Housing Management
26	Parking
16	Council Tax
14	Planning Services
13	Health and Community Care Services
10	Benefits

6	Housing Advice Services
6	Parks & Countryside
3	Bereavement Services
3	Customer Service Centre
3	Legal Services
2	Democratic Services
1	Leisure Services
1	Heritage and Culture
223	

9.3 The outcome from these complaints is as follows:

- Upheld – 55 (25%)
- Partially Upheld – 56 (25%)
- Not Upheld – 112 (50%)

10. Service Reviews

10.1 Over the last year, Internal Audit has worked with managers on a number of reviews. Although this is not traditional audit work, many of the business process re-engineering disciplines involved are closely related to audit systems analysis. This has the benefit of helping managers make efficiency savings but it also increases our understanding of the services and the business risks. We have been working on a number of reviews including:

- Bereavement Services
- Human Resources
- Operational Services
- Parking
- Customer Service Centre

10.2 These reviews look at all the business processes, structures and synergies to deliver more streamlined efficient and effective services. The reviews are in various stages and will inform any future re-structures.

11 Conclusion

11.1 The last six months have been a period of change as we are making greater use of our external contractor rather than relying on internal resources. It has worked well so far and the feedback has been fairly positive. The audit focus is changing as the Council is seeking to become more entrepreneurial and the challenge for the team is to balance the requirement for robust governance and control and helping to deliver the Council's ambitious change agenda.

12 Financial Implications

12.1 There are no financial implications.

13 Legal Implications

13.1 The Local Government Act 1972 (S151) requires that a local council “shall make arrangements for the proper administration of their financial affairs”. The 1972 Act is supported by the Accounts and Audit Regulations 2011, which state, “A relevant body must undertake an adequate and effective internal audit of its accounting records and of its system of internal control in accordance with the proper practices in relation to internal control”. The internal audit plan is necessary to satisfy these legal obligations.

14 Human Resources

14.1 There are no Human Resource implications.

15. Background Papers

None

16. Appendices

None

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Corporate Governance and Standards Committee Report

Ward(s) affected: All

Report of: Director of Finance

Author: Adrian Hudson

Tel: 01483 444900

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Lead Councillor responsible: Matt Furniss

Tel: 07891 022206

Email: matt.furniss@guildford.gov.uk

Date: 29 November 2018

ICT Policies: Updated Policies incorporating Legislative Changes following the GDPR and Data Protection Act 2018

Executive Summary

The Council is required to maintain several Information & Communication Technology (ICT), Information Assurance (IA) and Information Management and Governance (IM) policies setting out our approach to compliance in the management of the systems and data, including customers' personal data that the Council holds in the performance of its functions.

These policies are designed to explain our information governance model, expected standards of behaviour and personal responsibilities to councillors and officers in the use of ICT and the data obtained or held in the course of Council business.

Recent legislative changes to enact the EU General Data Protection Regulation 2016 and provide new UK specific primary legislation, Data Protection Act 2018, along with the repeal of the Data Protection Act 1998 mean our existing policies need to be refreshed to reflect our legal obligations and provide clear guidance regarding these matters to all ICT users. These policies are as follows:

- ICT Users' Policy
- Information Systems Security Policy
- Data Protection Policy
- Data Breach Response and Notification Procedure
- Councillors' ICT Policy

The Executive will be asked to consider these policies at its meeting on 8 January 2019.

Recommendation to Corporate Governance and Standards Committee

The Committee is asked to consider the draft policies appended to this report and, subject to any comments agreed,

- (1) to commend their adoption to the Executive at its meeting on 8 January 2019; and
- (2) to authorise the ICT Manager, in consultation with the Lead Councillor for Infrastructure and Governance, to keep these policies under review and to approve such updates to these policies and associated supplementary policies, as he considers appropriate

Reason for Recommendation:

To adopt updated Human Resources policies and standards in respect of the use of Information and Communication Technology, Information Assurance, Information Management and Governance to ensure the lawful and efficient performance of the Council’s statutory functions.

1. Purpose of Report

- 1.1 This report sets out the background to the proposed updated ICT policies, which are attached at Appendices 1 to 5.
- 1.2 The report asks the Committee to commend the adoption of these policies to the Executive for inclusion in the Council’s HR Policy Library applicable to Councillors and officers, as appropriate.

2. Strategic Priorities

- 2.1 The proposed policies are required to ensure the Council fulfils its legal obligations.
- 2.2 The proposed policy changes are aligned to the Corporate Plan through the lawful delivery of services using ICT and data. Specifically, these policies support the improvement of customer experience through the best use of technology and the proper management of customers’ personal data. A summary of the linkage is shown below.

Corporate Plan	Strategic Priorities	Strand
Innovation	Using innovation, technology to provide a sustainable and improved customer experience.	The new policies are designed to ensure best practice in the use and management of data in the most cost-effective manner to deliver customer service excellence.

3. Background

- 3.1 The Council has maintained a number of ICT and Information Assurance related policies since the use of technology to support service delivery began.
- 3.2 These policies have now been brought up-to-date to reflect current best practice.

- 3.3 Recent legislative changes and good governance best practice requires the Council to regularly review and update these policies to ensure the content remains compliant and reflects evidence-based changes in best practice.
- 3.4 The core policies set out in Appendices 1 to 5 to this report are the first stage of a wider review of ICT policies which will address an identified audit action to ensure compliance of the overall ICT governance framework.
- 3.5 Supplementary related policies for specific matters will be developed to provide detailed advice to augment the core policy documents. These will be more technical documents and will be published after consideration by the Corporate Management Team and, if agreed by the Executive, approved by the ICT Manager, in consultation with the Lead Councillor for Infrastructure and Governance, under delegated authority.

4. Consultations

- 4.1 The policies have been prepared by the Information Assurance Manager in consultation with:
- Data Protection Officer
 - Information Rights Officer
 - HR Manager
 - O&D Manager
 - Senior Information Risk Owner (ICT Manager)
 - Director of Finance
 - Corporate Management Team
 - Unison
- 4.2 The officers consulted have not highlighted any concerns regarding these policies.
- 4.3 Additional comments on this report and the policies have been sought from the relevant Lead Councillor. These are incorporated in this report.

5. Executive Advisory Board comment

- 5.1 Advice has not been sought from the Executive Advisory Board as these policies relate to updates reflecting legislative changes over which the Council has no discretion.

6. Equality and Diversity Implications

- 6.1 There are no identified equality or diversity issues in this policy.

7. Financial Implications

- 7.1 There are no financial implications associated with this report.

8. Legal Implications

- 8.1 The Data Protection Officer has provided advice on the proposed policies and no legal implications have been identified.

9. Human Resource Implications

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

10. Summary of Options

- 10.1 Legal compliance in the performance of the Council's statutory functions and public confidence in the effective management of personal data used by councillors and officers in their duties rely on an effective policy framework and good governance. This report invites the Executive to formally adopt the core ICT policies which provide such a framework.

11. Conclusion

- 11.1 The adoption of these policies will ensure the Council has a current, relevant core policy framework to effectively manage the use of Information & Communication Technology (ICT), Information Assurance (IA) and build public trust in the Council's standards for Information Management and Governance.
- 11.2 The delegation of authority for the adoption of supplementary policies and on-going reviews to the ICT Manager, in consultation with the Lead Councillor for Infrastructure and Governance, provides an effective mechanism to ensure policies remain legally compliant and reflect best practice in a timely manner.

12. Background Papers

None

13. Appendices

Appendix 1: ICT Users' Policy
Appendix 2: Information Systems Security Policy
Appendix 3: Data Protection Policy
Appendix 4: Data Breach Response and Notification Procedure
Appendix 5: Councillors' ICT Policy



ICT Users Policy

Corporate Owner:	ICT Manager
Contact Person:	Adrian Hudson
Applicability:	All Staff
Original Issue date	February 2018
Current Version Issue Date:	September 2018
Version:	1.04

Revision History

Revision Version	Date	Author	Description
1.0	26 th February 2018	Michael Hynes	Draft Text
1.01	02 nd May 2018	Michael Hynes	Amendments
1.02	18 th May 2018	Ciaran Ward	Amendments
1.03	24 th May 2018	Michael Hynes	Draft for Approval and Consultation
1.04	25 th September 2018	Michael Hynes	Final

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1. Applicability and Objectives

This Policy is issued to provide guidance on proper usage of corporate IT resources. The Objective of the Policy is to ensure proper usage of corporate IT and telecommunication resources by the employees of Guildford Borough Council.

1.1 Introduction and General Provisions

Guildford Borough Council relies on its corporate network and IT systems to conduct its business. To ensure that its corporate network and personal computer (PC) resources are used properly by its employees and contractors, Guildford Borough Council's ICT Services has instituted this Corporate IT Policy.

It is the policy of Guildford Borough Council to maintain adequate standards of internal governance and a sound system of internal control processes and procedures. This document sets out the control standards and procedures that should exist in relation to this area. It is the responsibility of all service areas, to achieve the application and objectives of the policy. Should any exemption to this policy be required this needs the approval of the ICT Manager.

The term IT Systems refers to Guildford Borough Council's entire corporate network resources. Specifically, IT Systems includes, but is not limited to, personal computers and laptops, file servers, application servers, email exchange servers, fax servers, web servers, devices and communication facilities, corporate local and wide area networks and devices, Internet and extranets access, cloud based systems, voice systems (phones, voice recorders), printers, scanners, corporate business applications and other software installed on the personal computers and laptops.

The rules and obligations described in this Policy apply to all users of Guildford Borough Council (the users) corporate network, wherever they might be located. These rules also apply to any type of remote connection to the Guildford Borough Council corporate network. Violations will be taken seriously and could result in disciplinary action, including possible termination of employment, and civil and criminal liability.

1.2 Staff Responsibilities

Guildford Borough Council IT Systems are the property of Guildford Borough Council and may be used for business purposes only. It is every employee's duty to use Guildford Borough Council computer resources responsibly, professionally, ethically, and lawfully.

All staff are responsible for:

- complying with the policies set out in this document and with any specific instructions relating to IT Systems security as specified from time to time by senior management;
- ensuring the confidentiality of all business sensitive and personal data that they have access to;
- ensuring the physical security of all the IT equipment and magnetic media which is located and/or used in their Service;
- ensuring the security of portable IT equipment and magnetic media which they use off the premises in accordance with the procedures defined in this document;
- reporting any suspected security incident or security weakness to their Service Leader, in accordance with the procedures defined in this document;
- reporting any apparent software malfunction to their Service Leader, in accordance with the procedures defined in this document.

1.3 No expectation of privacy

The IT equipment and system accounts given to users are to assist them in the performance of their jobs. Users should not expect anything they create, store, send, or receive on the computer system to be private.

Users expressly waive any right to privacy when creating, storing, sending, or receiving anything on the computer or through the Internet or any other computer network. Users consent to allowing Management to access and review all materials users create, store, send, or receive on the computer or through the email, Internet or any other computer network. Users understand that Guildford Borough Council may use human or automated means to monitor use of its IT systems.

1.4 No expectation of ownership

All type of files, all types of electronic records, all types of software codes or related documents, and all types of data stored, created, implemented, or used on the Guildford Borough Council IT systems belong and are registered to Guildford Borough Council as the Data Controller or Processor. Users expressly waive any ownership rights.

1.5 Prohibited Activities

The following activities are strictly prohibited, and violation of any of them might lead to disciplinary actions and possible termination of employment.

Users must not:

- Send material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating; defamatory, or otherwise unlawful or inappropriate by email or any other form of electronic communication except where in the performance of their duties such as Safeguarding where such material forms part of the case file.
- Monopolize resources to the exclusion of others. That includes, but is not limited to, sending mass mailings or chain letters, extensive use of the business systems (aside from existing practice), spending excessive amounts of time on the Internet, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network and systems traffic.
- Copy software or data files for use on their home computers;
- Provide copies of software or data files to any independent contractors or clients of Guildford Borough Council or to any third person without a Contract or Data Sharing Agreement;
- Install software or additional hardware on any of Guildford Borough Council workstations;
- Download any software from the Internet or other online service to any Guildford Borough Council workstations or servers (except those data files necessary for business);
- Modify, revise, transform, recast, or adapt any software;
- Disassemble computers, computer's accessories and other hardware or software, or de-compile any software. Users who become aware of any misuse of software or violation of the copyright law should immediately report the incident to their Service Leader;
- Physically relocate exchange or remove any ICT Systems equipment. Staff working from home may use their personal issue ICT equipment such as Laptops without restrict for business purposes. Personal issue equipment is not subject to the foregoing restriction.
- Install, play or transmit games or other entertainment software and files via ICT Systems facilities (email distribution, files sharing);
- Internet browsing and chatting for non-business purposes during business hours (see details elsewhere in this document);

- Spend an excessive amount of time on non-business phone calls;

Any exceptions to the above require prior written authorisation from the user's Service Leader and the ICT Manager.

2. Compliance with Legal and Contractual Requirements

2.1. Software Copying

Copyright material must not be copied without the owner's consent.

Computer software is normally supplied and used under the terms of a licence, which may specifically limit the use of that software to specific machines or a specific number of users. The licence normally also limits copying of the software.

Under no circumstances should software be copied either for use on the Council's premises or elsewhere without first referring to ICT Manager and obtaining their authority.

The ICT Service is responsible for ensuring that software is used and copied only within the terms of the relevant licence. A register of software will be maintained by the ICT Service and software usage audited on a regular basis.

2.2. Compliance with Data Protection and Secrecy Legislation

All staff must comply with the terms of local data protection and secrecy legislation.

It is the responsibility of the "Data Controller" * of any system to inform the local Data Protection Officer about any proposals to keep personal information on a computer. The Data Protection Officer is responsible for maintaining the Council's registration under Data Protection legislation and for advising Senior Management of legal requirements in this area.

3. Security

3.1. Security Incidents and Exception Conditions

Exception conditions (e.g. hardware failure, operational error, software fault) and security incidents must be reported promptly to the Line Manager to minimise the potential impact of such incidents.

Staff must report any exception condition, suspected security incident or security weakness of Guildford Borough Council computer systems or any other computer systems that contain the Council's data.

This includes:

- Suspected password compromise.
- Lost or stolen remote access token (such as SafeNet).
- Lost or stolen laptop, smart phone or other mobile computing device. This includes any personal mobile computing devices that may contain Council data.
- Lost or stolen removable storage media (CD-ROM discs, flash-drives and others). This includes any personal devices that may contain Council data.

Such incidents should be reported to ICT Services and their Manager as soon as possible to minimise damage. All issues will be escalated to IT management as appropriate.

Service Leaders must investigate any incident reported to them by their staff and report their findings to their Line Manager or ICT Management as appropriate.

3.2. Passwords

Individual computer users must use their unique login name and password to access the Guildford Borough Council IT systems and are responsible for maintaining the confidentiality of all passwords used in association with their IT systems.

Users are responsible for all transactions made using their passwords therefore no user may access any computer system with another user's account and password; including remote access token (SafeNet).

Passwords may be used for a number of purposes such as:

- Power-on passwords (used when switching on a PC).
- Network access passwords (to gain access to networked systems).
- Application passwords (to gain access to specific programs).
- File level passwords (used to protect individual files within applications such as Excel or Word).

All users must comply with the policies set out in The IT Password Policy document.

3.3. Hardware

All computer equipment and magnetic media must be properly secured.

All staff are responsible for ensuring the physical security of all the computer equipment and magnetic media which is located and/or used in their Service and for ensuring the security of portable computer equipment and magnetic media that they use off the premises.

3.4. Portable Computer Equipment

Individuals using portable computer equipment off the Council's premises are responsible for the security of both the hardware and any software and data files held on the equipment.

The following guidelines should be applied by users of portable computer equipment.

