**Wokingham Borough Council and WBC (Holdings) Ltd and Subsidiaries**

**INSURANCE TENDER**

**Property, Liability, Claims Handling, Crime, Motor Fleet, Motor ULR & Motor Legal Expenses, Group Personal Accident & Travel, excluding Broker Services or submissions via Broker**

CONTRACT INCEPTION DATE: 30th June 2018

CONTRACT NOTICE: 2017/S 244-509740

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Date of Preparation: December 2017

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**Introduction**

We are seeking tender submissions for annual policies, which commence on **30th June 2018** in the name of:-

Wokingham Borough Council and WBC (Holdings) Ltd and Subsidiaries

Civic Offices

Shute End

Wokingham

RG40 1BN

**Additional Insured Interests**

Wokingham Borough Council and WBC (Holdings) Ltd and Subsidiaries

You are invited to submit bids for all or any individual class of insurance.

Please note in particular:-

* A full copy of the policy documentation must be provided with the quotation and original policy documentation must be issued within 14 days of cover commencing.
* Certificates and To Whom It May Concern letters to be supplied immediately on appointment.
* Relevant background information for tenderers, including details of the Authority's risk management programme

**Instruction for Tendering**

**Tender Timetable**

(with the exception of the final date, these are target dates and may be subject to change)

|  |  |
| --- | --- |
| **Activity** | **Deadline** |
| Tender Commencement (OJEU Notice Registered) | 18th December 2017 |
| Last date for submission of questions | 25th January 2018 (5 pm) |
| Deadline for return of tenders | 5th February 2018 (12 noon) |
| Clarification Period | 5th February onwards |
| Intention to Award | 8th May 2018 |
| Award of contract | 21st May 2018 |
| Contract inception | 30th June 2018 |

**General**

Please read all the sections of this invitation to Tender to understand fully the Authority's requirements.

You are invited to submit bids for all or any individual class of insurance.

**Long Term Agreements**

The Authority is looking for tenders based upon a Long Term Agreement of **5 years plus 2 years**

The Long Term Agreement shall contain a break clause in the event of any significant changes to the Authority introduced by Central Government or other bodies that would make the continuance of the Long Term Agreement unsuitable for the Authority.

In the event of an intended break in the Long Term Agreement the insurer must provide the Authority with 6 months’ notice to enable the Authority to procure a suitable alternative. Please advise within your Tender Specification if this cannot be complied with.

The Authority allows a successful Tender to transfer the insurance policies placed as a result of this Tender to another insurer during the term of the LTA provided that the new insurer is in the same ultimate ownership as the original one, the insurer credit rating is not adversely affected and the terms and conditions of the insurance remain the same.

**Tender Return Deadline**

All tenders must be received no later than 5th February 2018 (12 noon)

**Tender Return**

All tenders must be returned with 2 hard copies and 1 electronic copy via USB.

**The return label in Appendix 5 must be used.**

**Enquiries**

If you have any queries about the content of this Invitation to Tender, please contact JLT

The Council’s retained Insurance brokers are JLT Specialty Limited and their account contacts are

|  |  |
| --- | --- |
| **Names** | **Contacts** |
| **Hayley Adams** |  |
| Email Address: | [Hayley\_adams@jltgroup.com](mailto:Hayley_adams@jltgroup.com) |
| **Melissa Cox** |  |
| Email Address: | [melissa\_cox@jltgroup.com](mailto:melissa_cox@jltgroup.com) |

The final date for submitting any queries is 25th January 2018 (5 pm) Please note that any queries received after this date will not be answered.

All premiums must be quoted net of commission but including 3.5% MSA to JLT .

**Contents of your tender**

Your tender must contain the following information:

* Contract certain insurance quotations.
* Confirmation that you are able to provide the cover as specified within this document. Where there are variations in the cover being offered this should be specifically highlighted.
* Where you are quoting for more than one Lot, you must ensure that quotations provided are on a standalone basis. **Please note that no points are available for package discounts.** Any Long Term Agreement discounts must also be made clear in your pricing schedule. Failure to provide your quotation on the basis outlined above may render your submission void.
* If your bid for a specific Lot is utilising other insurers/suppliers then please detail specifically how Long Term agreements would operate within the Lot that is being considered and specifically whether those Long Term Agreements are independent to each other.
* Complete Insurers Quotations
* All policy documents
* Please note this exercise is being conducted under the Open procedure It is the responsibility of all bidders to ensure that all information is included within their submission. Evaluation will be based upon documentation received from each bidder. If information is omitted from your quotation this will not be taken into account.
* All Council Questionnaires shown in Appendix 4 – parts 1 to 6. Please note the full completion of these documents is compulsory and any missed or incomplete documents may leave to the bid being disqualified.
* **Tenders must be returned in packaging using only the council’s Tender Return Label shown in Appendix 5.**

**Further Steps**

The Authority reserves the right to ask bidders to clarify or explain any aspects of their tenders. This may include presentations to the Authority. Note that any presentations will not be scored independently; they are merely an option that the Authority may utilise to assist them in reaching a properly informed evaluation.

**Alterations**

You may not alter any of the documents

**Incomplete Tender**

Tenders may be rejected if the complete information requested is not given at the time of tendering. Where discounts are referred to but not specified, this may be deemed as an incomplete tender since insufficient information will be available to undertake the evaluation.

**Acceptance of Tenders**

By issuing this invitation the Authority is not bound in any way and does not have to accept the lowest or any tender.

**Period for which the Tenders shall remain valid**

Unless otherwise stated by the tenderer, until the inception date.

**Amendment to the Tender Documents**

The Authority reserves the right to amend the enclosed tender documents at any time prior to the deadline for receipts of tenders. Any such amendment will be numbered, dated and issued by **JLT Public Sector - UK Retail / Council** in respect of all Lots. Where amendments are significant, the Authority may at its discretion extend the deadline for receipt of tenders.

**Inducements**

Offering an inducement of any kind in relation to obtaining this or any other contract with the Authority will disqualify your tender from being considered and may constitute a criminal offence.

**Collusion**

Please note that if you collude with any other supplier so that one of you does not submit a bid or restricts your prices, you will be disqualified from the tender process.

**Cost and Expenses**

You will not be entitled to claim from the Authority any costs or expenses that you may incur in preparing your tender whether or not your tender is successful.

**Confidentiality**

All information supplied by the Authority to you must be treated in confidence and not disclosed to third parties except insofar as this is necessary to obtain sureties or quotations for the purposes of submitting the tender. All information supplied by you to the Authority will similarly be treated in confidence except as required by law, e.g. Freedom of Information Act 2000.

