



Woking Borough Council

Teams

The Council's vision **Towards Tomorrow Today** is supported by a statement of intent comprising of three key thematic areas: **People, Place and Us**.

This document gives a brief outline of the main responsibilities of each team within each key area.

PEOPLE

A Healthy, Inclusive and Engaged Community

We will improve the health and wellbeing of our community, by:

- working with partners to raise personal health standards with particular focus on mental health, alcohol, obesity and smoking;
- encouraging through a clear dialogue with those who are able, to take responsibility and self serve, while helping, with partner organisations (including the Voluntary, Community and Faith Sector), those less able; and
- promoting recreational opportunities for all sections of the community.

Home Independence

Homelink

Homelink, the Council's Home Improvement Agency, provides an advice service for older, disabled and vulnerable residents helping them to stay safe, secure and independent in their own home for longer. It supports homeowners and private tenants to repair or adapt their homes in order to meet their changing needs. Homelink offers help to identify the improvements needed, advice on how to pay for the work including help with applying for grants, loans and other forms of financial assistance, benefit checks to see whether clients are entitled to further financial help. Adaptations are varied and include level access showers, stair lifts, extensions and ramps. Repairs include rewiring, plumbing and central heating.

The team is responsible for administering the Council's statutory requirements in respect of Disabled Facility Grants to assist disabled residents fund essential aids and adaptations to their homes. The Council also funds a number of additional discretionary grants targeting being safe at home, warm at home and Palliative Care.

Homelink also offers a Handyperson service which carries out small repairs, odd jobs and minor adaptations to the homes of older, disabled or vulnerable residents. The Handyperson can provide minor aids and adaptations like handrails and grab rails, essential repairs like fixing leaks, fitting smoke alarms, sealing baths. Home security improvements include advice and installation of key safes, door chains and locks.

Careline

Careline is an emergency alarm service that allows Woking residents to live independently in their own home but who need the reassurance that help is available when needed. The team install and maintain the alarm equipment and Telecare sensors (e.g. smoke, heat and falls detectors, pill dispensers, bed and chair sensors, wander alerts) that all link through to and are monitored by a 24/7, 365 days monitoring centre. A GPS tracking service is also available.

Housing Standards

Poor housing directly affects resident's health and well-being, and improving standards in private housing is key to supporting a healthy community. The team focusses on improving existing housing in the private rented sector and enforcing housing conditions so that private tenants live in decent and safe accommodation.

Housing Strategy and Enabling

The team works to maximise the number of affordable homes available for residents in the private rented sector as well as through housing associations. This is achieved by ensuring that affordable housing is delivered through housing developments, empty homes are brought back to use, and a range of schemes are available to support residents in private rented accommodation.

PFI (Private Finance Initiative)

The PFI Project team is a section of the Housing Service, aimed at securing a large amount of private money which can be used to build new homes which can be let at affordable rents. This is one of Woking Borough Council's highest priorities and "Priority Homes – Putting Affordable Housing First" is a Housing Private Finance Initiative (PFI). The team are currently managing a contract between the Council and a private sector partner called Evolution which will design and build, and, for 25 years, manage and maintain 224 social rented homes on a greenfield site, known as Moor Lane, in South Woking.

Housing Needs

The Housing Needs Team provides a comprehensive Housing Advice and Options (Prevention of Homelessness) service, including a Floating Support service, together with an assessment service for those who are homeless or face homelessness. The Team arranges B&B and temporary accommodation in an emergency where a re-housing obligation is owed. The team uses a range of housing options to prevent homelessness including mediation, negotiation, home visits and rent bond schemes. It also deals with complaints of harassment and illegal eviction, investigating and making decisions on homelessness applications. The Floating Support Officers provide housing support to local residents across all tenures, including those who are vulnerable in order to prevent homelessness and help people remain in their home wherever possible. The Team also consists of Housing Registration and Allocations, which registers and allocates to applicants seeking affordable housing (mainly social rented housing); and Thamesway Housing. The Team carries out home visits to assess and verify applications, provides specialist panels to consider applicants with housing and support needs and undertakes joint working with our partner agencies such as Adult Social Care in order to provide the best possible outcome for applicants. Vacant Council or Housing Association properties, including Thamesway Housing properties, in the Borough, are advertised for letting through Hometrak, the Council's "Choice Based Lettings" scheme. Applicants can bid for properties either online or by telephone. The Housing Needs Team now includes the Home Support Team which provides a support service to the Council's tenants in its Sheltered and Supported Schemes.