- When travelling, equipment and media must not be left unattended in public places.
- Portable computers should be carried as hand luggage when travelling.
- Portable equipment should not be left at home for longer than is necessary to complete a specific piece of work.
- Equipment should be marked with the Council's name and postcode.
- Equipment should be used for Council business only.

3.5. Access to Data

3.5.1. Unattended Equipment

Users should ensure that they do not leave terminals or PCs unattended whilst logged on to any business sensitive system.

Users must log off from any password protected application whenever they have finished using it and they must log out from the network at the end of each day.

Users may "lock" a PC workstation, which will be temporarily unattended if using non-password protected applications (e.g. MS Word). To lock the workstation, press the Ctrl+Alt+Del keys, the client options are displayed, select Lock. Unlock the workstation by entering your network password.

3.5.2. USB Pens and "Flash-drives"

Users must only use USB Pens and Flash-drives issued by ICT Services.

Users must take particular care of data stored on USB devices, flash-drives or similar devices. Only USB Pens and other similar devices issued by ICT Services must be used. These will require the use of a password to encrypt and secure the data stored on the device. All USB flash drives must be checked for Viruses and approved by the ICT Service before connecting to Council equipment.

3.5.3. Confidentiality of Business Data

Users must ensure the confidentiality of all business sensitive data that they have access to.

All staff are reminded that they have signed a contract undertaking and must not disclose any information regarding the affairs of the Council unless authorised to do so.

Users should control access to data on their PCs and terminals by following the procedures regarding passwords and unattended equipment set out above.

Computer output (whether by monitor display or printout) should not be accessible to other than genuine users.

When not in use, USB pens and other magnetic media should be kept in a suitable storage container and locked away at night.

Users may not alter or copy information belonging to another user without first obtaining permission in writing from the owner of the file or owner's Service Leader

A user's ability to connect to other computer systems through the network or by a remote access does not imply the right to connect to those systems or to make use of those systems unless specifically authorised by the ICT Manager and respective Service Leader.

Each user is responsible for ensuring that use of outside computers and networks, such as the Internet, does not compromise the security of Guildford Borough Council IT Systems. This includes taking reasonable precautions to prevent intruders from accessing the Council's network without authorisation and to prevent introduction and spread of viruses.

3.5.4. Encryption Software and Additional Security Passwords

Users may not install or use encryption software or install additional passwords on any of the Council's computers, files, and emails without first obtaining written permission from the ICT Manager and relevant Service Leader.

3.5.5. Data Protection and Secrecy Legislation

All staff must comply with the terms of data protection legislation.

Legislative requirements will differ from country to country and staff must ensure they abide by all local legislation. The six GDPR data protection principles set out below, which relate to personal data, are recommended as a guideline, these state that data shall be:

- Personal data must be processed lawfully, fairly and in a manner which is transparent to the data subject.
- Collection of personal data should be for specified and legitimate purposes;
- Collection of personal data should be adequate, relevant and limited to what is necessary;
- Accurate and where necessary kept up to date;
- Must be kept in a form which permits identification of data subjects for no longer than necessary and;
- Must be processed in a manner that ensures appropriate security of the personal data

Note: It is a legal requirement to register the use of personal data, therefore, advice should be sought from the Data Protection Team before any system (including spreadsheets and databases) which may contain personal data is developed.

3.6. Secure Disposal of Equipment and Storage Media

Data must be securely erased from all equipment and magnetic media prior to disposal.

Computer equipment must be disposed of in accordance with the Council's procedures for disposing of Fixed Assets. Additionally, any data held on such equipment or on associated magnetic media (disks, tapes, cartridges etc.) must be securely destroyed prior to disposal.

It is not considered adequate simply to delete data file directory entries as the underlying data can still be reconstructed.

Staff should advise ICT Services to arrange for the disposal of any storage media or computers.

4. System Management

4.1. Purchasing Equipment

4.1.1. Hardware and Software

Computer hardware and software may only be purchased with proper authorisation and through the approved channels.

Computer equipment and software must only be purchased through ICT Services, who will also advise on configuration, suitability, and costs before authorisation for expenditure is requested. All ICT purchases must be approved in advance by ICT Services.

4.1.2. Supplies

Supplies for use with computer equipment must be purchased through the approved channels.

Consumable supplies such as stationery, laser printer cartridges, printer, cleaning materials, stands, screen filters and paper should be obtained through Office Services.

4.2. Fault Reporting

4.2.1. Hardware Faults

All hardware faults must be advised to ICT Services.

ICT Services will determine (to the best of their ability) the nature of the problem and arrange for any hardware faults to be corrected by properly qualified maintenance engineers.

4.2.2. Operational Errors and Software Faults

Exception conditions (e.g. hardware failure, operational error, software fault) must be reported promptly to the appropriate member of management to minimise the potential impact of such incidents.

Software faults (or suspected faults) or Operational Errors must be reported to the ICT Service Desk at the earliest opportunity.

4.3. Computer Viruses

Virus detection and prevention measures must be applied at all times to minimise the risk of damage and loss of data.

Computer viruses and other malicious software often use weaknesses of email clients and office programs to infect other computers and/or steal information. An important component of protection for Guildford Borough Council computers is antivirus software. Antivirus software can identify and block many viruses before they can infect your computer. Particular care should be taken in respect of computer files attached to unsolicited external email and files downloaded from external sources such as the Internet.

Users must NOT-

- try to disable or uninstall your antivirus;

- bring in any software or data created or amended on PCs outside the Council. If the use of such software or data is required, then the disk (or other media) should be passed to ICT Services for checking before being used on any of the Council's PCs;

Users should

- be aware of unsolicited attachments, especially from people you do not know (this covers not only executable files, but also other files like images and office documents);
- if possible, check with the person who supposedly sent the message to make sure it's legitimate before opening any attachments;
- not follow web links in unsolicited email messages;
- only use software and disks introduced through the approved channels on the Council's PCs;

4.4. System Housekeeping and Media Handling

4.4.1. Data and Software Back-up

Back-up copies of essential business data and software must be made on a regular basis and copies stored off-site.

In the majority of cases, where a Local Area Network is used, ICT Services will ensure that all volatile data stored on the network is backed up daily. Users are advised that PC data must be stored on the LAN (i.e. NOT the C: drive or D: drive)

Where the PC is operating in a "stand alone" situation or where data must be held on the local hard disk for some other reason, then it is the user's responsibility to ensure that adequate backup copies are taken. Advice should be sought from ICT Services to ensure an appropriate backup strategy is used. Users must not take backup copies of data home for storage. Where it is important to store backup copies of data off-site, then appropriate arrangements must be made with ICT Services.

4.4.2. Housekeeping and File Management

Users are responsible for all "housekeeping" and file management relating to PC files.

Users must perform regular housekeeping of both their local hard disks (normally "C:" drive); network drives and e-mail systems and delete any files that are no longer required. Users should organise their files into logical directories to make file management easier and to speed up file retrieval. Where necessary, assistance should be sought from ICT Services.

5. Applications

5.1. Authorisation to Use Applications

All authorisations to use the IT Systems and IT Services are regulated through the IT Request form (available on the Loop under ICT Services)

The IT Request form normally covers:

- New user installation (that requires an approval collection from the HR Service);
- Corporate application installation (those specified in the ICT Request);
- Additional access within IT Systems (including access to other (or resigned) users home drives or emails);
- PC upgrades (including memory only upgrade);
- User account amendments (including user name change);
- Any equipment relocations (including PCs, phones, other workstations).

All the exceptions to the IT Request Forms to be separately authorised by the Service Leader and ICT Manager.

5.2. Spreadsheets and Databases

It is particularly important that critical data held in spreadsheets or databases is verified against its source and wherever possible the data should contain an appropriate identifier which allows an audit trail to be maintained.

- Complex and critical spreadsheets and databases should be carefully tested before output is relied upon.
- Appropriate documentation must be maintained (preferably within the spreadsheet itself) which fully explains how the spreadsheet or database works.
- The Council's Spreadsheet Standards must be applied to all Business Critical spreadsheets.
- Where necessary, assistance should be sought from ICT Services.
- Particular care should be taken when sending a spreadsheet to a member of the public in response to a Freedom of Information request. Spreadsheets should be checked thoroughly for any hidden data which may be confidential or sensitive and could therefore result in a data breach if inadvertently released into the public domain.

6. Internet and Email

The sub-sections below highlight the main policy issues that all users should be aware of. The Council's policy relating to Internet and email is set out in detail in the Information Systems Policy document and must be followed by all users.

Any employee that misuses the Council's email, internet or other communication facilities will be subject to immediate disciplinary actions.

6.1. Personal Use of the Council's Internet and E-mail Services

Limited use of the Council's Internet and E-mail services may be made for personal reasons; however, such use is strictly restricted and must not interfere with Council business.

6.2. Internet Services

Internet access, particularly web browsing, is provided for authorised business use. All web sites that are browsed may be recorded by the Council's Internet system and are subject to management review at regular intervals.

All Staff using these services must adhere to the policies defined in the Information Systems Policy manual which will be available on the intranet. In particular, it should be noted that:

6.2.1. Internet Browsing and Downloading of Data

Guildford Borough Council is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network; users are cautioned that many of Internet pages include offensive, sexually explicit and inappropriate material. Users accessing the Internet do so at their own risk.

All Staff using these services must adhere to the following policies:

- Access to the Internet during normal working hours is for business use only.
- Staff must not access, display, store or distribute any web page which, on the widest interpretation, could be regarded as illegal, unlawful, offensive, in bad taste or immoral. This definition is to be interpreted very widely: content may be perfectly legal in the UK, yet in sufficient bad taste to fall within this prohibition. As a general rule, if any person within the Council (whether they intended to view the page or not) might be offended by the contents of a page, or if the fact that the Council's software had accessed the page might embarrass the Council if made public, then it may not be viewed.
- The same rule applies to any files or data (whether documents, images or other) obtained from the Internet.
- Under no circumstances should software or any executable program files be copied or downloaded or installed whether from the Internet or otherwise, either for use on the Council's premises or elsewhere without first making reference to ICT Services or obtaining their authority.
- Any software or files downloaded from the Internet become the property of the Council.
- Internet facilities may be used for personal reasons during an employee's lunch break or outside working hours provided that all usage policies are adhered to and in the Council's opinion does not interfere with the Council's business.
- Employees must not use the Council's Internet facilities to download entertainment software or games, or to play games over the Internet.

- Usage of the ICQ, MSN, Skype or similar facilities is prohibited unless is it is authorised by the relevant Service Leader (through the IT Request form).

6.2.2. Monitoring of Internet Use

Internet use will be monitored to ensure compliance with these policies.

6.2.3. Publishing Data on Internet (inc. Newsgroups and Chat-rooms)

Staff who are not authorised, must not speak about the Council or its business on any Internet based forum.

6.3. E-mail Services

Internal and external e-mail services are provided for authorised business use.

E-mail services are provided to allow staff to communicate efficiently and effectively with colleagues, customers and other parties as required in the normal course of business.

All Staff using these services must adhere to the policies defined in the Information Systems Policy manual. In particular, it should be noted that:

- The use of the Council's email systems to transmit unacceptable or offensive material may lead to disciplinary action.
- The transfer of confidential information of the Council over the Internet (Guildford Borough Council) is prohibited, unless separately authorised by the Service Leader or Director.

6.3.1. Appropriate Use of E-mail

For legal purposes, an e-mail is treated by a Court as being no different to any other written communication. Therefore, you should not put into an e-mail message anything that you would normally be unprepared to put into a memorandum, letter or other written form of communication.

Your messages represent the Council - hence all outgoing messages must be written in the highest ethical and professional standard.

Every employee should use an electronic signature in the following format

First name Last name
Position (Optional)
Guildford Borough Council
Tel.
Mobile (optional)
e-mail

6.3.2. Content of E-mails (internal or external)

All staff must take particular care about what they say in e-mail messages, whether in internal e-mails only or in external e-mails to customers or any other persons or organisations. Improper statements may give rise to personal liability for the member of staff concerned and/or liability for the Council. Staff should also be aware that anything they say in an email about an individual (whether an employee or third party) could be requested by the individual concerned via a Subject Access Request (SAR).

6.3.3. Confidentiality

Staff must not send confidential information concerning the Council, its business or its customers to any third party without appropriate internal authorisation to do so. If authorisation is approved, such any emails must be sent securely and marked "PROTECT" or "RESTRICTED", depending on the level of confidentiality of the information being sent.

6.3.4. Data Protection

Staff must not include personal data in e-mail messages without first obtaining consent from the individual concerned.

6.3.5. Internet Based E-mail Accounts

The use of Internet based e-mail accounts, such as Microsoft "Hot-Mail", is not permitted for business use.

6.3.6. Monitoring of E-mail for Computer Viruses

The Council will use automated "content monitoring" systems to enforce the above restrictions. In particular systems will be used to detect computer viruses, obscene or inappropriate language and inappropriate images in e-mail messages.

6.3.7. Monitoring of E-mail Use

The Council expressly reserves the right to monitor the use at work of Internet and e-mail, at its discretion, if it considers that there may have been or may be a breach of these policies.

6.3.8. Retention of E-mails

For record keeping purposes, Staff should treat e-mails as they would any other written communication such as a letter, report or memorandum. Therefore, hard copies of e-mails that are necessary for record keeping purposes must be printed and kept in an appropriate paper file.

6.3.9. E-mail Service Standards

Mailbox Size

Standard mailbox size is 1000 Mb (exceptions must be authorised by Service Leader and ICT Manager); users are responsible for cleaning up excessive size of the mailbox by deleting/archiving unnecessary messages.

When a user approaches their mailbox limit (1000Mb) an informational email may be generated, requiring them to perform mailbox clean-up.

Virus and Spam protection

All incoming emails are automatically checked for viruses

Junk email folder

Guildford Borough Council ICT systems are protected from external spam messages by an anti-spam system that inspects all incoming messages and filter them out based on the suspicion of the spam. **All suspected messages are automatically quarantined and a message sent to the recipient (and are not delivered to the Inbox).**

Users are responsible for reviewing the Junk Email folder in case of any business correspondence is moved to this folder.

7. Telephony Policy

7.1. Personal Use of Telephone Systems

Telephones, mobile phones, Samsung and other similar devices are provided primarily for business use, however it is accepted that staff may occasionally need to use a telephone or mobile phone for personal reasons.

- Personal calls must be kept to an absolute minimum.
- Personal calls to overseas numbers may only be made with the permission of the Service Leader.
- Particular care must be taken when using mobile phones overseas as call costs can be expensive – these must therefore be kept to the absolute minimum time.
- Calls must not be made to premium rate numbers.
- The Council's policies relating to email and Internet use apply also to Smartphones and similar devices (see relevant sections of this manual for full details)
- Telephones are available that are not recorded. These may be used if a member of staff works in an area where telephone lines are normally recorded and they wish to make an unrecorded private phone call in line with the above policy.
- Staff will be asked to recompense the Council for personal calls above a minimal amount (such amount to be advised separately from time to time).

7.2. Office Telephones

Access to international calls is available to authorised users on their own phones (if service is unavailable an authorisation can be obtained via Service Leader).

Making international calls from another employee's phone is strictly prohibited.

7.3. Mobile Phones / Smartphones

Guildford Borough Council provides corporate mobile phones and / or Smartphones for authorised employees. Your corporate mobile number will be added to Corporate Address Book and will be available for all employees.

All mobile devices connected to Guildford Borough Council network must have PIN protection enabled. Loss or theft of any mobile device containing corporate data must be reported to ICT Service Desk immediately.

Further information relating to Mobile Phones is published in the Mobile Phone Policy document.

8. Health and Safety Policy

Any concerns regarding Health and Safety should be referred to your Line Manager.