**Award Criteria**

Each Tender submission will be evaluated as detailed below.

|  |  |  |
| --- | --- | --- |
| **Activity** | **Title** | **Activity** |
| **1** | **Selection Stage** | Validity – This is to ensure that all Tender received are valid and in accordance with the Instructions for Tendering  Completeness: A complete Tender shall include all documents required in accordance with the Instructions to Tenderers. Incomplete Tenders may result in your submission being excluded  Capability – this is to ensure that the Tenderers can meet the minimum requirements required of this procurement process. Failure to pass this stage will mean the tender submission will not be evaluated.  This stage includes:   1. Insurer Rating 2. Financial checks 3. Any Council Questionnaires shown in Appendix 4 – parts 1 to 6. |
| **2** | **Detailed Consideration of Tender Submission** | Consideration of Tenders to determine the Most Economically Advantageous Tender (MEAT) to the Council in terms of price and quality. In accordance with Section 5 of the Public Contracts Regulations 2015, the criteria and weightings for the award criteria are set out at the rear of each Lot |
| **3** | **Notification of Award Process** | All bidders will receive Intention to Award Letters following the completion of the Detailed consideration of the Tender submission and the 10 day ALCATEL period |

**Activity 1 – Selection Stage**

1. **Insurer Rating**

All insurers must provide evidence that they are at least “A” rated by Standard and Poor's or equivalent otherwise their submission will be automatically rejected. Please note if the rating of the insurer drops below the acceptable minimum standard during the life of the contract, the authority can make alternative arrangements at their own discretion.

1. **Financial Checks**

The Authority may obtain financial information through credit checks concerning the Tenderers. The Authority reserves the right to request further financial information from the Tenderer after the submission deadline.

1. **Council Requirements**

All Council Questionnaires shown in Appendix 4 – parts 1 to 6. Please note the full completion of these documents is compulsory and any missed or incomplete documents may leave to the bid being disqualified..

**Activity 2 - Detailed Consideration of Tender Submission**

* The award criteria are set out at the rear of each Lot. They comprise both Financial (price) and Non-Financial (policy cover, claims service, risk management & administration and added value) criteria.
* Please ensure you respond to each element of the evaluation criteria for each Lot you submit.
* Each Contractor will be awarded a score out of 1000 for each Lot.
* The Authority will award each Lot individually
* The Council may require the successful Tenderers to be available for a detailed clarification meeting to discuss their bid.
* The Council reserves the right not to award the Contract to the lowest bid or any Contractor, reserving also the right to accept the same in whole or in part.
* The Council reserves the right to ‘disqualify’ any bidder that the Council judges upon investigation and at its absolute discretion to be incapable of fulfilling the contract requirements of a particular Lot.
* The Council reserves the right to ‘disqualify’ any bid that is ‘qualified’ or tries to change the terms on which the bid is submitted.
* The Council reserves the right not to award the Contract to any bidder if an unacceptable change in circumstances during the procurement process.
* The Council will award the Contract in accordance with the Public Contracts Regulations 2015

**Activity 3 - Notification of Contract Award Process**

When the Council has evaluated the bids, it will issue Intention to award letters to all bidders in respect of the Lots for which they have submitted a tender.

Acceptance of the Tender by the Council shall be in writing and shall be communicated to the bidder. Upon such acceptance the Contract shall thereby be constituted and become binding on both parties and, notwithstanding that, the bidder shall upon request of the Council enter into an agreed formal contract.

Tenderers should not undertake work without first having received a letter of intent or written notification that they have been awarded the contract and are required to start work. Contract documents will be prepared and issued for execution as soon as possible thereafter.

**21st Century Council**

The public sector is going through unprecedented change since the Global Financial Crisis and the introduction of a fiscal austerity programme by the UK Government in 2010. Local Authorities have been very much at the centre of the austerity programme, bearing a greater share of financial savings than any other part of the public sector. This has left councils with the choice as to whether to cut back on their ambitions for their communities and the level of services they offer them, or to innovate in what they do and the way they go about their business in order, as far as possible, to meet community needs and aspirations.

In considering the options available to the Council, it needs to be recognised that advances in technology and changes in customer and resident behaviour mean different forms of service delivery organisation are now possible that were not deliverable five to ten years ago. Many of these have started to be successfully exploited by the business sector, such as retailers and banks, and also by central government, for example the DVLA. However, to exploit them to their full potential, the key lesson from the business sector is that they cannot be successfully bolted on to existing business models and service delivery. Instead, the whole business and operating model needs to be reviewed and transformed if the full benefits are to be realised for the organisation and the customer.

​The 21st Century Council Programme brings together a number of areas of work, all of which are focused on providing our services to the highest quality and in the most efficient way we can. It involves changing the way we work and the way we are organised to deliver these services – completely reshaping the Council.

Some of the current workstreams are as follows.

**Health and Social Care Integration**

We have joint health and social care teams operating from The Forge and managed by the Health Service. Work is underway with the Clinical Commissioning Group to develop Neighbourhood Clusters which will see health, social care and local health teams co-located in neighbourhoods. They will be better placed to address the needs of individuals closer to their homes and much earlier in the process. The Council now largely commissions services rather than provides them.

**Shared Services**

We continue to work with our Berkshire colleagues and others to identify further opportunities. We already have a number of shared services including legal, audit, environmental health, building control and property services. Most of these are hosted by us (i.e. WBC employs the staff involved) although not all.

**Smart working**

Significant savings have already been achieved in changing the way we use our office accommodation and we all now work much more flexibly and productively. We will continue to review this to see if we can build upon the increasing opportunities offered by IT to improve flexibility and efficiency in the way we work.

**Assets programme**

Building on from smart working we’ve started to review how we use our many property assets. The area reviews will identify assets we can dispose of and / or transfer. This will give us both capital receipts to help fund the capital programme but also, of course, day to day savings in running costs.

**Income generation**

We’ve set up seven traded companies and our two main council-owned companies are Optalis and Wokingham Housing Limited. These offer the opportunity not only to provide our services in a cost effective way (Optalis is now the employer of much of our former adult social care staff), but also the possibility of securing an income stream for the Council which in turn can be used to help fund other services. More opportunities will exist for further companies to be formed or other such initiatives such as income generation through sponsorship and advertising.

**Enhanced Customer Programme**

Improvements in the way we engage our customers together with cost savings, have already been secured through our customer programme. We’re building on these as we widen and deepen this work and we reshape more of our service areas around the customer journey.

**21st Century Council - Principles**Article Image

​We will organise our services with an ever increasing focus around the customer journey rather than the current traditional service directorates or teams. We want to ensure services are slicker too and we will achieve this by ensuring customers have access to the right people, with the right knowledge and understanding at the right time. Services will be delivered in way that is significantly faster and more cost effective than in the past.

**Principles**

Services will be reshaped around the following principles.

**Customer enabling**

Demands for our services are increasing and we will find new ways to manage this. We will promote self-care by helping customers meet their own needs through community support and technology. We will we build on our strengths and assets that are already working well in our community.

**Customer self-service**

We will work to ensure the maximum amount of information is available on our website and our customers can also do as many of their transactions online as they can for example, things they need to apply and / or pay for or, report.

This will be backed up by seamless processes that follow the ‘one touch and done’ principle. Customers will be able to track progress of their queries online and find information designed for them via a new ‘your account’ functionality. All our processes will be lean, digitised and e-enabled and to ensure we offer resolution at first point of contact we will ensure our systems and process are seamless – the customer doesn’t see the join between us and the contractor – but just gets one touch resolution.

We are also reviewing the way customers can contact and transact with us, because some transactions have a much higher cost than others.

**Focused customer case work**

Where queries cannot be dealt with via the website we will need to deal with both straightforward and more complex queries and cases in the smartest way we can. We will deal with the majority of questions and requests at first point of contact without passing them onto someone else to deal with. This is already being achieved for some queries as part of the existing Customer Programme.