Centres for the Community

Parkview in Sheerwater

St Mary's in Byfleet

Moorcroft in Westfield

The Vyne in Knaphill

There are four Centres for the Community across the Borough that provide the local community an extensive range of leisure and recreational activities, events, outings and classes during the day, via a very reasonably charged annual membership. Lunches, snacks and beverages are available 5 days per week, and hairdressing, assisted bathing, foot care, and transport is available for those attending who have care needs.

The Services and Centres are accessible to all ages. We have a youth club at the Vyne along with Our Centres for the Community, they are adapted and equipped to support people with additional needs. They are serviced by Bustler Dial-A-Ride, which provides an assisted, door-to-door transport service. Referrals come from a number of areas including, Adult Social Care, families and friends, plus self-referral. They do not need to be referred to a Centre for the Community to use the services on offer they can simply drop-in to enjoy the food, company and activities.

We also have a Well Being Centre located at the Vyne Community Centre in Knaphill which provides Dementia Services including carer support and activities for those under the age of 65 with early onset dementia.

The Well Being Centre also acts an information centre for our partners to host drop-in clinics such as Carer Support, Adult Social Care, CAB drop-ins and may more.

All sites can be hired in the evenings and weekends for private use, such as birthday celebrations and weddings. Private businesses also hire the centres to deliver their leisure and recreational activities. Community and residential groups also hire the venues to host their meetings and local information events.

Family Support Programme

We work in partnership with families with complex and multiple needs. The programme uses a holistic, whole family approach to support families and build on their strengths while helping them to overcome some of the obstacles in their lives. Families either self refer or are referred with consent by an agency that they are working with. The criteria for families being accepted onto the programme are: Parenting concerns, children or young people who have poor school attendance or behavioural difficulties, domestic abuse, health or mental health issues, anti-social behaviour or offending and working age adults or young people who are in receipt of unemployment benefits. We are creative and go the extra mile to make a difference and help families to be safe, valued and independent within their community. We also oversee the re-settlement of refugee families within the Borough under the Vulnerable Person Relocation Scheme.

Community Meals Service

A service to help people maintain their independence at home either short term to assist or aid recovery or long term for people who are unable to reheat a frozen meal or unaware of the need to eat. The customer or anyone involved in their care can make a referral.

A delivery of a hot, two course meal is made between 11.15 am and 1.45 pm on days as required but every day of the year if needed. A cold tea time meal, if required, can be delivered at the same time for use later in the day. A lunch time meal and coffee bar service is provided Monday to Friday for customers at Brockhill, Moorcroft, St Marys and the Vyne.

Brockhill

Is a purpose built Extra Care sheltered housing scheme in Woking that has 49 flats for Woking Residents. As well as providing Extra Care services for those who need this support, tenants are able to access lunch time meals, assisted baths, chiropody, hairdressing, Church Services, monthly Library Direct visits and enjoy social activities, outings and events. There is a Day Care facility at Brockhill also with transport available to enable disabled or frail and independent Woking residents to attend.

Leisure and Cultural Development

Officers working directly with residents to promote and develop programmes of cultural and community activities.

Community Safety

Responsibility to work with partners to enhance community safety. Regular forums to discuss proposals for area based improvements or interventions with individuals.

Community Engagement

Officers working to support individuals and community groups to increase engagement and confidence.

PLACE

An Enterprising, Vibrant and Sustainable Place

We will help to create a sustainable community which has a strong identity and is a place where people want to be, by:

- maintaining a high quality natural environment where resources are used wisely and biodiversity is conserved;
- creating a high quality built environment which meets local needs, and enables an enterprising culture to flourish and the local economy to prosper; and
- providing, in collaboration with partners, the physical and electronic infrastructure to enable efficient and integrated travel and to support high quality electronic services.

Environmental Health

The Environmental Health Service protects and improves public health and safety, including; food hygiene, health and safety at work, infectious disease, dog control / animal welfare, pest control and environmental pollution.

Contracts and Project Support Team

Responsible for delivering a range of environmental service contracts and projects including; household waste and recycling collections, bus shelter provision and the removal of abandoned vehicles.

Parking Services (and civil enforcement)

Team responsible for on and off street parking services across the Borough. Managing over 4,000 off street spaces, 3 controlled parking Zones and yellow line restrictions as agents of Surrey County Council.

Neighbourhood

Woking Borough Council has a team of Officers who deal with a wide range of issues and are committed to improving the environment and making the Borough a better place in which we can all live and work. Single point of contact to report problems such as litter, fly-tipping, graffiti, abandoned cars, public conveniences, waste, recycling and horticultural issues.