8.1.1. Location and Installation of Computer Equipment

Computer equipment must be installed with due consideration to Health and Safety requirements.

When computer equipment is installed, the location and positioning of the equipment must take account of the comfort, health and safety of the user(s). In particular, Health and Safety regulations must be complied with. As a minimum, consideration should be given to the following matters:

- Staff should never move fixed computer equipment without assistance from either ICT Services or Office Services.
- The screen should be placed at a comfortable height (adjustable stands should be provided if required).
- Glare from windows or lights should be avoided if practically possible, if not then appropriate anti-glare screen filters should be used.
- The keyboard should be placed at a comfortable height, distance and angle for the user.

All cables and wires should be stowed safely (in particular they should NOT trail across the floor).

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Information Systems Security Policy

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1 About This Document

1.1 Purpose

The purpose of this document is to define the policies and standards adopted by the Guildford Borough Council in respect of its use of Information & Communications Systems.

1.1.1 Associated Documents

This document should be read in conjunction with the following documents

- **ICT Password Policy – Advises on detail of Password Policy and includes guidelines for end users**
- **ICT Users Policy** (which explains how many of these policies are applied from the user's perspective.)

2 Information Systems Security Policy

2.1 Introduction

2.1.1 Overview

The purpose of this section is to define the Council's policy direction in respect of Information Systems Security and to confirm the importance attached to this matter by the Council's Corporate Management Team.

This document does not set out specific security procedures as these are defined in the various Procedures Manuals maintained by each operational Department or service within the Council. The policy does provide guidelines which should be applied and incorporated into procedures wherever appropriate and practical.

In general the policies defined in this document apply to all Services within Guildford Borough Council. Where local legislation or standards of practice require modification this is duly noted.

2.1.2 Definition of Information Systems Security

The purpose of security is to ensure **business continuity** and to mitigate **risks to the business** by preventing and minimising the impact of security incidents.

Information security management has three basic components:

- Confidentiality: ensuring that information is accessible only to those authorised to have access
- Integrity: safeguarding the accuracy and completeness of information and processing methods
- Availability: ensuring that authorised users have access to information and associated assets when required.

Information takes many forms - it can be stored on computers, stored in the Cloud, transmitted across public/private networks, printed or written and spoken in conversations. From a security perspective, appropriate protection should be applied to information in all its forms. This document addresses those aspects of information security which specifically relate to information held on computer systems.

2.1.3 Management Support for Information Systems Security Policy

The Council's Corporate Management Team:

- recognise the important role that I.S. security plays in ensuring the confidentiality, integrity, availability and of the Council's critical computer systems;
- ensure that all business and personal identifiable information (including that held in computer systems) is properly safeguarded and

- are particularly aware of the need for strict compliance with legal, regulatory and contractual requirements which relate to computer security.
- Service Leaders are accountable for ensuring implementation of this policy within their services.

The Corporate Management Team therefore fully endorse the policies set out in this document and will take appropriate action to ensure compliance.

All staff are expected to comply and proactively engage with the implementation and operation of this policy

2.1.4 ISO/IEC – International Organisation for Standardisation/ International Electrotechnical Commission and Standard of Good Practice for Information Security 2016 (SOGP)

This section has been prepared with reference to the ISO/IEC 27001:2013 publication: “Information Technology – Security Techniques – Information Security Management Systems – Requirements” and “The Standard of Good Practice for Information Security 2016” (SOGP)

2.2 Responsibility for I.S. Security

2.2.1 Introduction

This section defines the overall responsibilities for I.S. security within the Council’s organisational structure.

It is important to note that the success or failure of this policy relies upon all persons within the organisation treating I.S. security seriously and fulfilling their role diligently.

2.2.2 Managing Director and ICT Manager

The Managing Director and ICT Manager are responsible for:

- reviewing and approving the I.S. security policy;
- agreeing and supporting Council-wide I.S. security initiatives;
- ensuring that I.S. security is properly integrated with all other security related policies;
- promoting the Council’s I.S. security policy and awareness throughout the organisation;
- approving the acquisition and/or development of new computer systems to ensure they meet the Council’s business needs, with reference to the Corporate Management Team as appropriate.

Information Assurance are responsible for:

- independently reviewing I.S. security procedures and practice throughout the organisation and ensuring that they reflect the approved policy and are feasible and effective;

- providing advice to both the Council's senior management and ICT Management on all matters relating to computer and information security;
- assessing and approving the logical and physical security procedures built into new computer systems (in conjunction with ICT Management);
- authorising logical access rights to all business sensitive computer systems as part of the approved procedures agreed for such systems.
- performing due diligence on third party suppliers that process data on behalf of the Council

2.2.3 ICT Management

ICT Management are responsible for:

- devising and maintaining the I.S. security policy and obtaining approval for any changes to it via the Managing Director or ICT Manager;
- devising effective I.S. security procedures and practices and consulting if appropriate (which reflect the Council's policy) in respect of all computer systems and mobile devices for which they are responsible;
- implementing and ensuring compliance with all I.S. security procedures and practices for which they are responsible as defined in their Operations Manual(s);
- ensuring the physical security of all the computer equipment and media which is located and/or used in their Department or which they have overall responsibility for;
- providing advice to the Council's senior management on all matters relating to computer and information security; assessing and approving the logical security procedures and consulting where appropriate built into new computer systems (in conjunction with Internal Audit);
- authorising logical access rights and consulting where appropriate to all business sensitive computer systems as part of the approved procedures agreed for such systems;
- acting in the role of Security Officer for business sensitive computer systems as defined in their Operations Manual;
- working with the Data Protection Officer in respect of the General Data Protection Regulation.
- ensuring that any software malfunction is resolved in accordance with the procedures defined in the Department Operations Manual to minimise the risk of information security breaches and consulting where appropriate

2.2.4 Office Services Department Management

Office Services Department Management are responsible for:

- providing, operating and maintaining appropriate physical security mechanisms and environmental controls to protect business sensitive computer systems.

2.2.5 HR Management

HR Management are responsible for:

- ensuring that all potential staff recruits are appropriately screened.
- ensuring that all employees and temporary staff sign a confidentiality (non-disclosure) undertaking.
- ensuring that terms and conditions of employment for all staff define the employee's responsibility for information security.

2.2.6 Service Leaders

Service Leaders are responsible for:

- implementing and ensuring compliance with all I.S. security procedures and practices for which they are responsible as defined in their Operations Manual(s);
- ensuring all staff in their Department comply with the policies set out in this document and with any specific instructions relating to I.S. security as specified from time to time by the Corporate Management Team;
- ensuring that job descriptions define all relevant I.S. security responsibilities;
- ensuring that all employees are given appropriate I.S. security education and training.
- ensuring the physical security of all the computer equipment and media which is located and/or used in their service.
- ensuring the security of all confidential or sensitive information (including personal identifiable data) held in any form, which is located and/or used in their service.
- ensuring that procedure manuals define appropriate retention periods for all documents that must be retained to meet statutory, regulatory or organisational requirements.
- reporting any suspected security incident or security weakness to senior management, in accordance with the procedures defined in the ICT Users Policy
- reporting any apparent software malfunction to the ICT Manager via the ICT Service Desk, in accordance with the procedures defined in the ICT Users Policy.

2.2.7 All Staff

All staff are responsible for:

- complying with all I.S. security procedures and practices defined in their Services Operations or Procedures Manual;
- complying with the policies set out in this document and with any specific instructions relating to I.S. security as specified from time to time by senior management;
- ensuring the confidentiality of all business sensitive and personal identifiable data that they have access to;
- ensuring the physical security of all the computer equipment and media which is located and/or used in their Department;

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- ensuring the security of portable computer equipment and media which they use off the premises in accordance with the procedures defined in the ICT Users Policy;
- reporting any suspected security incident or security weakness to their Line Manager, in accordance with the procedures defined in the ICT Users Policy;
- reporting any apparent software malfunction to their Line Manager, in accordance with the procedures defined in the ICT Users Policy.

3 Compliance

3.1 Introduction

This section defines the Council's security policy and practices to ensure compliance with all relevant statutory and contractual requirements.

Legislative requirements differ from country to country, therefore advice on specific legal requirements should be sought from the Council's legal advisors as appropriate.

3.2 Compliance with Legal and Contractual Requirements

3.2.1 Software Copying

Copyright material must not be copied without the owners consent.

Computer software is normally supplied and used under the terms of a licence which may specifically limit the use of that software to specific machines or a specific number of users. The licence normally also limits copying of the software.

Under no circumstances should software be copied either for use on the Council's premises or elsewhere without first making reference to the ICT Department and obtaining their authority.

The ICT Department are responsible for ensuring that software is used and copied only within the terms of the relevant licence agreement. A register of software will be maintained by the ICT Department and software usage audited on a regular basis.

3.2.2 Statutory, Regulatory and Organisational Records

Statutory, regulatory and organisational records must be retained in accordance with all relevant legal requirements.

Records processed by each business unit to be classified and retained in accordance with procedures defined for those records. Relevant retention periods are to be incorporated into procedures manuals and updated from time to time as necessary.

Service Leaders are responsible for ensuring the safe and secure storage of such records.

3.2.3 Compliance with Data Protection and Secrecy Legislation

Systems which process personal data (on individuals) must comply with data protection legislation.

All staff must comply with the terms of data protection legislation.

It is the responsibility of the “Data Controller” of any system to inform the Data Protection Officer about any proposals to keep personal information on a computer. The Data Protection Officer is responsible for maintaining the registration under local Data Protection legislation.

(Note that the “Data Controller” of a system is usually the relevant Service Leader which is responsible for maintaining data in any system which processes personal data.)

3.2.4 Misuse of ICT Services

Council ICT services including but not limited to hardware, software, printers and peripheral devices such as mobile phones and USB memory sticks must only be used for authorised business purposes.

Council ICT services are provided for business purposes. Their use must be authorised by management. Any use of Council facilities for non-business or unauthorised purposes (without management approval) may be regarded as improper use of the facilities.

3.2.5 Use of Cryptography

Use of cryptography must comply with all relevant legislation.

Some countries control the use of cryptography. Therefore before any cryptographic system is deployed its use must be authorised by the ICT Manager who must take due account of relevant legislation.

3.2.6 Compliance with Security Policy

Computer systems must be regularly reviewed to ensure compliance with the Council’s security policies and standards.

Independent reviews of I.S. security should be carried out on a regular basis in respect of all business sensitive computer systems. These reviews may be undertaken by the internal or external auditors or by other specialist organisations.

Internal Audit are responsible for ensuring that such reviews are carried out on a regular basis appropriate to each system.

4 Physical & Environmental Security

4.1 Introduction

Security is a very important consideration for any computer system, but particularly so for the Council's system. Guildford Borough Council maintains security procedures and arrangements which are designed to counter the risks of:

- sabotage, vandalism and theft;
- fire, flood and power failure;
- unauthorised access to or amendment of live data and program files;
- incorrect or unauthorised processing.

This section is specifically concerned with those aspects relating to physical access to computer systems and the protection of computer hardware and media. These controls are over and above those employed in relation to the Council in general.

4.2 Secure Areas for Computer Hardware

All ICT computer hardware supporting critical or business sensitive systems must be housed in secure areas.

The main computers running the Council's business critical systems must be housed in secure areas. Such systems include: ;

- Any "File Server" hardware supporting business critical systems;
- Any equipment related to external communication links (e.g. Firewalls, Network routers or switches and Third Party equipment)
- Any Cloud based service .

4.3 Physical Entry Controls

Secure areas must be protected by appropriate entry control systems with access granted only to essential staff.

The Office Services Department are responsible for maintaining and issuing keys or electronic access cards as agreed with the local ICT management.

It is recognised that third parties will need access to secure areas for a variety of reasons. ICT management are responsible for ensuring that where third parties have physical access to secure areas and they also have log-in access to critical systems or security controlling systems (e.g. administrator login to servers, firewall devices or other security systems), that they are directly supervised by a suitably qualified member of ICT staff.

4.4 Equipment Siting and Protection

Equipment should be sited and protected to reduce the risks of damage, and unauthorised access.

Wherever possible and appropriate, critical computer equipment should be protected against potential hazards. The following methods of protection are recommended:

- fire & smoke detectors in all computer rooms
- fire extinguishers (suitable for electrical fires) in all computer rooms
- automatic fire extinguisher system in computer rooms (optional)
- water detectors in computer rooms (optional)
- additional air conditioning equipment (optional)
- regular specialist cleaning and environmental monitoring (optional)
- smoking, drinking and eating to be prohibited in computer rooms
- Where computer equipment requires a specially controlled environment then the temperature, humidity and power supply should be monitored. This will normally done automatically by the control systems themselves - with alarms indicating abnormal conditions. Any exception condition must be reported by the Computer Operators to the ICT Manager and Office Services Department management.

4.5 Power Supplies

Critical equipment must be protected from power failures or other electrical anomalies.

A suitable un-interruptible power supply (UPS) must be installed for all equipment supporting critical business systems.

The Office Services Department (or local equivalent) are responsible for ensuring that UPS equipment is regularly tested in accordance with the manufacturers recommendations.

4.6 Equipment Maintenance

Computer equipment must be appropriately maintained.

ICT Management is responsible for ensuring that all computer equipment is maintained in accordance with the supplier's recommendations.

Repairs and servicing of equipment must only be carried out by authorised maintenance personnel.

4.7 Portable Computer Equipment

Individuals using portable computer equipment off the Council's premises are responsible for the security of both the hardware and any software and data files held on the equipment.

The following guidelines should be applied by users of portable computer equipment.

- When travelling, equipment and media should not be left unattended in public places.
- Portable computers should be carried as hand luggage when travelling.
- Portable equipment should not be left at home for longer than is necessary to complete a specific piece of work.
- Equipment should be marked with a Council Asset Number which can be tracked.

4.8 Secure Disposal of Equipment

Data must be erased from all equipment and media prior to disposal.

Computer equipment must be disposed of in accordance with the Council's procedures for disposing of Fixed Assets. Additionally any data held on such equipment or on associated media (disks, tapes, cartridges etc.) must be destroyed securely prior to disposal.

Note: It is not considered adequate simply to delete data file directory entries as the underlying data can still be reconstructed. All Council assets will be managed by ICT and securely wiped or destroyed. If you are unsure about any other device, including personal equipment which may hold Council data such as portable memory sticks, you should seek advice from the Council's Information Assurance Manager before disposing of the item.

4.9 Security and Emergency Procedures

All security and emergency procedures must be properly documented in Operations Manuals and all staff made aware of these procedures.

Service Leaders (particularly the ICT and Office Services Departments) are responsible for ensuring that their Operations Manuals properly document the procedures to be followed in respect of all security and emergency arrangements.

It is important that all staff are trained and aware of the procedures to be followed in the case of any emergency and that appropriate notices explaining such procedures are prominently displayed.

5 Computer System Management

5.1 Introduction

This section specifies the level of documentation and procedures which must be maintained in respect of the Council's business sensitive computer systems. It also sets out the basic requirements for managing and operating the Council's computer systems.

These procedures are intended to ensure the correct and secure operation of the Council's computer systems.

5.2 Operational Procedures and Responsibilities

5.2.1 Documented Operating Procedures and User Guides

Documented procedures must be maintained in respect of the operation and use of all business sensitive computer systems.

Clear and comprehensive **operating procedures** must be maintained for all operational computer systems. These should cover:

- Basic hardware operating instructions (or cross reference to other manuals)
- Job scheduling requirements
- Output handling instructions
- Operational controls and checks
- Housekeeping and backup processing procedures
- Exception handling procedures
- System restart and recovery procedures
- Hardware and software support contacts
- Operations and backup logging/recording requirements

ICT Management is responsible for producing and maintaining operating procedures and will normally be the responsibility of operations staff within the ICT Department to carry out these procedures.