Where this is not ‘doable’ – for instance where queries or applications are more complex – we will hold and manage these for the customer in ways that not only keep the customer up-to-date with what is going on but also allows the processing of those cases to be quicker and smarter.

We are also considering whether some of this customer case work might be better carried out closer to the customer in their own community.

**Specialists**

Our specialists / professional teams will be free to remain focused in their specialism / profession such as children’s social care, housing, planning, finance, legal, audit/ivestigations etc. Therefore, by ensuring our customer case work is right, customers will be better informed and will enjoy a better experience.  Our specialists / professionals will therefore be able to deal with greater volumes of work needing their professional expertise.

**Commissioning**

Increasing elements of the Council’s work will be commissioned services rather than being provided directly. We are continuing to explore new and more efficient ways of doing this.  This includes our major contracts such as waste collection and grounds maintenance and, ultimately, most of our adult social care services.

We will continually scrutinise carefully for quality control and cost effectiveness those services we commission. We will also need customers to be able to interact with our commissioned services in a seamless way. In addition, we will be systematically examining all of the services we provide directly, asking questions about whether we are the right provider, or whether there is a better way of getting services delivered to our residents.

**Future Model**

The principles are based around a model used by Ignite, the consultancy company we are working with to help us reshape the council. It has worked with Eastbourne Council amongst others.

The council’s structure is considered below. This reflects the situation up to July 2017 (for Support/Business Services – which have been through the first phase of the C21C reshaping programme) and up to approximately April 2018 for all other services (e.g. Environment, Adults, Children – which are currently undergoing tranches 1 and 2 of the second phase of the C21C programme).

The council will look fundamentally different in the 2018 financial year as the reshaped authority settles down.

**General Information on Wokingham Borough Council**

Wokingham Borough consists of 17 parishes and towns, each with their own distinctive character.

The borough offers an excellent quality of life, with great job opportunities, top class schools and an attractive local environment. These positive features of the borough not only make it a great place to live but also attract leading edge businesses and highly skilled workers.

**Facts and figures**

**Area:** 18,000 hectares (approximately 44,500 acres)

**Population:** 160,400 (Office for National Statistics 2015)

**Total electorate:** 123,005 (as of May 2, 2017)

**Number of households:** 65,818 (as of April 1, 2017)



**The local economy**

The local economy is dominated by the IT, communications and finance sectors. Major international companies, including Oracle, Microsoft and Amec Foster Wheeler as well as parts of Reading University are located within the borough. Businesses are attracted by the good quality environment, high achieving schools, a highly skilled workforce and excellent transport links to London, Heathrow, Gatwick and the motorway networks.

**Skills and employment**

The percentage of working age people claiming out‐of‐work benefits in the Wokingham Borough in March 2017 was 0.6%, significantly lower than levels for the South East (1.2%) and UK overall (2 %).

**Education**

The borough has a well‐qualified resident workforce. 87% of the population is qualified to at least NVQ Level 2 (NOMIS); well above the regional average and higher than any other South East local authority area. Wokingham Borough’s well qualified and educated workforce supports the emerging knowledge economy sector. The area also enjoys similar advantages at NVQ Levels 3 and 4.

The borough’s schools are high achieving, with results regularly placing the local authority among the top in the country in performance tables.

**Housing**

The long‐term plan to provide £350 million worth of new and improved infrastructure and facilities along with more than 10,000 homes in carefully planned major developments is taking shape. Some of the homes have already been built and two new schools (one secondary and one primary) have already opened. During the next few years’ new schools will open along with new roads, shops, sports centres, nature parks and community centres. The borough offers an excellent quality of life, with great job opportunities, excelling schools and an attractive local environment.

**Current political make‐up**

There are 25 wards within the Wokingham Borough represented by 54 councillors on the

Borough Council.

The Council currently has a Conservative administration.

**Conservative** 45 seats

**Liberal Democrat** 7 seats

**Independent** 1 seat

**Labour** 1 seat

**Authority Services and Structure**

The following subsidiary companies shall be deemed to form part of the Public Authority

* WBC (Holdings) Ltd and Subsidiaries

**Business Description**

The usual activities of the insured as a Unitary Council

**Key Services within the Authority**

The functions of the Authority are those normally associated with a Unitary authority and include:-

|  |  |  |  |
| --- | --- | --- | --- |
| **Service / Function** | **Currently Undertaken (Y/N)** | **Delivery Partner** | **Date Transferred in/out** |
| **Airside Activities** | **No** |  |  |
| **Building Control** | **Yes** |  |  |
| **Education** | **Yes** |  |  |
| **Environmental Health** | **Yes** | **West Berkshire Council** | **1st April 2012** |
| **Cemeteries and Crematoriums** | **Yes** |  |  |
| **Commercial Properties / Industrial premises portfolio management** | **Yes** |  |  |
| **Elections** | **Yes** |  |  |
| **Finance / Administration** | **Yes** |  |  |
| **Highways** | **Yes** | **Various** |  |
| **Housing Services** | **Yes** | **Reading Borough Council (reactive housing maintenance)** |  |
| **Land Changes Searches** | **Yes** |  |  |
| **Leisure Centres** | **Yes** | **1Life Management Solutions Ltd** | **1st April 1999** |
| **Licensing** | **Yes** | **West Berkshire Council** | **1st April 2012** |
| **Parks and open spaces** | **Yes** | **ISS Facility Services** |  |
| **Pension Administration** | **No** |  |  |
| **Planning & Planning enforcement** | **Yes** |  |  |
| **Public Health** | **Yes** | **Berkshire Healthcare NHS Trust (partnership)** |  |
| **Refuse/recycling Collection** | **Yes** | **Veolia Environmental Services Ltd (refuse); OCS Group UK Limited (t/a Cannon) (street cleansing)** |  |
| **Social Services – Children** | **Yes** |  |  |
| **Social Service – Adults** | **Yes** | **Optalis (operational)** | **June 2011** |
| **Waste Processing facilities** | **Yes** | **Various** |  |

Information further to the above is set out below.

**Refuse**

The council currently holds a Refuse and Recycling Collection contract with Veolia Environmental Services Ltd. This includes providing a clinical waste service, recycling box delivery and container provision. The contract is worth between £2.5 million and £5 million and runs from 1st April 2012 to 31st March 2019.

Under the contract with Veolia, there is a significant focus on providing excellent customer service for residents of the borough. Assistance is given to those who have difficulty in carrying their waste out for collection and operatives ensure that all litter caused during collections is properly cleared up, minimising disruption on footpaths and roads. Operatives are also encouraged to exercise a great degree of care to prevent causing damage to residents’ property when collecting waste.

A contract for street cleansing worth £500,000 to £1 million is placed with OCS Group UK Limited (t/a Cannon) and runs from 1st April 2011 to 31st March 2018. Renewal or extension of the contract is currently under negotiation. The following core services are provided for Wokingham by OCS in order to keep roads and footpaths as safe as possible and improve the aesthetics of Wokingham and its surrounding villages and towns.

* Daily cleansing (roads and town centres).
* Emergency response clean-ups.
* Snow and ice clearance (gritting, etc.).
* Recycling bank collection.
* Weed control.
* Fly-tip removal.
* ‘Non-licensed’ asbestos fly-tip removal.
* Chewing gum removal.
* Graffiti removal.
* Litter collection and disposal.
* Leaf clearance.
* High Pressure Water Jetting (HPWJ) (bins, benches, etc.).