Green Infrastructure

Street Naming and Numbering / Local Land & Property Gazetteer

The Local Land & Property Gazetteer (LLPG) is the Council's official list of land and property within the Borough. The gazetteer is the central address feed into other software within the Council and externally.

Geographic Information Systems (GIS)

Responsibility for the strategic lead and development, coordination and management of the Council's GIS and geographic information.

UNI-form

Responsibility for providing user support and training, maintaining and developing the Council's UNI-form system.

Climate Change and Sustainability

Developing and monitoring Woking 2050, the Council's Climate Change Strategy, and coordinating projects that contribute to its key objectives. Woking 2050 looks at our whole way of living and how it can influence our environment. Key responsibilities include embedding climate change and sustainability practices within Council business and promoting sustainability internally and externally.

Providing support to Woking Local Action 21, a long established community-led initiative proactively promoting environmental and sustainability issues in the Borough.

Biodiversity and Green Spaces

Developing and implementing the principles of the Natural Woking strategy, the Council's biodiversity and green infrastructure strategy, and supporting guidance. This seeks positive outcomes for habitats and people - by enhancing provision and accessibility to green spaces, conserving appropriate existing biodiversity and habitats, and creating opportunities for species to return to the Borough.

Working in partnership with key partners and agencies, to manage, develop and promote the Council's green spaces for the benefit of local communities and visitors.

Leads the proactive 'Favourable Conservation Status' series of projects, each supporting an endangered or at risk species in the Borough to ensure it can thrive.

The team provides arboricultural advice to inform development schemes and their appraisal, corporate projects and in response to public enquiries.

Grounds Maintenance/Street care

Management of all Woking Borough Council interest grounds including parks and countryside. Street cleansing and environmental maintenance services provided with our service partner, Serco.

Flood Risk and Drainage

Responsible for the ongoing maintenance of all Woking Borough Council interest watercourses and ditch systems. Design and project management of flood alleviation measures working with partners.

Town Engineering and Projects

Responsible for the management of the Town Centre infrastructure and project work across the Borough.

Planning Services

Building Control

Building Control ensures that buildings are constructed to the standards in the Building Regulations to be Safe, Accessible and Healthy. They also deal with Dangerous Structures and Demolitions.

Business Support

Business Support provides administrative support and customer service for Building Control, Development Management and Planning Policy.

Development Management

Development Management is responsible for processing planning applications and applications for works to listed buildings and protected trees as well as enforcing against unauthorised development and works.

Planning Policy

Planning Policy develops, interpret and defend planning policy to facilitate the delivery of the aims and objectives of the Council. It assists local communities in preparing Neighbourhood Plans. It undertakes evidence base and community involvement to underpin planning policies. It monitors developer contributions to help provide infrastructure to support development.

Asset Management

Estates Services

The team manages the Council's commercial estate in order to generate income for the Authority. The team contributes and represents WBC within the Woking Shopping joint venture. They are responsible for new acquisitions, lease renewals, rent reviews, safety inspections, debt recovery and identifying and managing improvements to the commercial estate.

Separately the team administers the 'right to buy' process with new vision homes for council tenants. In addition, the strategic asset manager oversees and manages major improvements and the creation of new strategic assets, including Brookwood cemetery, Woking Palace and Hoe Valley School.

Building Services

Building Surveying Team

The emphasis of the building surveying team is one of project management & commissioning, together with some feasibility & options appraisal. There is an emphasis upon budget management & contract management.

Engineering Services Team

The enhanced Engineering Services (Mechanical & Electrical) provides a combination of reactive engineering maintenance together with proactive and planned M & E maintenance & design M & E services, with maintenance schedules.

Housestaff

The Housestaff are responsible for security within the Civic Offices, access control, CCTV and alarm functions. They also provide support for Civic Functions and Council meetings as well as dealing with day to day deliveries and movement of items around the building.

Business Liaison

H.G. Wells

The H.G.Wells Conference & Events Centre team manage the sales & operations for all types of events including corporate meetings & conferences, concerts, dinners, exhibitions, community events, private parties and weddings and is a revenue generating business for Woking Borough Council.

Business Liaison

The ultimate aim of the team is to enhance the vitality and image of Woking as a place, helping to create jobs, and attract new business and people to our Borough.

Stakeholder Engagement and Research

Stakeholder Engagement and Research has responsibility for community development, which involves carrying out projects such as Celebrate Woking and Wells in Woking that lead to more cohesive communities in the Borough, consultations and research and performance management.