As Guildford Borough Council generally use packaged off-the-shelf software, **user guides or manuals** will normally be provided by the software supplier. However where bespoke systems are developed it is the responsibility of the ICT Department to ensure that appropriate user documentation is produced.

5.2.2 Incident Management

Exception conditions (e.g. hardware failure, operational error, software fault) must be reported promptly to the appropriate member of management to minimise the potential impact of such incidents. A log of "operational risk" or "security incident" events must be maintained and reported to senior management (operational risk reporting) on a regular basis.

Hardware failures (except workstation PC's or terminals) must be reported to the ICT Manager as soon as they are discovered.

Operational Errors must be reported to the ICT Manager as soon as they are discovered.

Software faults (or suspected faults) must be recorded on an appropriate error reporting form and passed to the ICT Manager at the earliest opportunity. Where such faults are considered serious they must be advised urgently. The ICT Department must maintain a log of all such software error reports and ensure they are actioned in a timely manner.

It is the responsibility of the Service Leader to determine how any of the above problems are to be resolved and whether other Department Managers or senior management should be advised of the problem.

Serious incidents (i.e. those which may impact the Council's day to day operations) and any faults which cause incorrect data or information to be produced, should normally be advised to the ICT Manager and a member of the Corporate Management Team.

5.2.3 Segregation of Duties

The risk of negligent or deliberate system misuse will be minimised by appropriate segregation of duties.

Wherever possible the following functions should not be carried out by the same person:

- business systems user or data input operator
- computer operator
- systems development and maintenance (programming)
- systems administration, change management and security officer
- security auditor

Wherever business critical data (e.g. accounting data) is modified outside of business as usual processing in an application package, there should normally be "after the event" checks done by a person different from the one who made the changes. All updates of business critical data should be approved in advance in accordance with documented procedures.

In cases where systems are used to effect **funds transfers** the system must incorporate facilities to ensure that at least two persons are required to effect the release of funds transfer instructions.

5.2.4 Segregation of Development and Operational Facilities

Test and development environments should be segregated from operational facilities and appropriate change control mechanisms employed when changing "live" or operational systems (e.g. program changes).

Wherever possible system test and development environments should be segregated either physically or logically from operational environments. The following controls should be used wherever practical:

- separate hardware should be used

- secure and separate logical environments should be used if separate hardware is not practical
- the use of system utilities which may be used to modify data should be strictly controlled
- systems development staff should only have access to operational systems for purposes of providing technical support – use of such access should be logged and checked by an independent person.

5.2.5 External Companies

Guildford Borough Council may from time to time use external companies to process business sensitive data. In cases, where this is deemed necessary to meet a specific business requirement, the business unit sponsoring the use of such facilities is responsible for identifying with support from ICT the full security implications and ensure appropriate security controls are in operation.

Particular issues that must be considered include:

- access to sensitive data by non-Council employees
- the implications for business contingency plans
- the security standards to be specified and the process for ensuring these are fulfilled
- the responsibilities and procedures for handling exceptions and security incidents

5.3 System Capacity Planning

Advance planning is essential to ensure the availability of adequate capacity and resources to accommodate business growth and the requirements of new systems.

ICT Manager is responsible for monitoring all computer systems to ensure the provision of adequate capacity to accommodate business growth.

Service Leaders must ensure that ICT Manager and ICT Management are fully aware and involved in all business planning which involves the provision of new or additional computer systems.

5.4 System Acceptance

The implementation of new information systems, upgrades and new versions should be carefully managed to ensure they meet business requirements, are fully tested and accepted by end users and have appropriate documentation in place.

The Council's Project Management Standards should be followed whenever new systems are implemented or upgraded. These are designed to mitigate the risks involved in such implementation projects. Normally ICT Management will be involved in such projects and should ensure that appropriate standards are followed.

Additionally, Standards have been developed to minimise such risks and should be followed by anyone designing and implementing “user developed” systems using these tools.

5.5 Virus Protection

Virus detection and prevention measures and appropriate awareness procedures must be implemented to minimise the risk of damage and loss of data.

ICT Management is responsible for implementing appropriate measures to counter the risk of computer viruses. This will normally include running virus detection software on all systems which are “at risk”. Particular care should be taken in the case of PC based systems (especially “File Servers”).

All staff must follow the virus protection rules set out in the ICT Users Policy.

5.6 Network Security

Appropriate controls must be established in respect of all external data communications, Wide Area Network systems and Internet connections, to ensure the security of data and the protection of such systems from unauthorised use and access.

ICT Management must implement and maintain appropriate measures to ensure the integrity and security of the Council’s Wide Area Network links and for all external data communications connections including links to external payment systems and service providers. All proposals for network data communications systems must be notified to the ICT Manager who will co-ordinate and obtain approval for such systems and associated security measures as proposed by ICT Management.

Measures taken to protect network systems may include as appropriate:-

- access controls
- encryption
- fire-walls
- message authentication
- cloud based storage encryption
- anti-virus facilities

5.7 Housekeeping & Media Handling

ICT Management must implement and maintain appropriate “housekeeping” measures to ensure the integrity and availability of services.

5.7.1 Data and Software Back-up

Back-up copies of essential business data and software must be made on a regular basis and copies stored off-site.

ICT Management is responsible for ensuring that copies of all essential data and software are made on a regular basis and copies stored off-site, in secure conditions, to meet the requirements of Business Continuity Plans.

Where back-up copies are taken on a daily basis they should be stored off-site at the earliest opportunity, preferably on the same day.

For systems with separate “on-line day” and “end of day” processes it is recommended that backup copies of the data files are taken both prior to and after the “end of day process”.

Software must be backed up before and after each update. It is preferable if the appropriate version of the software is backed up with the corresponding data files as this ensures the integrity of the file structure if re-runs are necessary.

The number of backup generations (historical copies) that are maintained will depend upon the nature of the application however, a minimum of five generations are recommended for all systems. The Council’s main accounting systems will require more generations and in particular copies of data as at the month end must be maintained for at least one year.

Business users must not take backup copies of data home for storage. Where it is important to store backup copies of data held within Office Automation Systems or on Personal Computers off-site, then appropriate arrangements must be made with either the ICT Department or the Office Services Department. (See also ICT Users Policy.)

5.7.2 Operator Logs

Computer Operators must maintain logs of all work carried out.

Operator logs should include as appropriate:

- start and finish times for each main phase of operations
- details of any error conditions or exceptions and actions taken
- records of all data and software backups

5.7.3 Storage and Handling of Computer Media

Computer media, particularly that holding sensitive business data, must be carefully controlled and physically protected.

System Operating Procedures must define how computer media is to be used and where it is to be stored.

All backup media should be clearly labelled. This label should be used when logging details of backups.

In general the latest three generations of any backup media should be stored off-site in secure conditions together with a report (directory listing) showing the contents of each tape, diskette or cartridge. The next generation will be on-site being prepared for use and one other generation may be in transit.

Computer media in transit and off-site, must be stored in locked boxes clearly labelled and containing the Council's name and address.

5.7.4 Disposal of Computer Media

Media containing business sensitive or personal data must be disposed of securely when no longer required.

All media (disks, tapes, cartridges etc.) which may contain business sensitive or personal data must be disposed of securely (e.g. by incineration or shredding).

Controls must also be in place for the removal of Cloud based storage.

Note: It is not considered adequate simply to delete data file directory entries as the underlying data can still be reconstructed. All Council assets will be managed by ICT and securely wiped or destroyed. If you are unsure about any other device, including personal equipment which may hold Council data such as portable memory sticks, you should seek advice from the Council's Information Assurance Manager before disposing of the item.

5.8 Security and Use of Electronic Mail (E-mail) & Internet Services

The ICT Manager with advice from the Legal Department is responsible for developing and maintaining the Council's policy in respect of e-mail and Internet use.

Note: The Council's specific policy in respect of e-mail and Internet use is included elsewhere in this document.

5.8.1 E-mail Services

ICT Management must implement and maintain appropriate measures to ensure the integrity and availability of e-mail services.

Measures should ensure (as far as is practicable and cost justifiable):-

- the on-going availability of inter-office and external e-mail services (24x7)
- protection against inbound and outbound computer viruses
- publishing a disclaimer on all outbound messages (wording to be agreed with Legal Department)
- restrictions on inappropriate wording in e-mail messages
- secure and strictly limited and authorised access to e-mail services from outside the Council's premises

5.8.2 Internet Services

ICT Management must implement and maintain appropriate measures to mitigate the risks involved in providing Internet services.

Measures should ensure (as far as is practicable and cost justifiable):-

- protection against computer viruses
- logging and reporting internet use on a regular basis such that Department management can be made aware of potential inappropriate usage
- restrictions to limit access to inappropriate web-sites

6 System Access Controls

6.1 Introduction

Control of access to computer systems and the data held within them should be based on the requirements of the business, taking account of the sensitivity of the data as well as any contractual or legal requirements.

This section describes the Council's policy in respect of system access to ensure that:

- unauthorised access to systems and data is prevented
- the appropriate level of access is allocated to users
- access is granted only with proper authorisation
- there is appropriate segregation of duties and separation between staff with access to personal identifiable data (PII) data and others (to minimise possible conflicts of interest and to maintain "Chinese Walls")
- controls are not so rigid as to negate the business benefits of the system

6.2 User Access Management

6.2.1 User Registration and Password Management

Access to all multi-user ICT services may only be granted via the new employee procedures laid down in the HR New Starter process.

Formal procedures must be established to control the issuance of User Accounts and Passwords which provide access to all business sensitive multi-user systems. These procedures should at a minimum:

- require requests for User Accounts to be authorised by a Line Manager on a need-to-use basis;
- maintain a formal record of all users;
- ensure that staff leaving the Council's employment have their user records promptly disabled;
- require users to sign requests to indicate that they understand the conditions of use;
- require users to sign an undertaking to keep passwords confidential;
- ensure that where temporary passwords are issued (e.g. user forgets password) they must be changed immediately they are used;
- ensure that passwords are conveyed in a secure manner (preferably via personal communication between the user and the ICT Service Desk);

6.2.2 Contract, Temporary and Third-party Employees

Contract and third-party employees should not normally be granted access to modify live data or programs. Exceptions may apply for staff of companies providing hosted ICT services.

User Accounts issued to third-parties or contract staff should not normally allow them to modify live data or source programs. Where such access is required (e.g. for emergency system maintenance) then a qualified member of ICT should oversee the work being done or a formal process for authorising and confirming the work should be put in place.

Where contract or temporary staff are employed for any period of time to work on the Council's premises, then a user specific ID and password should be issued in accordance with the normal procedures for full time employees.

Where applications are managed on behalf of the Council by third-party companies, their staff may have access to production data and programs. In such cases there must be a formal contract in place which must include appropriate confidentiality clauses.

6.2.3 External Users

External users (e.g. customers) access to be Council's computer systems must be strictly controlled and subject to appropriate formal contractual terms.

Where external users (e.g. customers, software or hardware suppliers) are to be given access to the Council's computer systems special care must be taken to control the use of such access. Each application will have its own special requirements but the following issues should be considered.

- Formal contracts may be required to limit the Council's liability and to define the users obligations.
- User Accounts and passwords may need to be issued in two separate communications.
- The security of the underlying communications technology must be adequate for the specific application (consider the need for encryption).
- Additional controls, over and above those normally applied may be necessary (e.g. challenge/response logons, access time restrictions, remote node authentication).

6.2.4 Review of User Access Rights

User access rights should be reviewed at regular intervals.

Internal Audit, together with the appropriate system Security Officer, are responsible for reviewing user access rights on a regular basis (recommendation is annually as a minimum.)

6.3 User Responsibilities

6.3.1 Password Use

All system users must follow good security practices in the selection and use of passwords.

The ICT Password Policy contains detailed requirements however as a minimum users must be made aware of the following requirements:

- Passwords must be kept confidential (where shared user Accounts are used the password must be kept confidential within the work group).
- Users should not keep paper records of passwords.
- Passwords should be changed if there is any indication of password compromise.

6.3.2 Unattended User Equipment

Users should ensure that they do not leave terminals or PC's unattended whilst logged on to any business sensitive system.

Users must log off from any business sensitive system whenever they have finished using the system or if they are leaving the device unattended for an extended period of time. Where the desk is being left unattended for a short period of time it is not necessary to log off from the network or systems but the screen must be locked at all times.

6.4 Network Access Controls

6.4.1 Logon Procedures

Access to ICT services should be via a secure logon process.

The procedure for logging on to computer systems should be designed to minimise the risk of unauthorised access. Therefore they should normally include the following features:

- Passwords should not be displayed on screen
- System should auto-disconnect after predetermined number of invalid logon attempts (normally three attempts are allowed)
- Recording of all user logons and logoffs (including unsuccessful attempts)
- Strong password rules (to minimise risk of passwords being guessed)
- Previous users logins should not be displayed

6.4.2 User Identifiers

User Identifiers and Passwords should be issued to individuals.

Users should be issued with a unique system ID so that activity can be traced back to the individual.

In exceptional circumstances (where there is a clear business benefit) a shared user ID can be used. Management approval and documented exception must be granted in these cases.

6.4.3 Password Maintenance

Password systems must provide effective mechanisms to ensure that quality passwords are used.

The precise method of managing passwords will differ from system to system but the standards to be followed as closely as possible are set out in the ICT Password Policy document

6.4.4 Terminal Time-out

Inactive terminals should be timed-out to prevent access by unauthorised users.

An automatic time-out facility should be used for high risk or business sensitive systems which disables the use of a terminal if it is left unused for a certain period of time. The maximum timeout period for these systems will typically be no longer than 15 minutes in line with current best practice.

6.4.5 External Communication Links

Connections via public or non-company networks (e.g. Internet, Leased lines, PSTN, X.25, ISDN) must be strictly controlled and secured.

Any hardware or software feature which allows external devices to connect to the Council's systems must be strictly controlled. Each will have its own special requirements but the following issues should be considered.

- The security of the underlying communications technology must be adequate for the specific application (consider the need for encryption).
- Additional controls, over and above those normally applied may be necessary (e.g. challenge/response logons, access time restrictions, remote node authentication).
- Physical and logical on/off switches may be used to control access to communications systems (such features should be disabled when not in use).

Remote access via the internet to the Council's network by Council staff (or approved third parties) will normally be controlled by use of an SSL VPN connection together with use of a one-time password (normally using a suitable remote access token such as SafeNet).

6.5 Application Access Controls

Logical access to computer systems should be restricted to authorised users. This will normally be achieved by limiting users only to the areas of functionality (menu options) they require to do their jobs

and by controlling the data rights (read, write, update) they are authorised to. The principal of “Least Privelege” should be applied

6.5.1 Information Access

Access to sensitive information should only be granted in accordance with business needs.

The Information Assurance Manager, together with the Service Leader and Internal Audit must agree appropriate levels of access authority to enable each individual user or group of users to perform their jobs.

These agreed access rights must be recorded together with the user registration records. (A simple form indicating which “user group” an individual belong to for system access purposes will provide this information if it can be cross-referenced to a more detailed explanation of the rights of the “user groups”.)

Users will normally only be granted access to the data produced by their own Team, Department or Service. Users will not normally be able to see the “folders” used by other Services.

If cross Department or Service access is required this will either be via transparently “open” folders (i.e. clearly accessible to all) or via specifically created “shared folders” with restricted security controls in place.

6.5.2 Use of System Utilities and Programming Tools

Access to system utilities and programming tools must be restricted to authorised users.

Access to system utilities such as the SafeNet console and programming tools must be restricted to authorised and properly trained personnel - normally within the ICT Department. The use of certain tools may need to be restricted further and their use recorded.