**Waste Processing**

A waste partnership was entered into in 1999 between Wokingham Borough Council, Reading Borough Council and Bracknell Forest Borough Council following the split of Berkshire County Council into six unitary authorities. This partnership is known as ‘re3’. FCC Environment joined the partnership in 2006, signing a Private Finance Initiative contract worth £610 million to provide brand new waste management facilities and work with re3 to minimise waste in Wokingham.

Re3 is helping Wokingham to meet or exceed Government targets for waste reduction and recycling including:

* reducing the amount of biodegradable municipal waste landfilled to 50% of that produced in 1995 by 2013;
* recovering value from 67% of municipal waste by 2015;
* recycling or composting at least 45% of household waste by 2015.

By the end of the PFI contract in 2031, the re3 partnership expects to recycle or compost more than 50% of its waste and obtain value from 74% of it.

The partnership arrangement runs from 31st December 2006 to 30th September 2031.

**Leisure**

The council currently holds a long-term contract for the provision of leisure services with 1Life Management Solutions Ltd (previously Leisure Connection Ltd). The contract commenced on 1st April 1999 and is currently being re-tendered for commencement from 1st April 2018. It is worth between £250,000 and £500,000.

Four leisure centres are managed by the council under this contract. C-Salt, a charitable organisation created by 1Life, lease each of these buildings and 1Life manage their day-to-day operation on behalf of C-Salt and the council.

**Environmental Health and Licensing**

West Berkshire Council currently provides an Environmental Health and Licensing service for Wokingham Borough Council. The service is based at West Berkshire Council’s offices in Newbury and is bought into by Wokingham each year. The total value of the contract is between £500,000 and £1 million and commenced on 1st April 2012. The Environmental Health team provide a service to WBC for the following areas under the contract.

* Air quality
* Asbestos management
* Construction site noise and pollution
* Contaminated land
* Food hygiene and safety
* Houses in Multiple Occupation (HMOs)
* Noise nuisance
* Park homes
* Pest control
* Pollution - industrial processes
* Private water supplies

The service also deals with Licensing on behalf of WBC, administering and handling license applications for the following areas.

* Alcohol and entertainment
* Animal licensing
* Gambling
* Hypnotism
* Lottery registration
* Sexual entertainment venues
* Skin piercing
* House to House and Street Collections
* Street trading
* Taxis

**Trading Standards**

In addition to providing Environmental Health and Licensing services, West Berkshire Council also hosts a Trading Standards service for WBC. The total value of the contract is between £250,000 and £500,000 and was renewed alongside the Environmental Health and Licensing contracts with West Berkshire, on 13th January 2017.

The Trading Standards service provides advice to consumers and businesses in the council area on a variety of issues. Examples of the types of issues they advise on include the following.

* Common problems with products.
* Faulty goods.
* Goods not as described.
* Problems with delivery.
* Cars and other vehicles.
* Problems with a car you have bought.
* Counterfeit goods.
* Car garage repairs and services.
* Disputing a bill for garage repairs.
* Phones, TV, internet and computers.
* Travel, leisure and food.
* Energy supply.
* Water supply.
* Post.
* Stopping nuisance calls.

**Building Control**

The council operated its own in-house Building Control service up until 15th April 2015. From this date, however, the service grew and became shared between WBC, West Berkshire Council, and The Royal Borough of Windsor and Maidenhead Council. All staff working within the service, known as ‘Building Control Solutions’, are employed by WBC. The service is currently preparing to grow further and become a subsidiary company of WBC, though the exact date which this will take effect is not yet known.

The advice and services offered by Building Control Solutions include:

* providing a checking service to help residents achieve compliance with building regulations;
* support and advice on how to achieve the desired result for their building work (not a substitute for professional design and construction advice);
* help with aspects of quality (workmanship and materials) where these affect compliance with building regulations, but not where they don't have an impact on compliance;
* ensure that all building regulations which are set in the interests of the wider public are complied with at completion.

**Social Services**

**Adult Social Care**

The council’s operational adult social care function is currently provided by Optalis Ltd. Historically, Optalis were a wholly owned subsidiary company set up by WBC in June 2011 to provide brokerage and care support for vulnerable residents in the borough. The Royal Borough of Windsor and Maidenhead Council (RBWM) also bought into Optalis’s services whilst it was a subsidiary company of WBC. Examples of the services provided by Optalis include the following.

* Brokerage and support
* Homecare and re-ablement
* Care homes and supported housing
* Extra care housing
* Day services for older people, and adults with a learning disability and/or physical disability
* Occupational Therapy
* Supported employment service

As of 3rd April 2017, Optalis ceased trading as a wholly owned subsidiary of WBC. From this date, WBC’s adult social care function would be delivered in partnership with RBWM, with Optalis going forward under joint ownership by both councils. WBC now have a 55% ownership share of Optalis, whilst RBWM own the remaining 45%. From April 2019, it is anticipated that the ownership share will become equal between WBC and RBWM.

**Childrens Social Care**

A Childrens Social Care service is currently operated in-house at WBC. It oversees a wide variety of activities and services, including (but not limited to):

* fostering (emergency, short-term, private and career);
* adoption (undertaken in conjunction with other Berkshire authorities under the service name of ‘Adopt Berkshire’);
* children’s centres;
* managing safeguarding and abuse allegations;
* leisure activities;
* family and parenting support;
* youth centres;
* learning and development;
* childcare;
* holiday clubs.

Wokingham currently has six dedicated children’s centres, which run a variety of activities for children and their families, such as pre-natal and post-natal support groups. Wokingham also has six youth and community centres, which run similar activities, but include events and activities for older children.

**Housing**

The council provides a full housing function for residents of the borough. This includes managing the council’s general, leasehold and shared ownership housing stock. The responsibilities of the council’s housing service include the following.

* Addressing housing needs.
* Addressing homelessness.
* Providing temporary housing.
* Providing private housing advice.
* Facilitating Local Land Charges searches.
* Help with housing for young people.
* Managing and maintaining leasehold Right to Buy and shared ownership properties.
* Managing and maintaining the council’s general housing stock.
* Registering self-built homes.
* Providing advice on housing options.
* Managing the council’s sheltered housing/homes.
* Managing park homes.
* Managing travellers’ sites.

Whilst the council conducts the majority of these functions in-house, a contract is in place with Reading Borough Council to provide a reactive maintenance service for the council’s housing stock.

**Finance/Administration**

WBC finance function operates solely to fulfil its own statutory finance obligations. The service is not shared with any other council and none of the function is purchased from a separate provider.

**Elections**

The council has a full in-house electoral service to handle borough, town and parish, parliamentary, and other elections, in addition to any national or local referendums. The service is delivered solely by WBC and is not delivered in partnership with any other organisation. The service is not sold to any other organisations.

**Parks and Open Spaces**

The council’s Cleaner and Greener team manages the council’s parks, open spaces and outdoor play equipment, and facilitates proactive and reactive maintenance and inspections of the council’s trees.

A contract for grounds maintenance at council parks and open spaces is currently with ISS Facility Services. The contract is worth between £500,000 and £1 million and is due to expire on 30th September 2026.

**Planning and Planning Enforcement**

WBC operates a fully in-house planning and planning enforcement department, covering planning guidance, appeals, enforcement, and environmental regulation and compliance.