US

An Innovative, Proactive and Effective Council

We will look ahead and along with our partners seek opportunities to shape and improve the services provided to the community, by:

- communicating well, listening to the community and working with others to deliver services efficiently and effectively;
- developing the skills and behaviours of our staff and making the best use of resources (money, people, assets) to deliver services;
- giving clear messages about the boundaries within which we expect our staff to work, encouraging them to take ownership and empowering them to take measured risks when taking action or making decisions within those boundaries.

Human Resources

Human Resources (HR) is focused on activities relating to employees. These activities normally include recruiting and hiring of new employees, orientation and training of current employees, employee pay and benefits, policy development and retention.

Health & Safety & Insurance Services

The responsibilities of the team include corporate policies and training, maintaining the Health and Safety Committee and insurance related matters. Monitoring the H & S Audit programme implementation and raising H & S profile corporately. Risk management monitoring and risk mitigation strategies corporately and within the construction related aspects of the Council.

Equalities

Ensures that the organisation fulfils its obligations under equality legislation in terms of its role as a service provider, employer and member of the local community. Advice and assistance is given to Councillors and employees on equality related matters.

Democratic and Legal Services

Legal Services

The Legal Services team are responsible for all in house legal advice to the Council.

Democratic Services

Democratic Services manage the Committees of the Council, and provide support for the Borough Councillors, the Mayor and Deputy Mayor, and Corporate Management Group. Other services provided include funding for the voluntary sector, civic events, and Town Twinning.

Electoral Registration and Elections

The Electoral Services team administrates all aspects of local and national elections and referendums within Woking, including postal voting, recruiting and training staff for polling stations and publicity. The team also compiles the Electoral Register. The team also provides the corporate post service.

Marketing Communications

Marketing Communications has overall responsibility for all internal and external communications activities to ensure businesses, residents and employees are kept abreast of Council-related news. They manage the reputation of Woking Borough Council, deliver key publications and work closely with colleagues to develop and manage marketing and promotional campaigns through various communications channels.

Licensing

Granting, monitoring and enforcement of all licenses for sale of alcohol, late night refreshment and regulated entertainment. Grant of licenses for gambling premises (e.g. Bookmakers, bingo, arcades) including permits for AWP (fruit) machines and lotteries. Issuing and enforcement of all licenses governing taxi/private hire drivers, vehicles and Operators.

Financial Services

Financial Services

This team is responsible for financial and management accounting, treasury management, administration of the systems for the payment of suppliers and the invoicing and collection of sundry debts and for liaison with external audit.

Internal Audit Service

Delivered through an outsourced contract, Internal audit advises the organisation on whether its arrangements for maintaining risk management processes, control systems, accounting records and governance are in place and operating properly.

Revenues, Benefits and Customer Services

Benefits

This team is responsible for the administration of Housing Benefit and Council Tax Support Claims. This provides financial support to help pay claimants rent and Council Tax.

Business Rates

This team is responsible for the billing and collection of Business rate for all business rated properties within the borough.

Council Tax

This team is responsible for the billing and collection of Council Tax for all domestic properties within the borough.

Customer Services

This team is responsible the first point of contact for all customer coming into the Civic office and telephone the Council's Contact Centre. They also staff with the Cash office which takes payments for Council services.

Information Technology

Infrastructure Support

Manages the ICT Service desk to provide the first contact point for ICT issues. Supports the network and network access security, telephony service, servers and data storage

Application Support

Implements and supports IT applications, analysing the data requirements for implementation, migration and interfacing between systems and supports our web sites and web based systems.

Business Process Review

Reviews the processes and procedures within Business areas, to recommend where automating or redesigning procedures can streamline activities and improve productivity and assists with the implementation of 'workflow' solutions.

Project Support

Project Support is responsible for ensuring that all projects within the Council are initiated, executed and closed in a consistent and structured manner. This includes guiding staff on how to develop a robust business case for each project as well as defining and managing the route through which all projects are authorised. Additional tasks include advising in the development of project risk and issue registers, budget forecasts and benefits realisation. The PSO is also responsible for running quarterly project performance reports to ensure that all projects and being managed as effectively as possible.

Commercial Team

Contract Management

Housing Maintenance, Rents and Tenant and Leaseholder services are all delivered via New Vision Homes. New Vision Homes provide housing management, block cleaning, repairs and major works service to over 4800 tenants and leaseholders of Woking Borough Council. The stock is retained by the Council, and New Vision Homes acts as a managing agent. The service is overseen for the Council by the Corporate Client Manager and Support Officer.

Commercial Unit

The Commercial Unit project enables the Council to address financial challenges through taking a more coordinated approach to supplier relationships and procurement activity. The Commercial Unit are able to assist all colleagues with procurement exercises, supplier negotiation, spending reviews, and demand management.

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