6.6 Monitoring System Access

Systems must be monitored to ensure compliance with access policy and standards.

Audit trails and logs of system access and other security events must be maintained by Information Assurance Manager and checked on a regular basis. Internal Audit will undertake spot checks to ensure that these procedures are adequate and are being carried out thoroughly.

7 System Development, Maintenance & Change Control

7.1 Introduction

It is essential that due consideration is given to the security facilities that are required in systems being developed for, or by, the Council. Security requirements should also be incorporated into Statements of Requirement for systems being considered for acquisition.

Once systems are in place it is important that appropriate procedures are in place to minimise the risk of developers deliberately or accidentally modifying live data or software.

7.2 Security Requirements of Application Systems

Appropriate security and privacy controls must be built into application systems.

When new systems are being designed or acquired due consideration must be given to the security facilities required to ensure they meet the standards set out in this policy as well as any business specific needs.

In particular the following requirements should be considered:

- Facilities to ensure appropriate segregation of duties and to control functional access.
- Audit trails and logs to record important events.
- Facilities to ensure and verify the integrity of the data held in the system (e.g. Balance reports, file update controls etc.).
- Compliance with legal and regulatory requirements.

7.3 Outsourced Software Development and Package Systems

When code or applications are sourced from third parties, due consideration must be given to ensure there is minimal risk of program error; the availability of on-going support and the Council is not exposed to contractual or licensing risks.

Where software or program code is acquired from third parties, ICT management must ensure that:-

- appropriate licensing arrangements and intellectual property rights are defined in the licence agreement;
- escrow arrangements are in place to ensure access to source code in the event of the failure of the provider where required
- appropriate maintenance agreements are in place to ensure the ongoing support of the software
- software is thoroughly tested before implementation and final payment is made.

7.4 Separation of Development and Operational Systems

Development and testing facilities must be separated from operational systems.

Physical and/or logical controls must be established to ensure that development and testing facilities are separated from operational systems. Development staff must not be able to update live data or programs other than through strictly controlled and authorised procedures.

7.5 Change Control Procedures

Appropriate Change Control Procedures must be in place for all business sensitive systems to ensure the integrity of the data and programs used by them.

ICT Management in consultation with the Business must devise and maintain and implement Change Control Procedures for all business sensitive systems. These should ensure that:-

- Change requests are reviewed and authorised by the respective Service Leader, Internal Audit and senior ICT Management.
- System changes are thoroughly tested by both development staff and end-users.
- End-users “sign off” on changes as accepted before being implemented.
- A record of all changes are maintained.
- Appropriate program version control is maintained.
- Only the Service Leader or Internal Audit or Senior ICT Management can initiate the change control process.

7.5.1 Exceptional Data File Maintenance

It is recognised that the use of GIS and other mechanisms which directly update “live” data may be essential in certain exceptional circumstances. However it is also recognised that the use of these methods carries a high degree of risk and therefore the use of these methods must be strictly controlled.

Programming staff may be allowed use of the GIS utility and other similar tools - however they must NOT have “write authority” to “live” data files.

Where such tools are used to amend “live” data then a hard copy report of data changed (preferably showing before and after images) must be produced and signed-off by the Service Leader, or ICT Manager, or Director, and Internal Audit. These reports should be retained in line with the Council’s record retention policy.

8 Business Continuity Planning

8.1 Introduction

The Council's Business Continuity Plans are designed to ensure that the Council's critical business activities can be restored as quickly as possible following any major disaster. These plans cover all aspects of the Council's business.

ICT is considered to be a critical service and therefore ICT Continuity Planning is a major element in the overall plan. Not only must the ICT Plan provide for major disasters affecting the whole business, but also for localised problems (e.g. hardware failures or power failures) affecting only the ICT systems.

8.2 Producing Business Continuity Plans

The Council's Business Continuity Plan must include procedures for recovering all of the Council's critical ICT services.

The ICT Continuity Plans for each Service should as a minimum provide:

- Off-site ICT facilities including appropriate computer hardware and communications equipment.
- Off-site storage of back-up data for all systems.
- Clear allocation of responsibilities for all staff involved in the recovery process (with due consideration for backup staff).
- Detailed emergency procedures which describe the action to be taken immediately following a disaster.
- Detailed recovery procedures explaining how to re-build the various ICT systems.
- Contact lists for staff and suppliers.
- Resumption procedures which explain the action to be taken to return to normal business operations.
- ICT Management are responsible for developing and maintaining these plans in accordance with the Council's requirements for the overall Business Continuity Plan.

8.3 Testing Business Continuity Plans

Business Continuity Plans must be tested and updated regularly.

The complete Business Continuity Plan for each operating unit will be tested on regular basis as appropriate to local business requirements. However it is recommended that the ICT section of the plan should be tested at least annually.

The test must be carefully planned to determine objectives and test results recorded and reported back to senior management.

The plan should be updated following each test to incorporate new systems, changed procedures, staff or organisational changes and any other relevant factors.

Local ICT Management are responsible for ensuring that ICT Continuity Plans are adequately tested and updated in accordance with Council procedures.



GUILDFORD
B O R O U G H

Privacy and Data Protection Policy

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1) Introduction

Guildford Borough Council is committed to fulfilling its obligations under Data Protection law, namely the General Data Protection Regulation (GDPR) and has produced this policy to provide assurance to customers and, along with associated practice notes, to assist officers and councillors.

The GDPR automatically became UK law on 25th May 2018. The Data Protection Bill will provide additional protections when it becomes law later in the year.

This document is one of a group of policies falling under the Council's Information Security Framework and is subject to ongoing review in the light of changes in the law and Information Commissioner's guidance.

Key definitions:

- A **controller** determines the purposes and means of processing personal data.
- A **processor** is responsible for processing personal data on behalf of a controller
- A **data subject** means an individual who is the subject of personal information
- **Personal data** means any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.
- A **personal data breach** means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This includes breaches that are the result of both accidental and deliberate causes.

2) Statement of Data Protection Policy

In order to provide services, Guildford Borough Council needs to collect and use certain types of information. These include members of the public, clients and customers, current, past and prospective employees, suppliers (such as sole traders) and other individuals.

The Council must also collect and use certain types of information to comply with the law – examples would include Council Tax and Electoral Register information.

Guildford Borough Council will use personal information properly and securely regardless of the method by which it is collected, recorded and used and whether it is held on paper, on a computer or network or recorded on other material such as audio or visual media such as CCTV.

Guildford Borough Council regards the lawful and good management of personal information as crucial to the successful and efficient performance of the Council's functions, and to maintaining confidence between residents, customers and ourselves. We ensure that our Council treats personal information lawfully and correctly and respects privacy.

To this end, Guildford Borough Council fully endorses and adheres to the principles of Data Protection, as set out in Article 5 of the GDPR.

In addition, Guildford Borough Council will ensure that:

- there is someone who monitors internal compliance, informs and advises the Council on its data protection obligations and acts as a contact point for the public and the supervisory authority (Information Commissioner's Office, ICO). This person is the Data Protection Officer (DPO);
- everyone managing and handling personal information understands that they are contractually responsible for following good data protection practice;
- everyone managing and handling personal information is appropriately trained to do so;
- everyone managing and handling personal information is appropriately supervised;
- anyone wanting to make enquiries about handling personal information, whether a member of staff or a member of the public, knows what to do;
- queries about the handling of personal information are promptly and courteously dealt with;
- methods of handling personal information are regularly assessed and evaluated;

3) The GDPR Data Protection Principles

The following data protection principles govern the way the Council manages personal information.

1. The law requires that: Personal data must be processed lawfully, fairly and in a manner which is transparent to the data subject;
2. Collection of personal data should be for specified and legitimate purposes;
3. The data the Council collects should be adequate, relevant and limited to what is necessary.
4. The data the Council holds must be accurate and, where necessary, kept up to date;
5. The data the Council holds must be kept in a form which permits identification of data subjects for no longer than is necessary; and
6. The data the Council holds must be processed in a manner that ensures appropriate security of the personal data.

4) The Standards Adopted

Guildford Borough Council will, through appropriate local management and application of corporate criteria and controls:

- observe regulations and codes of practice regarding the fair collection and use of personal information (this includes but is not limited to codes of practice issued by the Information Commissioner);
- specify the purposes for which personal information is or will be used through registration with the Information Commissioner and through appropriate use of privacy notices on application forms, web pages and via telephone, in other words, through whatever means personal information is collected;
- collect and process appropriate information to the extent needed to fulfil operational or service needs or to comply with any legal requirements;
- check and maintain the quality of information used;
- apply checks to determine the length of time information is held regardless of its format. This will be addressed by a corporate Data Retention Schedule and local procedures to establish and keep to appropriate retention periods;
- ensure that the rights of people about whom information is held can be fully exercised under the Act;
- take appropriate technical and organisational security measures to safeguard personal information specifically by means of an Information Security Framework supported by each service's local procedures;
- ensure that personal information is not transferred abroad without suitable safeguards.

5) Overview of Roles and Responsibilities

All Staff will:

- Ensure they understand how this policy, its associated guidance notes and their local working procedures affect their work.
- Assess the kind of information they use whilst carrying out their work and whether they have responsibility for any personal information.
- Make sure that they use personal information in accordance with this policy, its associated guidance notes and their local working procedures.

Service Leaders will:

- a) identify the services they provide and any specific processes they are responsible for that involve the use of personal information.
- b) appoint at least one Privacy and Information Security Champion for their Service.
- c) appoint one or, where appropriate, more information asset owners (sometimes referred to as “Responsible Officers”) who will be responsible for each information asset or system within the service.
- d) make the Information Rights Officer (via their Privacy and Security Champion(s)) aware of all of the systems that use personal information, This is so that the Information Rights Officer may notify the Information Commissioner, as required by law.
- e) carry out a data privacy impact assessment in relation to each new project or proposal that will involve the use of personal information or affect privacy. This must be carried out at the beginning and at any review of the project, not “bolted on” at the end. The Information Rights Officer must be informed at an early stage.
- f) document local working procedures to ensure staff (including temporary staff) who have access to personal information systems are aware of the steps they must take to comply with the data protection legislation. (Bear in mind staff vetting requirements required by the Information Security Framework).
- g) train or arrange training for staff in relation to local working procedures.

HR Services will ensure the following arrangements are in place:

- (1) baseline personnel checks at recruitment, to ensure that new members of staff are made aware of this policy document at induction stage and also that a specific condition is included in contracts of employment;
- (2) the Data Protection team must be informed of new starters and leavers, temporary/contract staff who require training are provided with the relevant policies and procedures before being given access to personal data; and

(3) For managers to ensure all new starters with an email account undertake and pass the GDPR E-Learning module within their first month of employment.

Data Protection Team

- This team comprises –
 - Senior Information Risk Owner (SIRO)
 - Data Protection Officer (DPO)
 - Information Assurance Manager (IAM)
 - Information Rights Officer (IRO)

Senior Information Risk Owner:

- a) Establish an information risk strategy which allows assets to be exploited and manages risks effectively
- b) Identify business-critical information assets and set objectives, priorities and plans to maximise the use of information as a business asset
- c) Establish and maintain an appropriate risk appetite with proportionate risk boundaries and tolerances.
- d) Establish an effective Information Governance Framework
- e) Act as the champion for information risk within the Council, being an exemplar for all staff and encouraging CMT to do likewise
- f) Build networks with peers and organisations that can provide essential support and knowledge exchange services
- g) Ensure compliance with regulatory, statutory and organisational information security policies and standards
- h) Ensure all staff are aware of the necessity for information assurance and the risks affecting the Council's corporate information
- i) Establish a reporting and learning culture to allow the Council to understand where problems exist and develop strategies (policies, procedures and awareness campaigns) to prevent data related incidents in the future

The Data Protection Officer:

- a) Is independent
- b) Reports to Senior Management
- c) Monitors the Council's compliance with the GDPR;
- d) Is the Council's representative to the Information Commissioner's Office

You can report a personal data breach to the DPO at DPO@guildford.gov.uk

The Information Assurance Manager will:

- a) support the Service Assurance function in implementing the Information and Communications Technology (ICT) security vision, model and principles across all of Guildford Borough Council, ensuring compliance with Payment Card Industry Data Security Standard, General Data Protection Regulation and other appropriate industry standards, to support the organisational strategy.
- b) work with ICT Services to guide the selection and deployment of appropriate technical controls to meet specific security requirements, and define processes and standards to ensure that security configurations are maintained.

The Information Assurance Manager is also responsible for managing Guildford Borough Council's information security systems through the implementation of ISO27001.

The Information Rights Officer will

- a) ensure that the Data Protection Policy and associated documents are kept up to date and communicated to staff in an appropriate manner.
- b) provide technical and legal guidance on specific sectors and issues and will keep such guidance up to date.
- c) arrange for the provision of advice and training to staff on request.
- d) be responsible for notification of the Council's processing to the Information Commissioner.

Privacy and Information Security Champions will:

- a) co-ordinate Data Protection matters for the Service they represent
- b) ensure that decisions, guidance and policy matters are communicated to service management teams and the relevant staff in the service they represent.
- c) inform the Information Rights Officer of specific matters within the Service that require specialist advice or guidance.

The above objectives are facilitated by the Privacy Information Group, which is chaired monthly by the Information Rights Officer and consists of representatives from each service area.

Information Risk Group (IRG):

The IRG is chaired monthly by the Council's SIRO and includes the ICT Manger, DPO, IAM and IRO. The IRG's role is to identify risk and provide advice on the effective management of all Council-held information by ensuring compliance with relevant legislation and effective risk management.

Corporate Technical and Legal Guidance which forms part of this policy includes (but is not limited to):

1. CCTV
2. Council Tax information
3. Councillors and Elected Officials

4. Electoral Register information
5. Information sharing and information sharing protocols
6. International Transfers
7. Marketing
8. Personal contact lists
9. Personal information online and use of cookies
10. Photographs and Photographers
11. Data Privacy Impact Assessments (DPIAs)
12. Publicising legal action against individuals
13. Sensitive personal information
14. Use of appropriate privacy notices

A quick reference guidance for staff is included at Annex 1 of this policy.

Links with Other Policies and Procedures

The Data Protection Policy, as well as the more detailed working procedure documents issued locally, will have an impact on the following policy areas:

- **Acceptable Use of Council ICT Equipment**
- **Covert Surveillance and use of informants**
- **Disciplinary Procedures**
- **Equality and Diversity**
- **Fraud and Corruption**
- **Freedom of Information**
- **Grievance Procedures**
- **Health & Safety**
- **Information Security Framework**
- **ICT Systems Security Policy v 1.06**
- **IT Users Policy v1.02**
- **Photography**
- **Training and Development**
- **Violence at Work**
- **Whistle Blowing**

Annex 1

Reference Guide for staff.

Breaches of the Data Protection Act

All breaches (suspected breach of confidentiality) should be reported to the Data Protection Team as soon as they occur. Please refer to the breach notification procedure for full details.

The Information Rights Officer reports breaches to the Corporate Governance Group on a quarterly basis. .

CCTV

Follow the corporate procedure on authorising CCTV.

Collecting/obtaining personal information

Individuals have a right to know (1) that the Council is using their information, (2) a description of the personal information the Council is using, (3) the purposes for which the information is being used and (4) the recipients (or classes of recipients) to whom the personal information may be disclosed to. Whichever means is used by a Council service to collect personal information, the service must provide a privacy notice to the affected individual(s) and this must meet the standards set out in the Information Commissioner's [Privacy Notices Code of Practice](#).