Local Land Charges searches are also facilitated by the council’s planning and planning enforcement service.

**Education**

The council’s Children’s Services co-ordinates authority-run children’s centres and schools within the borough. It is operated fully in-house. Aside from managing the council’s own and voluntary aided schools, the service also oversees and facilitates the transfer of schools to academy trusts for those who wish to take this path. It also manages a platform called ‘Evolve’, which is used to provide a link between schools, parents, staff, and the council for matters such as arranging educational visits, recording accidents, and managing extra-curricular activities and clubs.

Also of importance is the involvement of Children’s Services in assigning school places to new pupils and handling admissions appeals for those children and families who have been unable to obtain a place of their choice.

The council’s Children’s Services offers support in further areas, such as:

* Early Years;
* School Improvement and Intervention;
* ICT Support and Advice;
* Targeted Learning/Youth Offending; Surveys;
* Inclusion (e.g. learning support, Travellers’ education, education welfare, education psychology service and training);
* Policy, Performance and Intelligence.

Work in these areas is also offered to academy schools for a fee.

**Public Health**

WBC provides a public health service in conjunction with Berkshire Healthcare NHS Trust for residents in the borough. It is primarily an advisory service, running a variety of campaigns to promote the standard of health within the borough, such as promoting flu vaccines and awareness of diabetes and high blood pressure. Clinics are also provided for residents for general health checks, weight management, and administering flu vaccines, as a few examples.

**Highways**

The council’s highways services are managed in-house. However, numerous contracts are in place for the maintenance, servicing, implementation, and inspection of the council’s highways assets. Due to the 21st Century Council change programme, contractors/contracts end dates are currently uncertain. The current arrangements can be summarised as follows.

Balfour Beatty (reactive highways maintenance) and WSP are both part of the ‘Highways Alliance’ that works alongside WBC to maintain and upgrade its road network.

There are also currently six project managers and other contractors within the council’s Highways department, but the situation after 2017 is currently unknown and contracts are being continually extended to meet existing and ongoing needs/demands.

There is a new contract with NSL for parking services for both on-street and council car parks. This is for an initial 5 years, with a possible extension to 9 years. The council’s Car Parks team also manage a number of contractors, such as Metric (parking machine repair and maintenance), Jade (cash collection), Colliers (Elms Road Multi Story property management).

Street lighting reactive maintenance is also conducted by Balfour Beatty.

The council’s reactive highway maintenance contract with Balfour Beatty is due to end in 2018. A full tender process is currently underway to appoint a new contractor on a long-term basis.

In November 2016 the council developed a new Highway Asset Management (HAM) Policy and Strategy (which can be provided if requested).

The Policy and Strategy sit at the top of the HAM Framework and guide the development of the HAM Plan. In 2014 the Highway Assets team commenced a Peer Review with other Highway Authorities. Leading on from lessons learned, the team have supported and implemented key improvements, including:

* the implementation of a structures asset system to assist in delivering forward works programmes and monitoring of KPIs;
* organisation of asset data to support the centralised Geographic Information System (GIS) and major projects;
* delivery to new financial regulations in the sector (i.e. Whole of Government Accounts);
* joint DfT funding for street lighting LED upgrade;
* lifecycle planning;
* development of a carriageway skid policy and strategy.

In 2016, the service delivered the council’s first publically adopted Highway Asset Management Policy and Strategy and formed the ‘HAM Group’ to develop and achieve the council’s plans.

The group consists of representatives from the council’s asset-types teams, and has jointly developed a number of procedures. Progress is continuing, e.g.:

* achievement of additional funding through DfT Incentive Band grants;
* incorporating carriageway data into works-planning while advancing the use of newer materials;
* risk assessment and asset knowledge evaluation that will bring the safety barrier asset group into the managed asset system.

The council maintains detailed inventories of its assets. A new ‘Highway Asset Management System Webtool’ is currently being developed to capture and make available all such information on one digital platform.

The information contained in the webtool will follow the council’s seven lifecycle stages of asset management, planning, performance and maintenance:



The seven stages are expanded upon as follows.

Asset management represents the council’s overarching system for safeguarding and preserving the highway infrastructure. It includes our risk-based approach to maintenance planning and delivery and the way we integrate our asset groups and ensure consistency with neighbouring authorities. It also covers how the council manages its critical networks and responds to network emergencies.

Information management describes our network hierarchy, our asset group inventories and the way we manage our asset data using the Asset Register and system tools. It includes condition surveys we use to assess the performance of our assets and their deterioration.

Risk management is a key stage relying on our protocols, processes and system tools for managing network risks and how these align to our corporate risk management process. It includes our approach to network resilience and how we are adapting to climate change risks. It also includes our approach to defending claims under the Highways Act.

Key Risk Management factors include:

* **Corporate Level Risk Management Factors:** Risk Management Strategy & Policy, Corporate Risk Register, Quarterly Review Period, Escalation process
* **Tactical Level Risk Management Factors:** Annual Asset Condition Review, Lifecycle Planning / Investment, Monthly Review Period
* **Operational Level Risk Management Factors:** Daily/weekly/monthly inspections, Reactive response
* **Future Risk Factors:** Climate Change, Levels of Service, Cross asset prioritisation
* **Risk Compliance Requirements:** WBC Corporate Risk Policy, BS31000 Principles

Whole life, our fourth lifecycle stage, includes our approach to lifecycle planning and financial planning across all asset groups, including our consideration of environmental and carbon impacts in our decision making. It helps us to ensure consistency of character in our network hierarchy and minimise clutter. It also influences our approach to managing highway drainage.

Performance management represents our targets and measurement of asset group service levels and our framework for monitoring and measuring asset performance. It also includes our approach to engagement with external and internal stakeholders.

Works programming is our approach to developing asset maintenance programmes – using value engineering and value management as well as considering cross-asset priorities. The council has a prioritised forward-works programme on a rolling period of three-to-five years and it is developed and updated regularly.

The maintenance lifecycle stage includes our approach to maintaining asset groups and includes the inspection regime, defect response, asset maintenance and renewal, disposal and optimisation. These are detailed in our Highways Maintenance Management Plan (HMMP). The council’s inspection regime is risk-based and has always been so; as such the council was very well-prepared for the new Well Managed Highway Infrastructure code of practice.

Details of the Highways network are set out below. Note that a much more detailed set of statistics (with a complete breakdown of individual roads, traffic sensitivity, numbered roads, winter maintenance priority is available if required).

**Carriageways and Footways Overview**

**Introduction:** Wokingham is the Highway Authority for 734 km of highway, with an estimated value of £1,100 million (cost for a like-for-like replacement).

**Carriageway Classification:** The carriageway is classified into the following lengths of Road network:

|  |  |  |  |
| --- | --- | --- | --- |
| **Carriageway Classification** | **Urban** | **Rural** | **Total km** |
| Motorway - A329(M)\* | - | 8 | 8 |
| A Road | 42 | 32 | 74 |
| B Road | 38 | 20 | 58 |
| Classified unnumbered Road | 50 | 35 | 85 |
| Unclassified local road | 425 | 81 | 506 |

\* Note: the M4, including the slipways on and off the motorway, is managed by Highways England

We estimate that approximately 30km of our unclassified highways network consists of roads of concrete slab construction.