Councillors

In terms of Data Protection, Councillors have three distinct roles:

- (1) as a member of the Council, for example, as a lead councillor or a member of a committee. In this role, they act for the Council and have the same access rights as a member of staff, subject to the "need to know principle".
- (2) Political: they act for their political party or, where independent, their own political agenda, and not for the Council. In this role, the Councillor's access rights are the same as for a political party.
- (3) as a representative of one or more residents of their ward: In this role they are acting for the member of the public and not for the Council (in a comparable way to, say, the Citizen's Advice Bureau). The Councillor has the same access rights as the constituent(s) he or she is acting for but must demonstrate that the constituent(s) give(s) consent for the Councillor to act for them in respect of the matter.

Couriers

Take care when sending protected information via a courier service. Encrypted email may be safer. If you cannot avoid using a courier, please follow the procedural guidance on the use of couriers.

Information Security

All staff are responsible for ensuring that personal data, which they use, or process is kept securely and is not disclosed to any unauthorised person or organisation. Access to personal data should only be given to those who have and can show a business need for access to the data for the purpose of their duties and the principle of least privilege should be applied.

Please refer to the Information Systems Security Policy for the Council's detailed requirements and arrangements. The Council also has an ICT Users Policy.

Information Sharing

Staff will generally share personal data of a customer where the Council is performing tasks that are necessary and carried out in the public interest and also in the exercise of various public functions. For example, the Council's Benefits service will share personal data with the DWP or other public bodies and third parties.

There will also be occasions when it will be necessary for staff to share personal data of a customer to comply with a legal obligation. For example, it may be necessary to share the information to assist the police with a criminal investigation.

If you ever in doubt about a request to share information please contact the Data Protection team for advice at DPO@guildford.gov.uk

The Council must only share personal data if it has a lawful basis to do so, where it is necessary to achieve a clear purpose and, with that purpose in mind, it is fair and proportionate to do so. Personal information shared with any Surrey agency must comply with the Surrey Multi Agency Information Sharing Protocol ("Surrey MAISP").

If information is regularly shared with third parties who are not one of the Surrey agencies, Data Sharing Agreements should be in place. However, they are not needed when information is shared in one-off circumstances, but a record of the decision and the reasons for sharing information should be kept. The Data Protection Officer, who will keep a register of all Data Sharing Agreements, must sign off all Data Sharing Agreements.

International Transfers

Before entering into any agreement whereby personal information will be processed on behalf of the Council by another agency, check whether the agency is confined to the European Economic Area. Disclosures to international companies could amount to an international transfer of personal information and this must be accounted for in the written agreement.

Notification

The Council must register with the Information Commissioner its use of personal information and the purposes it uses the information for (this is called "Notification"). Services must therefore inform the Information Rights Officer of any new purposes for which they use personal information (for example if they begin to provide a new service for customers).

Photographs and Photographers

Photographs of people are personal information and can be used in ways detrimental to the subject's privacy. The Council has special procedural rules on the use of photographs and photographers and anyone using this kind of information must comply with them.

Press releases about court cases and other action against individuals

Information about the commission or alleged commission of any offence and any proceedings relating to the alleged or actual offence are subject to special safeguards. Officers must complete a special privacy impact assessment form for publicising legal action against individuals before they issue any press release. The Information Rights Officer will keep a central record

Data Privacy Impact Assessments

Project Managers must conduct a privacy impact assessment (DPIA) before undertaking any new project or new way of working, which will have a bearing on how personal information is used. This is obligatory under Article 35 of the GDPR and will help to ensure that any benefits brought about by the change, is proportionate to the impact on privacy.

Such instances may include, but are not limited to:

- Introduction of new technologies;
- Systematic and extensive processing activities;
- Large scale processing of special categories of data or personal data relating to criminal convictions or offences;
- Large scale, systematic monitoring of public areas, such as CCTV; and
- Before entering a data sharing agreement.

Retention of records

The Council has a Records Retention and Disposal Schedule which should be referred to when considering how long to keep records for.

Personal data of Staff)

HR and anyone handling personal information about staff must comply with the [Information Commissioner's Employment Practices Code](#).

The rights of data subjects

Subject to the provisions of the legislation, Councillors, staff and members of the public have the following 'information rights' in relation to their personal data:

- to be informed about how and why their personal data is processed;
- to access their data;
- to rectification of their data;
- to erasure of their data;
- to restrict processing of their data;
- to data portability;
- to object to processing of their data; and
- not to be subject to fully-automated decision-making including profiling.

Any information rights requests are processed by the Information Rights Officer. Individuals will be expected to submit requests in writing and provide any necessary proof of identification as part of the request.

The Council aims to respond promptly to these information rights requests and, in any event, within the statutory time limit (normally 30 days). Requests will be managed and tracked by the Information Rights Officer.

This policy will take effect from 25 May 2018.



DATA BREACH RESPONSE AND NOTIFICATION PROCEDURE

Version history

Date	Version	Created by	Description of change
18th May 2018	1.0	Data Breach Response Team	1 st adopted version
25 th September 2018	1.01	Michael Hynes	Final Draft

Scope, purpose and users

This Procedure provides general principles and approach model to respond to, and mitigate breaches of personal data (a “personal data breach”)

The Procedure lays out the general principles and actions for successfully managing a data breach as well as fulfilling the obligations surrounding the notification to the Information Commissioner’s Office (ICO) and individuals as required by the General Data Protection Regulation (GDPR).

All employees, contractors, temporary staff, volunteers and other contracted third parties working for or acting on behalf of Guildford Borough Council (GBC) must adhere to and follow this Procedure in the event of a personal data breach.

• Reference documents

- General Data Protection Regulation 2016 (Regulation (EU) 2016/679)(repealing Directive 95/46/EC)
- GBC Data Protection Policy
- GBC Acceptable Use of IT Policy
- GBC Information Systems Security Policy

- **Definitions**

The following definitions used in this document are drawn from the GDPR:

“Personal Data” means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person Regulation.

“Controller” is the natural or legal person, public authority, agency or any other body, which alone or jointly with others, determines the purposes and means of the processing of personal data.

“Processor” is a natural or legal person, public authority, agency or any other body which processes personal data on behalf of a Data Controller.

“Processing” means any operation or set of operations which is performed on personal data or sets of personal data, whether by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

“Personal Data Breach” means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.

“Supervisory Authority” means an independent public authority, which is established by a Member State pursuant to Article 51. (In the UK this is the Information Commissioner’s Office, ICO)

Data Breach Response Team

The Council’s Data Breach Response Team (‘Team’) is a multi-disciplinary team comprised of knowledgeable and skilled individuals from the ICT Department (IT Security) and Legal Services. This team comprises of the Data Protection Officer (DPO), Information Rights Officer (IRO) and the Information Assurance Manager. You can contact the Team in person at the Council offices or via email at DPO@guildford.gov.uk. This Team will respond to any suspected/alleged personal data breach.

The Team ensures the necessary readiness for a personal data breach response exists, along with the procedures and guidance on best practice.

The Team will provide you with an immediate, effective, and skilful response to any suspected/alleged or actual personal data breaches affecting the Council. If required, the Team members may also involve external parties

The DPO can choose to add additional personnel to the Team for the purposes of dealing with a specific personal data breach notification.

The team will respond to a suspected/alleged or actual personal data breach notification promptly. Notification must be communicated either verbally to a member of the Team or in writing via DPO@guildford.gov.uk. If you give the notification verbally, you must follow this up with a written notification. Please refer to the notification procedure below.

Data Breach Response Team duties

Once a personal data breach is reported to the Team, the Team will carry out the following actions:

- Validate the personal data breach
- Ensure a proper and impartial investigation is initiated, conducted, documented, and concluded
- Ensure that you are advised of how to properly notify impacted data subjects, if necessary
- Report breach to the ICO within 72 hours of notification
- Identify remediation requirements and track the resolution
- Record the data breach
- Formally report findings to the Council's Corporate Management Team and Corporate Governance Standards Committee annually

Data Breach Response process

The Data Breach Response Process begins when anyone who notices that a suspected/alleged or actual personal data breach occurs, notifies any member of the Team. The Team must determine whether a breach has occurred and if so, follow the relevant procedures and processes. The Team will document all decisions ensuring traceability and accountability.

Personal data breach notification: Data processor to data controller

When the personal data breach or suspected data breach affects data that is being processed on behalf of a third party, the Council's Data Protection Officer must report any such breach to the respective data controller/controllers without undue delay.

The Team will send Notification to the controller that will include the following:

- A description of the nature of the breach
- Categories of personal data affected
- Approximate number of data subjects affected

- Name and contact details of the Data Breach Response Team Consequences of the personal data breach
- Measures taken to address the personal data breach
- Any information relating to the data breach
- The Team will record the data breach

Personal data breach notification: Data controller to ICO

When the personal data breach or suspected data breach affects data that is being processed by the Council or Third Party as a data controller, the Team performs the following actions:

- To establish whether the personal data breach should be reported to the ICO.
- To establish the risk to the rights and freedoms of the data subject(s) affected. The team will conduct a Data Protection Impact Assessment on the processing activity connected to the data breach.
- If the personal data breach is not likely to result in a risk to the rights and freedoms of the affected data subject(s), no notification to the ICO is required. However, the data breach should be recorded in the Data Breach Register by the Information Rights Officer
- The ICO must be notified as soon as possible and wherever feasible within 72 hours, if the breach is likely to result in a risk to the rights and freedoms of the data subjects affected. Any possible reasons for delay beyond 72 hours must be communicated to the ICO.

The Information Rights Officer will send notifications to the ICO as approved by the DPO that will include the following:

- A description of the nature of the breach
- Categories of personal data affected
- Approximate number of data subjects affected
- Name and contact details of the Data Protection Officer
- Consequences of the personal data breach
- Measures taken to address the personal data breach
- Any information relating to the data breach

Personal data breach notification: Data controller to data subject

The Data Protection Officer must assess if the personal data breach is likely to result in high risk to the rights and freedoms of the data subject. If yes, the Data Protection Officer must notify as soon as possible the affected data subjects.

The notification to the data subjects must be clear and concise and must contain the information listed in the Appendix. Once you have drafted your notification to affected data subjects, wherever possible please contact the Team to review before the notifications are sent.

If, due to the number of affected data subjects, it is disproportionately difficult to notify each individual, the Team must take the necessary measures to ensure that the affected data subjects are notified by using appropriate, publicly available channels.

Accountability

Any individual who deliberately or maliciously breaches this Procedure may be subject to internal disciplinary action (up to and including termination of their employment); and may also face civil or criminal liability if their action violates the law. Inadvertent or accidental data breaches will also be investigated and further training provided if required.

Validity and document management

This document is valid as of 25th May 2018. The owner of this document is the Data Protection Team who must review and, if necessary, update the document at least once a year.

APPENDIX

DATA BREACH NOTIFICATION FORM TO DATA SUBJECTS

<p>From: [Guildford Borough Council] To: [Affected data subject name and address]</p> <p>Sent by:</p> <ul style="list-style-type: none">• Post• Email
<ul style="list-style-type: none">• Dear customer, we regret to inform you that on [date] we have discovered that we have been the subject of a personal data breach.
<ul style="list-style-type: none">• As a result of the above mentioned personal data breach, the personal data concerning you might have been:<ul style="list-style-type: none">• Disclosed• Destroyed• Lost• Modified• Accessed• Other [please specify other possible results]
<ul style="list-style-type: none">• Please be aware that the personal data breach might have the following consequences: [list all possible consequences]
<ul style="list-style-type: none">• The following measures have been taken/will be taken to address the data breach: [list all the measures taken]
<p>If you have any questions or concerns regarding the data breach, we encourage you to contact [contact name], who is our Data Protection Officer, by email at DPO@guildford.gov.uk</p>



ICT Policy for Councillors

Introduction

1. Guildford Borough Council provides ICT resources to support all Councillors in the course of their duties as an elected member of the Council. This policy sets out the details of the ICT equipment and services that are provided to all Councillors for the duration of their term of office.
2. This policy must be read in conjunction with other relevant ICT policies including:
 - (a) The ICT Users' Policy
 - (b) The Council's Information Management Guidance including the General Data Protection Regulation
 - (c) Councillors' personal responsibilities and liability as a Data Controller and Data Processor

and relevant provisions within the Councillors' Code of Conduct.

These policies are available via the Council's intranet site.

3. The objectives of Councillors' ICT provision are:
 - (a) to maximise the effectiveness of Councillors in their role; and
 - (b) to enhance communications between Councillors, officers, partners and members of the public
4. Electronic communication is an essential part of a Councillor's role. It will be used to inform them of important information such as dates of meetings, briefings, training events and notification of agendas and minutes along with e-mails from the public and officers.
5. Councillors are expected to check their Council e-mail account on a regular basis to ensure awareness of all relevant information relating to their role and any executive and committee responsibilities.
6. Due to security restrictions imposed by the Cabinet Office as part of the Council's Public Service Network accreditation, Councillors must not forward emails received at their Council email address relating to Council business to a private email address under any circumstances. This does not preclude the sharing of public information such as press releases, Council documents which are already in the public domain or calendar items provided there is no sensitive personally identifiable information included within the message or attached files.
7. With the increasing use and access to mobile computing devices and the Council's objectives to reduce costs and protect the environment, there will be an expectation that all Councillors will view committee agendas and reports online rather than require printed hard copies.
8. The Democratic Services Manager will make arrangements to assist any Councillor requiring reasonable adjustments to this policy in line with the Council's commitment



to inclusivity and in compliance with the Equality Act 2010. Any Councillor wishing to discuss this should contact the Democratic Services Manager. All conversations will be treated in the strictest confidence.

9. All Councillors are required to attend a new Councillor Induction session which incorporates ICT and the Council's Information Security policies before using any of the Council's ICT services. The policy can be found on the Council's Intranet site.
10. Councillors must sign to accept the policies and equipment inventory prior to receiving ICT services.

Objectives

11. The Objectives of the ICT Policy for Councillors are:

- (a) To ensure a common understanding of what ICT equipment and facilities are provided by the Council for Councillors
- (b) To ensure Councillors are clear on the Council's commitment to moving towards paperless meetings in the 2019-20 Municipal year
- (c) To ensure Councillors can access training and development for systems
- (d) To ensure Councillors can obtain technical support in relation to Council ICT services

ICT Provision

12. The Council will provide all Councillors with the following personal issue ICT equipment and facilities for conducting Council business:

- (a) A Guildford Borough Council laptop or "2in1" hybrid computer with touchscreen tablet capability
- (b) A logon access to the Council's network
- (c) A Guildford Borough Council e-mail account
- (d) Current licenced versions of Microsoft Office applications including Outlook, Word, Excel and PowerPoint
- (e) Access to the Council's intranet and other software licences such as modern.gov & Learning Pool, as required
- (f) Access to a reasonable amount of secure personal and shared network data storage for electronic files.
- (g) Secure remote access capability for Council issued ICT equipment
- (h) Secure WiFi access for Council owned ICT devices in larger Council premises
- (i) Limited, unsecure shared public WiFi for non-Council "guest" devices such as a personal iPad or smartphone in Millmead House
- (j) Support via the ICT Service Desk for these services

13. In addition, the Leader, the Deputy Leader, Lead Councillors (including Deputy Lead Councillors), the Mayor, Deputy Mayor, Committee Chairmen, and Opposition Political Group Leaders will be entitled to receive:

- (a) A Council issued smartphone with voice and data services paid from central funds for use in conducting Council business



- (b) Secure access to the Councillor's e-mail and calendar from the smartphone
14. All Councillors will have access to the following shared resources for use on Council business:
- (a) Desktop computers, WiFi network for Council issued devices and the printer, copier and scanner device available in the Members' Room at Millmead House
 - (b) Use of the multi-function printer, copier and scanner devices at any Council office in the Borough where it is safe and practical for access to be granted. For health and safety reasons Councillors must dynamically assess risk, comply with local policy and follow all instructions from officers when working on any Council premises.
 - (c) Access to the services of the Print Room at Millmead House to produce large format documents such as spreadsheets and plans not suitable for home printing on a standard A4 printer in connection with executive or committee responsibilities.
15. The costs of printing, copying and scanning the documents referred to in paragraph 14 above will be recharged to individual Councillors' accounts at cost. This will be managed via the use of personal issue Identity Cards which also control door access and must be presented to a card reader device to enable Council multi-function devices before use. The charges will be deducted from the Councillor's monthly allowance paid via Payroll.
16. Where the use of printing, copying or scanning facilities or the print room is in connection with executive or committee responsibilities or is in respect of an agreed reasonable adjustment under the Equality Act, no charge will be levied by the Council. Arrangements under the Equality Act will be agreed, in confidence, between the individual Councillor and the Democratic Services Manager.
17. Councillors will be expected to provide and meet the cost of the following resources themselves:
- (a) Broadband connection to the internet with a minimum speed of 10Mbps. (It is recommended this plan includes unlimited data in the billing period to avoid unnecessary usage charges where the line is shared between several occupants of the premises.)
 - (b) A compatible printer to produce any printed material required
 - (c) Any consumables including printer cartridges, toners and paper
18. Councillors may decide to use personal ICT equipment to access Council resources. In this case access to a virtual desktop will be provided along with a remote access soft token installed on a compatible smartphone.
19. The Councillor is responsible for ensuring that all equipment meets the minimum standards for hardware, security and software including operating system available on request from ICT.
20. The Council will licence the hardware, software and virtual desktop including Microsoft Office for use on Council related business only. Councillors using personal ICT to access Council resources must ensure licences on any personally provided equipment, including the operating system and applications, allow this type of use.



Licensing remains the responsibility of the Councillor where personal equipment is used in all circumstances.

21. In addition, Councillors other than those referred to in paragraph 13 above, may access their Council e-mail account via a compatible, personal smartphone subject to the installation of Mobile Device Management software on the device. The Council will pay for the relevant software licence for this access for the duration of the Councillor's term of office but not for the device or airtime contract.
22. The ICT Service Desk will assist Councillors with general advice associated with the personal equipment connecting to the virtual desktop or email service on a reasonable endeavours basis. It is the responsibility of the Councillor to ensure they have appropriate support services and contracts to manage these devices for incident and fault resolution.
23. Councillors will be responsible for the safekeeping of any Council equipment issued to them and expected to treat it with appropriate care to avoid it being damaged, lost or stolen.
24. The loss or theft of any device with access to Council data, whether Council owned or personal, must be reported immediately to the ICT Service Desk to allow the earliest opportunity to assess the information risk, wipe the device, where possible, and notify the Information Commissioner's Office within the statutory 72-hour deadline under the GDPR, where necessary. The Council will contact the ICO should a breach occur.
25. Specific training to support Councillors in their use of Council ICT will be provided as part of the Induction Programme. This assumes a reasonable level of ICT literacy prior to induction. General ICT training is not normally provided by the Council.
26. The details of the Councillors' Entitlements are published in Appendix A to this policy. These will be subject to review from time to time at the discretion of the Democratic Services Manager and ICT Manager in consultation with the Lead Councillor with portfolio responsibility for ICT and in all cases prior to every Borough election.
27. Equipment remains the property of Guildford Borough Council and must be made available for inspection and maintenance on demand. All equipment must be returned to the ICT Service Desk at the end of the Councillor's term of office. Where a Councillor's entitlement to a Council provided smartphone changes due to a change in role, the smartphone must be returned to the ICT office within 7 days of the announcement of the decision.
28. Inappropriate use of the equipment or services or breaches of the relevant associated policies may bring the Council into disrepute and result in action being taken under the Councillors' Code of Conduct.



Appendix A

Table of Entitlements

Function	Laptop/2in1	Smartphone	Remote Access	BYOD Virtual Desktop (Optional)	BYOD Smartphone (Optional)
Leader/Deputy Leader/ Lead Councillors/Deputy Lead Councillors/Mayor/ Deputy Mayor/Committee Chairmen/Group Leaders	✓	✓	✓	✓	✓
Backbencher	✓	✗	✓	✓	✓

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Corporate Governance and Standards Committee Report

Ward(s) affected: n/a

Report of Director of Finance

Author: John Armstrong, Democratic Services Manager

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Date: 29 November 2018

Review of the Constitution: Protocol on Councillor/Officer Relations

Executive Summary

The Committee will be aware that its terms of reference include the monitoring and review of the operation of the Constitution to ensure that it is up to date, relevant, and reflects current law and best practice.

As part of the ongoing review of the Constitution, it has become apparent that, other than minor amendments, for example, to update officers' job titles, the Protocol on Councillor/Officer Relations has not been reviewed since it was included in the Constitution in 2002.

In order to ensure, therefore, that this Protocol is up to date, relevant, and reflects current law and best practice, it is suggested that the Committee leads a review of the Protocol by establishing a task group for that purpose, with a view to reporting its recommendations back to the Committee on 28 March 2019. The Committee would then submit the amended Protocol to full Council for final approval on 9 April 2019.

Recommendation to Corporate Governance and Standards Committee:

The Committee is asked to agree:

(1) That a task group be established comprising:

- the Chairman,
- three other councillors on the Committee,
- the independent member,
- the Lead Councillor for Infrastructure and Governance (or his Deputy), and
- officers (including a representative from UNISON)

for the purpose of reviewing the Protocol on Councillor/Officer Relations to ensure that it is up to date, relevant, and reflects current law and best practice.

- (2) That the task group be requested to complete the review and submit its recommendations for consideration by the Committee at its meeting on 28 March 2019.

Reason for Recommendation:

To ensure the involvement of both councillors and officers in the review of the Protocol on Councillor/Officer Relations.

1. Purpose of Report

- 1.1 To ask the Committee to agree to establish a task group to carry out a review of the Protocol on Councillor/Officer Relations.

2. Background

- 2.1 The Local Government Act 2000 (Constitutions) (England) Direction 2000 sets out the broad themes to be included in a local authority's Constitution, including:

“any protocol established by the authority in respect of relationships between members of the authority and officers of the authority”

- 2.2 The current Protocol was included in the first edition of the Council's Constitution in 2002. Most councils adopted a protocol of this nature as it was deemed, and still is considered to be, good practice to have a protocol due to the importance of maintaining professional relationships between councillors and officers.
- 2.3 The Protocol must be read in conjunction with the Councillors' Code of Conduct and the Code of Conduct for Staff. In essence, the Protocol provides guidance on good working relations between councillors and officers, defines their respective roles and provides some principles governing conduct and appropriate behaviour, and importantly, it sets out a procedure to follow if things go wrong. A copy of the current Protocol is attached as **Appendix 1** to this report.

3. Proposal

- 3.1 As mentioned above, although it has been updated previously to reflect changes in officers' job titles, the Council has never undertaken a fit for purpose review of the Protocol to ensure that it relates to current procedures and reflects best practice.
- 3.2 In order to review the Protocol, it is suggested that the Committee establishes a task group comprising:
- the Chairman of this Committee,
 - three other councillors on the Committee,
 - the independent member,
 - the Lead Councillor for Infrastructure and Governance (or his Deputy), and
 - officers (including a representative from UNISON)

- 3.3 In order to ensure that any revised protocol is approved before the Local Elections next May, it is proposed that the task group completes the review and submit its recommendations for consideration by this Committee at its meeting on 28 March 2019, with a view to adoption of the reviewed Protocol by the Council on 9 April 2019.

4. Financial Implications

- 4.1 There are no direct financial implications arising from the proposal to conduct a review of the Protocol as described in this report. Any costs incurred can be contained within existing budgets.

5. Legal Implications

- 5.1 The Protocol on Councillor/Officer Relations was included in the Council's Constitution in 2002 to comply with the Direction issued by the then Secretary of State.

6. Human Resource Implications

- 6.1 There are no human resource implications arising from consideration of this matter. The review envisaged in this report could be undertaken using existing staff resources.

7. Background Papers

The Local Government Act 2000 (Constitutions) (England) Direction 2000

8. Appendices

Appendix 1: Protocol on Councillor/Officer Relations (Part 5 of the Constitution)

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GUILDFORD BOROUGH COUNCIL

PROTOCOL ON COUNCILLOR/OFFICER RELATIONS

1. Introduction

- 1.1 Elected councillors and paid officers fulfil different but complementary roles. Councillors are the elected representatives of the community and the officers provide the professional advice and support. As stated in the Nolan report, this relationship operates at its best as one of partnership. This protocol seeks to guide councillors and officers in their relations with one another.
- 1.2 The majority of this protocol is a statement of current practice. However, it is hoped that it will ensure that councillors and officers will continue with their respective roles secure in the knowledge that, provided the conditions contained within this protocol are observed, both councillors and officers will be protected from accusations of inappropriate conduct or bias.
- 1.3 The underlying principle of councillor/officer relations will, of course, remain the same, namely that the elected councillors are responsible for agreeing policy and taking all non-delegated decisions; officers are responsible for providing advice and support, for making decisions under delegated authorities and for ensuring that all the Council's decisions are efficiently and professionally carried out.
- 1.4 The protocol is supplementary to the Councillors' Code of Conduct, which councillors undertook to be guided by in their declarations of acceptance of office after election, and Code of Conduct for Staff contained in Part 5 of this Constitution.
- 1.5 In addition to the above, the Widdicombe Committee reported in 1988 in their report of inquiry into the conduct of local authority business that:

“Local Government has derived strength over the years from a complementary relationship between part-time councillors drawn from and representative of the general public, and full-time officers with professional expertise. We accept that this cannot be a rigid or static model. Some councillors will need to devote considerable time to council business, and there has sometimes been too great a stress on officer professionalism. Councillors moreover have the right to ensure that some of their decisions for which they are statutorily responsible and accountable are implemented by officers. Nevertheless, a merging of roles is not desirable. Councillors should leave the day-to-day implementation of council policies, including staff management as far as possible, to officers, and officers should demonstrate that they are sensitive to the political aspirations underlying those policies”.

- 1.6 The Committee on Standards in Public Life, established by the government in 1997 recommended that all councils should adopt a protocol which should set out how the relationship would work and be tailored to each authority's traditions and practices.

2. General rules

- 2.1 It is important that any dealings between councillors and officers should observe high standards of courtesy and neither party should seek to take unfair advantage of their position.

- 2.2 A councillor should not raise matters relating to the conduct or capability of an officer at any public session of a meeting. In the event that any councillor has a complaint concerning an officer's behaviour, conduct or capability and is unable to resolve same through discussions with the officer concerned, they should raise the matter in the first instance with the officer's service leader or director. If after receiving a written report from the service leader or director, a councillor remains concerned, the Managing Director should be advised. In the event that a decision is taken to take action against an officer in respect of a complaint lodged by a councillor, such action shall be conducted in accordance with the Council's disciplinary rules and procedures.
- 2.3 Similarly, officers should not raise matters relating to the conduct or capability of a councillor at any public session of a meeting. Where an officer feels that he/she has not been properly treated by a councillor, they should raise the matter with their service leader, director or the Managing Director, as appropriate. In the event that the member of staff does not feel able to discuss the matter directly with the councillor concerned, the service leader, director or Managing Director will take the appropriate action by approaching the councillor concerned and/or his or her group leader.

3. Officer advice to councillors and groups

- 3.1 Officers serve the Council as a whole and not any individual political group or any individual councillor.
- 3.2 The support provided by officers may involve a briefing meeting prior to an Executive, committee or sub-committee meeting, such support in whatever form it takes, is available to all councillors and all party groups.
- 3.3 There are rules for those who provide advice and support to councillors, such rules relate to both councillors and officers. In particular, the rules comprise:
- (a) Officer advice and support must relate only to matters of Council business and not to advice on political issues. In the event that an officer is of the view that it would be inappropriate to provide the advice and support requested by an individual councillor, he/she may refuse to provide same and will advise their director or the Managing Director as appropriate.
 - (b) Decisions made at party group meetings are not decisions of the Council and must not be treated or acted upon as such by either councillors or officers.
 - (c) Officers should not normally attend formal meetings of political groups.
 - (d) Where a councillor requests information from an officer, that information will not be supplied to any other councillor unless the officer supplying the information states at the time of supplying same that the information in question will be made available to other councillors.
 - (e) It must not be assumed by any group or individual councillor that an officer is supportive of any policy simply because of that officer's assistance in the formulation of that policy.
 - (f) In the event that any councillor or group requires further information of a factual nature prior to a Council, Executive, committee or sub-committee meeting or

wishes to query any facts contained in an agenda item or report, they should, wherever possible, ask the relevant officer prior to the meeting.

4. Support services to councillors and party groups

- 4.1 The Council provides a number of services to councillors, such as personal computers and IT facilities, stationery, photocopying etc. Such services are provided to assist them in discharging their role as councillors.
- 4.2 In using the Council's IT facilities and, in particular, the internet facility, councillors must comply with relevant Council policies.

5. Councillors' access to information and council documents

- 5.1 Access to accurate and up-to-date information and professional advice is vital to enable councillors to fulfil their elected role effectively. However, access to information and protection of individual and community rights is an increasingly sensitive area, and there is a great deal of legal regulation, both common law and statutory, which governs the rights and restrictions relating to councillors' access to Council-held information. This section attempts to set out the basic principles and rules to enable councillors to operate effectively within the law.
- 5.2 Councillors have a right to approach any service leader to ask for information or seek advice. This right extends only to information, explanation and such advice as they may reasonably need in order to assist them in discharging their role as a councillor. When seeking such advice or information, councillors should normally approach a senior officer of the service concerned or, on particularly sensitive matters, the service leader. In the event of any difficulty, councillors should approach the relevant director or Managing Director.
- 5.3 As indicated in Paragraph 5.1 above, the legal rights of councillors to inspect Council documents are covered partly by statute and partly by common law.
- 5.4 Councillors have a statutory right to inspect any Council documents which contain material relating to any business which is to be transacted at a Council, Executive, committee or sub-committee meeting. Such right applies irrespective of whether the councillor is a member of the body concerned and applies not only to reports which are to be submitted to the meeting in question, but also to any relevant background papers. This statutory right does not, however, apply to documents relating to items which appear within the confidential part of any agenda for a meeting.
- 5.5 There is no 'roving commission' for a councillor to examine books and documents and the common law right of councillors is based on the principle that councillors have a prima facie right to inspect Council documents so far as access to the document in question is reasonably necessary to enable the councillor to perform his/her duties. This is commonly known as "the need to know" principle.
- 5.6 To exercise the common law right, councillors must, therefore, prove a need to know. Officers will always do their best to ensure that councillors are properly informed of significant issues or events affecting their wards or other areas of responsibility. Nevertheless, the requirements of the legislation and, in particular, the Data Protection Act 1998 and the Human Rights Act 1998, make this a difficult area. In matters of concern on this issue, it is for the service leader which holds the document in question to determine whether an individual councillor has a need to know, and such service leader may seek advice from the Monitoring Officer in particular cases of

difficulty. In the event of dispute relating to a councillor's need to know, the matter will be determined by the Corporate Governance and Standards Committee.