**Footway Classification:** Wokingham also maintain 786 km of footway network which are classified below:

|  |  |  |  |
| --- | --- | --- | --- |
| Footway Classification | Urban | Rural | Total km |
| 1A Busy urban | 0.3 | - | 0.3 |
| 1 Medium use | 8.0 | 1.0 | 9.0 |
| 2 Linking | 81.3 | 3.9 | 85.2 |
| 3 Low use | 143.4 | 1.9 | 541.3 |

**Footway Construction details: Based on the survey results of a quarter of the footway network:**

|  |  |
| --- | --- |
| **Construction Type** | **Percentage network** |
| Bituminous | 97.90 |
| Modular Slabs | 0.81 |
| Modular block paving | 1.04 |
| Other (mass concrete) | 0.25 |

**Cycleway Network:** The 62 km of cycleway network is currently maintained as either carriageway or footway depending on surface construction type.

Additional notable information includes the following.

1. The council has an estimated 27,000 gullies all of which are inspected and cleaned each year; any identified as ‘problem gullies’ will be cleaned on a 6-monthly cycle.
2. In 2016 the council started a major 2 year programme to replace ageing lamp columns and lanterns with new dimmable LED lighting and CMS control. This project received a 70% DfT "Challenge Fund" grant and was jointly procured with Reading Borough Council and Slough Borough Council. The contract is due to be completed by the end of March 2018.
3. The Street Furniture Asset Inventory identifies that the council owns and maintains more than 40 kilometres of Safety Barriers for vehicles.
4. The council owns and is responsible for the maintenance of more than 4,200 traffic management assets at signalised junctions. Most of these assets are connected to each other and to a main server used by the council’s maintenance contractor, Siemens. This means that as soon as a traffic light for example is failing, Siemens are instantly informed and can fix the fault with no delay, reducing public disruption to a minimum.

The council has an extensive Highway Maintenance Management Plan (HMMP). It includes, e.g., Winter Service Plan updated for 2017-’18, Highway Network Maintenance, Highway Drainage, Severe Weather and Emergencies. All documents and policies can be provided if requested.

**Budget Challenges - Local government finance settlement: 2017 going forwards**

Due to years of local government funding driven by a formula biased toward deprivation factors (as opposed to recognising the basic cost of providing services) and grant reductions calculated on the amount received in previous years, Wokingham Borough Council went into the 2017/18 settlement as the lowest funded unitary authority (per head of population) in the country. This also meant that, because of such poor funding settlements in the past, more of Wokingham’s local services are funded by its council taxpayers than any other unitary authority. It is important to emphasise that while some unitary authorities benefit from almost 70% of their service costs funded by Government, the corresponding figure is just 12% in the case of Wokingham.

Wokingham has been hit the hardest because Wokingham’s council taxpayers already pay for most of its local authority services . This is the second year of the current four year funding settlement. The settlement seeks to impose a triple taxation effect on Wokingham residents. Firstly they have been required to pay the largest contribution to local services as a result of previous poor settlements, then their significant contribution is used as a basis on which to calculate their penalty (grant reduction) and lastly, a high local taxation levy is assumed each year of the settlement (council tax at inflation plus a 2% adult social care precept) in order to maximise the penalty calculation. Although this punitive approach has been applied to all local authorities, it has a significantly disproportional effect on Wokingham’s council taxpayers who have, through previous poor settlements, been required to make the highest percentage contribution to their local services.

Wokingham’s situation is further compounded by the way the new homes bonus (NHB) has been included within the grant cut calculation. We have endeavoured to embrace the intention of the NHB since its introduction and play our part in both regeneration and taking a responsible approach in meeting housing demand. This means that our NHB has been used primarily in the past on regeneration related activities. Previously NHB provided the council with resources to plough back into services and regeneration, as was the stated intention of the scheme on its inception. Now that our housing supply projects are underway and delivering on their intention, our NHB should be increasing. Under the current four year settlement, NHB funding has been cut, despite the significant new homes being built in the borough. This is a consequence of the Government’s cut to NHB funding. Furthermore the NHB is included with the council’s core spending power calculation, which indicates it should be used on core council services and therefore not available specifically for regeneration activity.

The council’s approach to the use of NHB is responding to these changes. It will no longer significantly be used for regeneration projects but will be required to fund core service budgets. This will of course have a detrimental impact on the council’s regeneration ambitions and with it, its pursuit of financial self-sufficiency.

Over the next three years, the indicative grant cuts assume the council increases council tax by inflation and an additional adult social care (ASC) precept of 2% each year. If the council does not apply both these levies, it compounds what already looks like an unmanageable savings target created by such severe reductions on an already meagre grant allocation. As a result, our residents will inevitably be charged more and more each year, whilst experiencing the service cuts needed to ‘balance the books’. The council has the opportunity to increase the adult social care precept by up to 3% in 2017/18 and 2018/19, but would then not be able to implement an adult social care precept in 2019/20, as the precept is capped at 6% over the three years.

The ASC precept, although initially seen as a helpful introduction, becomes problematic for Wokingham. The precept is assumed to be taken at 2% every year in the settlement calculation and as such, contributes to the size of the grant cut (as previously explained). The council is required to spend this money on adult social care only, and so this restricts the council’s ability to allocate its own spending internally which is needed to justify the precept.

There is more of the same in future years: revenue support grant (RSG) will be cut to absolutely nothing in 2018/19. The council will receive transitional funding for the second year in 2017/18 to help mitigate the impact of these stringent cuts, but for 2018/19 this transitional relief drops out.

**Authority Structure**

**Chief Executive’s**

The Chief Executive’s Directorate is split in to four main areas:

* + Chief Executive
  + Governance & Improvement Services
  + Town Centre Regeneration
  + 21st Century

The Chief Executive heads the council, and leads and takes responsibility for the work of 1,029 (full time equivalent) paid staff, who run the local authority on a day to day basis, along with ensuring legislation is translated and implemented.

At the present time the council has an interim Chief Executive working 3 days a week.

**Governance and Improvement Services**

Governance and Improvement Services assist the frontline services in delivering their agenda consistent with the council’s vision and strategic priorities. The service includes the statutory functions of Monitoring Officer, Returning Officer and Electoral Registration Officer.

**Governance & Improvement Services incorporates the following:**

**Monitoring Officer & Borough Solicitor**

* + - * + Maintaining the Constitution;
        + Ensuring lawfulness and fairness of decision making;
        + Supporting the Standards Committee;
        + Receiving reports. The Monitoring Officer will receive and act on reports made by ethical standards officers and decisions of case tribunals;
        + Conducting investigations. The Monitoring Officer will make arrangements for investigations to be conducted into matters referred by the Standards Committee or by ethical standards officers and make reports or recommendations in respect of them to the Standards Committee or a sub-committee of the Standards Committee convened for that purpose;
        + Proper Officer for access to information. The Monitoring Officer will ensure that Executive decisions, together with the reasons for those decisions and relevant officer reports and background papers are made publicly available as soon as possible;
        + Advising whether Executive decisions are within the budget and policy Framework; and,
        + Providing advice. The Monitoring Officer will provide advice on the scope of powers and authority to take decisions, maladministration, financial impropriety, probity and budget and policy framework issues for councillors.