- 5.7 In many cases, a need to know can be presumed. However, where councillors request to see documents containing confidential information, the councillor will be required to justify the request in specific terms. Certain documents will not be available to councillors. These documents may contain information which is covered by statute or may be documents which are in the possession of officers but are likely to be sensitive material, the release of which in the opinion of the officer would be prejudicial to the Council's interests.
- 5.8 Further and more detailed advice regarding councillors' rights to inspect Council documents may be obtained upon request to the Monitoring Officer.
- 5.9 Any Council information provided to a councillor must only be used by the councillor for the purpose for which it was provided (i.e. in connection with the proper performance of the councillors' duties). Attention is drawn to the relevant section of the Councillors' Code of Conduct in Part 5 of this Constitution:

"You must not disclose information given to you in confidence by anyone, or information acquired by you which you believe, or ought reasonably to be aware, is of a confidential nature, except where:

- (i) you have the consent of a person authorised to give it;
 - (ii) you are required by law to do so;
 - (iii) the disclosure is made to a third party for the purpose of obtaining professional advice provided that the third party agrees not to disclose the information to any other person; or
 - (iv) the disclosure is:
 - (a) reasonable and in the public interest; and
 - (b) made in good faith and in compliance with the reasonable requirements of the authority.
- 5.10 Any councillor found to be or suspected of being in breach of the requirement to keep the confidentiality of items taken 'in committee' will be the subject of a report to the Corporate Governance and Standards Committee.

6. Officer/chair/lead councillor relationships

- 6.1 It is obviously important that there should be a close working relationship between the chairman of a committee and the officers who report to or interact with that committee. This will also apply between the Leader, lead councillors on the Executive and the appropriate directors and service leaders. However, such relationships should never be allowed to become so close, or appear to be so close as to bring into question an individual officer's ability to deal impartially with other councillors and other party groups.
- 6.2 The Leader of the Council or the chairman of a committee or sub-committee will naturally be closely involved in the process of formulating an agenda for a meeting, and such bodies and/or the chairman may of course request that matters are placed

on an agenda. In addition, councillors will appreciate that in certain circumstances an officer will be under a professional duty to submit a report. A director, service leader or other senior officer will be responsible for the contents of any report submitted in his/her name and, therefore, any amendment to the report will only be made if such amendment reflects the professional judgement of the author of the report. Any issues arising between a chairman and a senior officer should be referred to the Managing Director for resolution, in consultation with the Council Leader.

- 6.3 A decision on Council business may only be taken by the Council, the Leader/Executive, a committee or sub-committee or a councillor or officer acting pursuant to delegated powers.
- 6.4 Finally, it must be remembered that, while officers may work closely with the Leader, committee chairmen and lead councillors, they are accountable to their service leader, director and the Council and cannot go beyond the bounds of whatever authority they may have been given by their service leader, director or by the Council.

7. Correspondence

- 7.1 Correspondence, including e-mails, between an individual councillor and officer, particularly when it has been initiated by a councillor, should not normally be copied by the officer to any other councillor, unless the councillor who initiated the correspondence copied it to other councillors in which case the officer shall copy his correspondence to those other councillors. In the event that in certain circumstances it proves necessary to copy the correspondence to another councillor, this should be made clear to the original councillor through notation on the correspondence. A system of 'silent copies' should not be employed. Similarly, correspondence sent to all councillors or groups of councillors will make the circulation list clear.
- 7.2 Official letters on behalf of the Council must normally be sent in the name of the appropriate officer rather than in the name of a councillor. Letters which create obligations or give instructions on behalf of the Council must never be sent out in the name of a councillor.

8. Ward councillors

- 8.1 Whenever a public meeting is organised by the Council to consider a local issue, all councillors representing the ward or wards affected should, as a matter of course, be invited to attend the meeting. Similarly, whenever the Council undertakes any form of consultative exercise on a local issue, ward councillors should be notified at the outset of the exercise.
- 8.2 Officers will not normally attend meetings arranged by councillors unless this has been discussed and agreed with the appropriate service leader or director in advance in order that proper representation and briefing can be arranged.
- 8.3 Copies of correspondence to parish councils and amenity groups shall always be sent to local ward councillors, unless the correspondence contains confidential information to which the provisions of Section 5 apply.

9. Conclusion

- 9.1 Both councillors and officers must bear in mind that mutual understanding and basic respect are the greatest safeguard of the integrity of the Council, its councillors and officers.

- 9.2 Copies of this protocol will be issued to all councillors, together with any other relevant documentation upon their election to the Council.
- 9.3 Except as specifically provided in this document, questions on interpretation of this protocol will be determined by the Monitoring Officer, unless the provision in question relates to a matter to be determined by the Managing Director.
- 9.4 The Corporate Governance and Standards Committee is responsible for reviewing the practical application of this protocol from time to time and making appropriate suggestions for its improvement and development.

Corporate Governance and Standards Committee Report

Ward(s) affected: n/a

Report of Director of Finance

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Date: 29 November 2018

Localism Act 2011: Appointment of Independent Persons 2019-2023

Executive Summary:

The Committee will be aware that the Localism Act 2011 introduced a new ethical standards regime for local government in 2012 which, amongst other things, required the Council to seek the views of an Independent Person before it takes a decision on an allegation of misconduct by a councillor which it has decided to investigate. At Guildford, the Monitoring Officer also decides, after consultation with the Independent Person, whether a complaint merits a formal investigation. The Independent Person's views may also be sought by the Council at any other stage in a misconduct complaint, or by a councillor against whom an allegation has been made.

The Council is also required to use its Independent Persons in respect of dismissal or disciplinary procedures against the Head of Paid Service, Monitoring Officer or Chief Finance Officer in accordance with the provisions of The Local Authorities (Standing Orders) (England) (Amendment) Regulations 2015.

In accordance with the requirements of Section 28(7) of the Act, the Council appointed Vivienne Cameron, Roger Pett, and Bernard Quoroll as Independent Persons, for a term of office expiring in May 2019.

The three independent persons were appointed by the Council on the recommendation of a joint appointments panel comprising the respective monitoring officers, at that time, of Guildford, Waverley and Mole Valley Councils. The joint approach with participating Surrey councils to short-list and interview candidates and make recommendations to the respective councils for the appointment of Independent Persons was approved by this Committee on 23 July 2015.

Our Independent Persons, and others appointed elsewhere, also act in that capacity for a number of other councils in Surrey.

With their term of office ending in May 2019, the Committee is asked to approve a procedure for the appointment/re-appointment of the Council's Independent Persons similar to that

which was adopted in 2015.

Following consultation with the ten other Borough and District Councils in Surrey and Surrey County Council, the following councils have expressed a wish to participate with us in the joint appointments panel for the appointment of Independent Persons:

- Epsom & Ewell
- Mole Valley
- Reigate & Banstead
- Spelthorne
- Surrey Heath
- Waverley

Authorities are permitted to pay their Independent Persons an allowance or expenses. This Council opted in 2012 to pay only travel expenses.

Recommendation to Corporate Governance and Standards Committee:

The Committee is asked to agree:

- (1) That the Democratic Services Manager be authorised to establish a joint appointments panel with participating Surrey councils' monitoring officers so that the panel may:
 - (a) advertise for, short-list, and interview candidates and
 - (b) make recommendations to the respective councilsfor the appointment of Independent Persons under Section 28(7) of the Localism Act 2011, for a four-year term of office expiring in May 2023.
- (2) That the Independent Persons appointed by this Council be entitled to receive the same level of travelling expenses as are provided for councillors under the Scheme of Allowances for Councillors.

Reason for Recommendation:

To comply with the Council's obligations under the Localism Act 2011 in respect of ethical standards and The Local Authorities (Standing Orders) (England) (Amendment) Regulations 2015 in respect of dismissal and disciplinary arrangements for statutory officers.

1. Purpose of Report

- 1.1 The purpose of this report accords with the Committee's terms of reference, which include, amongst other things:
 - (a) to agree arrangements for the selection and interviewing of candidates for appointment as Independent Persons (including such joint arrangements with other councils as may be deemed by the Monitoring Officer to be appropriate) and to make recommendations to full Council on these appointments.
 - (b) To agree allowances and expenses for the Independent Persons

2. Background

- 2.1 The Localism Act 2011 introduced a new ethical standards regime for local government in 2012 which, amongst other things, requires the Council to seek the views of an Independent Person before it takes a decision on an allegation of misconduct by a councillor which it has decided to investigate. At Guildford, the Monitoring Officer also decides, after consultation with the Independent Person, whether a complaint merits a formal investigation. The Independent Person's views may also be sought by the Council at any other stage in a misconduct complaint, or by a councillor against whom an allegation has been made.
- 2.2 Since 2012, this Council has opted to recruit its Independent Persons jointly with other Surrey authorities. Latterly in 2015, Guildford undertook a joint appointments process with Mole Valley and Waverley.
- 2.3 This resulted in the appointment by the Council of Vivienne Cameron, Roger Pett, and Bernard Quoroll as Independent Persons, for a term of office expiring in May 2019. Following this process, our Independent Persons were also appointed in that capacity by the following councils:
- **Vivienne Cameron:** Mole Valley, Reigate & Banstead, Spelthorne, Surrey Heath, and Waverley
 - **Roger Pett:** Reigate & Banstead, Spelthorne, and Surrey Heath
 - **Bernard Quoroll:** Mole Valley, Waverley, Surrey Heath, and Surrey County Council¹
- 2.4 Two of the three of our Independent Persons have indicated informally that they would be happy to continue in this role.

3. Proposals

- 3.1 The Committee is asked to approve a procedure for the appointment/re-appointment of the Council's Independent Persons similar to that which was adopted in 2015.
- 3.2 Following consultation with the ten other Borough and District Councils in Surrey and Surrey County Council, the following councils have expressed a wish to participate with Guildford in the Joint Appointments Panel for the appointment of Independent Persons for the period May 2019 to May 2023:
- Epsom & Ewell
 - Mole Valley
 - Reigate & Banstead
 - Spelthorne
 - Surrey Heath
 - Waverley

¹ Mr Quoroll was appointed by Surrey County Council until December 2020

- 3.3 The joint arrangements will involve the placing of an advertisement simultaneously by the seven participating councils, with the respective Monitoring Officers agreeing a shortlist of candidates for interview, and agreeing which of them shall comprise the Joint Appointments Panel to interview shortlisted candidates. The panel's recommendations will then be referred to each of the participating councils so that they may consider the formal appointments, taking effect as stated above from May 2019 until May 2023.
- 3.4 Councils are permitted to remunerate appointed Independent Persons such allowance/honorarium/expenses as they consider appropriate. Guildford does not pay an allowance but does pay travelling expenses at the same level provided for councillors under the Scheme of Allowances for Councillors. It is recommended that this arrangement should continue.
- 3.5 Subject to the co-operation of the participating councils, it is envisaged that the process set out in paragraph 3.3 above should be completed well in advance of next May. An indicative timetable is set out below:

Action	By when
Committee to agree process	29 November 2018
Advertise for applications	early January 2019
Joint Appointments Panel to shortlist, interview and recommend to the participating councils suitable candidates for appointment	February/March 2019
Committee to receive details of Joint Appointments Panel's recommendations	28 March 2019
Council to consider appointments	9 April 2019
Appointments come into effect	May 2019

4. Financial Implications

- 4.1 There are no direct financial implications arising from this report as the process for the appointment of Independent Persons will be undertaken within existing budgets.

5. Legal Implications

- 5.1 In order to satisfy the very prescriptive requirements of the Act, we are required to advertise any vacancy for an Independent Person in such a manner as we consider is likely to bring it to the public's attention and those interested must submit an application.
- 5.2 In addition, the appointment of an Independent Person must be *approved by a majority of the members of the authority*. This means that any appointment must be approved by at least 25 councillors, not merely a simple majority of councillors present and voting.

6. Human Resource Implications

- 6.1 There are no direct human resource implications arising from this report as the process for the appointment of Independent Persons and the drafting of the protocol have been undertaken within existing staff resources.

7. Background Papers

None

8. Appendices

None

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Corporate Governance and Standards Committee Report

Ward(s) affected: All

Report of Director of Finance

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Date: 29 November 2018

Corporate Governance and Standards Committee Work Programme: 2018-19

Recommendation

That the Committee considers and approves its updated work programme for the remainder of the 2018-19 municipal year, as detailed in Appendix 1 to this report.

Reason for recommendations:

To allow the Committee to maintain and update its work programme.

1. Purpose of report

1.1 To enable the Committee to keep its work programme updated.

2. Updated work programme

2.1 The Committee's updated work programme for the remainder of the 2018-19 municipal year is set out in Appendix 1 to this report. The timing of the reports contained in the work programme is subject to change, in consultation with the Chairman. The items to be considered include decisions to be made by the Executive and/or full Council, with consideration of any comments or recommendations made by this Committee.

3. Financial Implications

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

4. Legal Implications

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

5. Human Resource Implications

5.1 There are no human resources implications arising directly from this report.

6. **Background Papers**

- Guildford Borough Council Forward Plan
- Corporate Management Team Forward Plan

7. **Appendices**

Appendix 1: Corporate Governance and Standards Committee work programme 2018-19

CORPORATE GOVERNANCE AND STANDARDS COMMITTEE DRAFT WORK PROGRAMME

17 January 2019

Subject	Details of decision to be taken	Decision to be taken by	Contact Officer
Treasury Management Annual Strategy Report 2019-20 and Prudential Indicators 2019-20 to 2023-24	To recommend to Council the adoption of the revised Treasury Management Strategy and prudential indicators	Executive: 22 January Council: 6 February 2019	Victoria Worsfold 01483 444834
Financial Monitoring 2017-18 Period 8 (April to November 2018)	To note the results of the Council's financial monitoring for the period April to November 2018	Corporate Governance and Standards Committee	Claire Morris 01483 444827
Annual report of the Monitoring Officer regarding misconduct allegations	(1) To note the cases dealt with; and (2) To advise the Monitoring Officer of any areas of concern upon which they would like further information and/or further work carried out.	Corporate Governance and Standards Committee	Monitoring Officer 01483 444135
Equalities Scheme Action Plan	Annual monitoring report on the implementation of the actions in the Equalities Scheme action plan approved in January 2018	Corporate Governance and Standards Committee	Lucy Richards 01483 444013
Gender Pay Gap Report 2019-20	To note Council's gender pay gap	Corporate Governance and Standards Committee	Francesca Smith 01483 444014
Freedom of Information Compliance - Annual Report 2018	To consider the update report on the Council's performance in dealing with Freedom of Information requests.	Corporate Governance and Standards Committee	Ciaran Ward 01483 444072

CORPORATE GOVERNANCE AND STANDARDS COMMITTEE DRAFT WORK PROGRAMME

28 March 2019

Agenda item number: 11

Subject	Details of decision to be taken	Decision to be taken by	Contact Officer
Discussions with those charged with governance	To agree the Committee's response to the external auditor's audit plan	Corporate Governance and Standards Committee	Claire Morris 01483 444827
External Audit Plan and Audit Update 2018-19	To approve the external audit plan for 2018-19, and to note the content of the External Auditor's update report and make any appropriate comments.	Corporate Governance and Standards Committee	Claire Morris 01483 444827
Financial Monitoring 2018-19 Period 10 (April 2018 to January 2019)	To note the results of the Council's financial monitoring for the period April 2018 to January 2019	Corporate Governance and Standards Committee	Claire Morris 01483 444827
Appointment of independent members of the Corporate Governance and Standards Committee 2019-2023	To consider recommendations of the Panel comprising the chairman of the Committee, the Monitoring Officer and the Director of Finance for appointment of up to three Independent Members of the Corporate Governance and Standards Committee for the period 2019-2023.	Council: 9 April 2019	John Armstrong 01483 444102
*Appointment of Independent Persons 2019-2023	To consider recommendations of the Joint Appointments Panel for appointment of Independent Persons under section 28 of the Localism Act 2011 for the period 2019-2023.	Council: 9 April 2019	John Armstrong 01483 444102
*Review of Protocol on Councillor/Officer Relations	To consider recommendations of the task group appointed by the Committee to review the Protocol	Council: 9 April 2019	John Armstrong 01483 444102

*subject to the Committee's approval of the proposals at the 29 November meeting