**Business Improvement**

* + - * + Project Management – to provide project and programme management capacity and support to major council projects ensuring sound project governance is in place and to work with services in developing a “lean” culture of continuous improvement;
        + Risk – to support the council in embedding and integrating proactive risk management;
        + Policy and Research – to develop and improve the council’s corporate and service planning framework, and performance management framework; and,
        + Insurance – to provide a professional, effective and efficient insurance service, ensuring that suitable and adequate insurance cover is in place to indemnify the council in respect of its legal liabilities, to protect against the financial consequences of damage to, or loss of, property and to promote and provide information on effective practical risk management.

**Shared Internal Audit and Investigation Service (with the Royal Borough of Windsor & Maidenhead Council)**

* + - * + Internal Audit – a statutory function to deliver an independent, objective assurance and consultancy service to the council and help the council accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes; and,
        + Investigations – to provide a professional and independent investigations service into incidents of fraud, code of conduct breaches, whistleblowing allegations and other suspected irregularities.

**Democratic Services**

* + - * + The efficient and effective management of the political decision making process, including advice and support to Members, officers and residents and maintaining and reviewing the council’s constitution. Administration of a large number of statutory and non-statutory appeals.

**Electoral Services**

* + - * + Electoral Services is a statutory function that provides a service to the electors, candidates, agents and councillors in the democratic process. It is a public facing service whose main functions include maintaining an up to date Electoral Register and managing all statutory processes with regard to the running of all elections and referenda in the borough. It enables all eligible residents within the Wokingham Borough to exercise their democratic rights.

**Town Centre Regeneration** incorporates the following:

**Town Centre Regeneration**

* + - * + To systematically develop viable regeneration plans for all key towns within Wokingham Borough, delivering physical, economic and social improvements.

**Town Centre Regeneration Delivery**

* + - * + To implement physical delivery of regeneration projects where required including procurement, appointment and management of partners/contractors.

**Commercial Investment through Regeneration**

* + - * + To maximise opportunities for generating capital/revenue income through the regeneration programme including local/national market assessment, risk/benefit analysis, identification of funding approaches and ongoing strategic planning.

**Asset Management and Negotiations**

* + - * + To manage the existing regeneration property portfolio and undertake all associated works including site assembly negotiation/Compulsory Purchase Orders, commercial tenant management and lettings.

**Partner Engagement**

* + - * + To work strategically with a range of agencies, including the Town/Parish Councils, Police, local NHS organisations and the Fire and Rescue Service, in the development of regeneration plans.

**Community Engagement**

* + - * + To work with local residents and businesses/retailers to ensure they are engaged with plans for regeneration and have the opportunity to help shape their communities; and,
        + Key Partnerships supported include: Town Centre Forums, Town Team/Town Centre Management Initiatives.

**Targeted Policy Development**

* + - * + To input into the timely delivery of policy and strategy required for the effective delivery of regeneration schemes within the borough

**21st Century** incorporates the following:

A change programme to transform the way the council operates to achieve the following benefits:

* + - * + Improved availability of, and access to, council services through digital channels;
        + Swifter resolution of customer issues and queries;
        + The ability for residents to track the progress of their issue as it is resolved by the council;
        + A greater focus on problem-solving and customer responsiveness; and,
        + A leaner, more efficient council costing significantly less to run.

**Service Outputs – Key Facts and Figures**

**Business Improvement:**

* + - * + Risk Management – to support the council with respect to the council’s risk management arrangements as detailed in the council’s Enterprise Risk Management Policy and Strategy. Support includes the promotion of risk management across the council, provision of facilitated workshops to refresh corporate, directorate and team risk registers and deliver training sessions to Members and staff with respect to their respective role with regard to risk management; and,
        + Insurance – arranging property insurance cover for material assets worth over £1bn (including schools, housing, offices and commercial premises) and cover in respect of the council’s legal liabilities. Dealing with over 300 claims a year (including loss of and damage to council property, and employers and public liability claims such as damage to vehicles on the highway or injuries suffered by school pupils). Providing professional advice in diverse areas such as the law, risk management, technical insurance matters, claims issues, liability, indemnity and contract interpretation.

**Shared Internal Audit and Investigation Service (with the Royal Borough of Windsor & Maidenhead Council):**

* + - * + Internal Audit – to provide assurance and consultancy to the Audit Committee and senior management on a risk basis and report through an annual internal audit opinion on the adequacy of the council’s internal control environment by delivering the approved annual Internal Audit plan;
        + Corporate Governance – to support the Chief Executive and Corporate Leadership Team with respect to the council’s governance framework and processes (including ethical governance). Support includes co-ordinating the production of the council’s Annual Governance Statement and delivering training sessions to Members and staff with respect to good governance; and,
        + Investigations – The team in 15/16 identified over £322k of overpayments due to fraud or error.

**Democratic Services:**

* + During 2016 Democratic Services attended and serviced: 118 evening meetings, 28 daytime meetings, 34 Individual Member decisions, 36 tender openings and 145 daytime appeals;
  + Of the 145 daytime appeals, 139 were school admissions, and 6 were licensing;
  + The number of secondary school admission appeals lodged has decreased from 75 last year to 54 this year and the number of primary appeals has decreased from 228 to 186 which is in line with previous years. It is worth noting that whilst bulk admission appeals have decreased, in-year appeals have increased.

**Electoral Services:**

* + Has responsibility for running the authority’s annual elections, along with all other elections and referenda – in 2016 ran the Police & Crime Commissioner election, local elections, the EU Referendum and a Neighbourhood Plan referendum.;
  + Employs and trains hundreds of casual staff at election time;
  + Runs an annual canvass of all 65,000 properties in the borough. Employs, trains and manages approximately 60 personal canvassers; and,
  + Is moving forward with the new system of Individual Elector Registration during 2017/18. At present this is still being funded by central government although more funding claims will need to be made. This still requires close working relationships with the Cabinet Office, Electoral Commission, Department for Works and Pensions, external printers, external software providers and Royal Mail as well as several directorates within the council.

**Town Centre Regeneration:**

* + Development of strategic town specific regeneration briefs in consultation with local stakeholders;
  + Development of high level and detailed regeneration schemes in response to strategic briefs;
  + Co-ordinate and manage the physical delivery of phased regeneration plans for key town centres;
  + Monitor national and local property market and identify investment opportunities in relation to regeneration agenda;
  + Assess and advise on potential benefits/risks of investment opportunities and approaches recognising the balance of both financial and social gain;
  + Effective management of the existing regeneration property portfolio in a targeted manner to support longer term regeneration aspirations;
  + Undertake, through negotiation or Compulsory Purchase Orders, all necessary site assembly to deliver phased development programmes;
  + Co-ordinate and manage appropriate funding for delivery of regeneration schemes;
  + Engagement and communicate with local communities to support regeneration;
  + Liaison and communication with stakeholders to support the ongoing process of regeneration; and,
  + Support services in the development of the policy and strategy infrastructure documents necessary for successful delivery of regeneration.

The directorate’s efforts will be concentrated on:

* + - Supporting the delivery of the council’s major programmes and projects;
    - Integrating and developing governance and improvement activity across the council;
    - Supporting the organisational development of the council to enhance the organisation’s ability to deliver its vision and priorities;
    - Ensuring the management and planning of the local and national elections using the new system of Individual Electoral Registration;
    - Continuing the implementation of the new system of Individual Electoral Registration; and,
    - Subject to 21st Century IT requirements continuing the implementation of the committee decision management system Modern.Gov, whilst ensuring that it meets the needs of Members, Officers and the public.

**Town Centre Regeneration**

The aim of Wokingham Town Centre Regeneration is to create a town centre which adapts to the changing face of the modern high street and supports local growth. This includes:

* Peach Place – Redevelopment of land at Peach Street, Market Place and Rose Street and the Rose Street car park to deliver new commercial and residential units and new public space. The scheme is being delivered in partnership with Wilson Bowden Developments.
* Elms Field – Development of land at Elms Field to deliver additional retail and leisure units with residential development and improved public open space provision. The scheme is being delivered in partnership with Wilson Bowden Developments and David Wilson Homes.
* Carnival Pool – to deliver a mixed use development with an emphasis on creating a leisure quarter and additional parking to the southern edge of the town centre. The scheme has received a Growing Places loan of £1.5m from the Local Enterprise Partnership towards the provision of the car park element. This will be paid back over a 3.5 year period from December

**Children’s Services**

Our primary aims are to safeguard children and promote their welfare and ensure that children have access to good quality teaching so they can have the best start in life and achieve their ambitions;

* Ensuring that Wokingham children are able to live, learn and thrive free from fear and harm, with a network of safe people around them;
* Enabling families to use their own resources so children live, learn and thrive in safety.

To deliver improved outcomes for children and families, through our Early Help approach, building on what works well, empowering professionals to always keep child-centred and designing services to enable excellent practice. To achieve this, we are implementing an ambitious Early Help and Innovation strategy, working with Professor Eileen Munro as part of a national innovation programme to improve our practice and service impact.

Children’s Services incorporates the following:

**Learning and Achievement**

* + - Supports and challenges schools on raising achievement, secures effective early years and childcare provision and provision for children with special educational needs; it administers the admission arrangements and, through specialist services, supports those to access education who might otherwise not attend or be excluded. It also provides targeted services which support children and young people and their families to become more resilient and maintain them in their community. It works closely with social care and intervention and local health commissioners to deliver integrated education, health and care for children with higher levels of special education needs and disabilities.

**Social Work and Early Intervention Services**

* + - Provides support for children at the point they need it to achieve the best possible start in life. Support delivered through early support services including parenting support and children’s centres, targeted support services including social work, short breaks, therapy support and targeted family support and statutory social work including assessment teams, ongoing social work support and fostering services.

**Strategic Commissioning and Central Services**

* + - Provides commissioning leadership across services for children and adults. It supports all children’s services in understanding need, developing strategies to meet need, monitoring and supporting improved quality and performance, managing partnerships and commissioning infrastructure. It secures sufficient school places, home to school transport and placements for children in the care of the Local Authority. This service also makes provision for Community Safety Partnership and commissioning leadership across both the Children’s and Health & Wellbeing directorates. It works closely with local health commissioners to deliver integrated care services for children and adults.

**Service Outputs - Key Facts and Figures**

Children’s Services has delivered the following:

* + - 69 schools – Head teachers, Governors, teachers, support staff and 22,847 pupils (DfE settlement 2017/18) in schools (includes maintained schools, Pupil Referral Units and academies, excludes independent and non-maintained schools);
    - Training courses attended by over 2,100 teachers (days), 1,300 Governor training sessions and 1,680 early years participants;
    - Provision in excess of 864,880 free school meals;
    - On average support of 60 children subject to a Child Protection Plan;
    - Corporate Parent for 83 Children in Care;
    - Recruitment of 10 in-house Foster Carers;
    - Supported 40 Care Leavers between the ages of 19-21;
    - Short Breaks Services provision of 531 overnight stays, support & activities including 5,388 hours Day Care, 2,327 hours Saturday Club and 553 hours outreach;
    - 9,446 children under the age of 5 living within the Ambleside and Brambles hub’s geographical reach area, each consisting of three Childrens centres, the centres have registered 8,214 children under the age of 5 and 5,607 children and their families have accessed the services;
    - Linked in and worked jointly with 34 primary schools and 73 Early Years settings to deliver services around getting children ready for school and supporting, monitoring and tracking the targeted 2 year funding entitled families;
    - Supported on a 1:1 basis 220 children and their families in Early Help, Child Protection, Child In Need and Looked After Children plans;
    - Supported 295 entitled families with application for 2 year old nursery funding;
    - Supported 251 attendees with school readiness workshops;
    - 216 parents have been supported by way of group work within parenting courses;
    - A total of 40 young and teenage parents have been supported in the area;
    - 218 parents took part in the centre’s annual service consultation;
    - Approximately 5,900 contacts screened;
    - Provision of 891 statements of Education Health and Care Plans;
    - 4,288 Nursery Provider places were provided for 3 and 4 year olds;
    - 295 schools admission appeals received and 227 appeals heard for places;
    - Processing of 2,137 primary applications to start in school in reception and 560 infant to junior transfer applications for children living in Wokingham Borough;
    - Processing of 1,856 secondary transfer applications to transfer to year 7;
    - 43 young people supported to reduce problematic substance misuse;
    - Worked with 170 young people at risk of offending and 24 victims of youth crime;
    - Engaged 452 young people through the youth service;
    - Eight school kitchens reconfigured;
    - Mainstream Home to School Transport over 268,000 return journeys; and,
    - Special Education Needs Transport over 73,000 return journeys.

**Revenue Budget & Service Changes 2017/20**

Major changes to the Children’s Services revenue budget include the following:

* + - Reduction in the Learning and Achievement operational teams and increased contributions from Schools Block to meet the reduced Education Services Grant (ESG);
    - Increased demand upon Placements budgets reflecting ongoing and new pressures including Residential Care, Fostering Care and national pressures in relation to the unaccompanied asylum seeking children dispersal programme.

**Capital Budget & Service Changes 2017/20**

Children’s Services capital schemes include the following:

* + - Investment in the provision of secondary education while improving standards of learning;
    - Information and Communications Technology equipment for children in line with our Children in Care pledge;
    - Schools Devolved Formula – to carry out specific capital works on schools;
    - Primary extension/new build projects to meet the need of additional places in the borough;
    - Capital investment in the provision of Special Education to best meet needs across Primary and Secondary, with a focus on additional capacity for children with challenging behaviour and Autistic Spectrum Disorder (ASD), younger children (KS1 and 2) with Social Emotional and Mental Health issues and high-achieving secondary age children with ASD;
    - School kitchens – to improve school kitchens throughout the borough;
    - Schools Access – to improve facilities in schools to allow for full integration of pupils and adults with disabilities;
    - Young Person Supported Accommodation – increase the range of accommodation options to deliver our corporate parenting responsibility and helping to support young people towards independence;
    - Schools urgent maintenance planned improvements and suitability issues;
    - Completion of the Bohunt Wokingham secondary school in the south-west to meet demand due to Strategic Development Locations (SDL), rising pupil numbers and other developments;
    - Development programme for new primary schools across the borough;
    - Development work on schools to serve the SDLs; and,
    - Adaptations to properties to enabled disabled children to be cared for in their home/respite care environment.

**Environment**

The directorate is responsible for the delivery of services that account for the borough as a ‘place’ and incorporating the following:

**Development Policy and Planning and Sustainable Economy**

* + Responsible for providing the policy base for land use, transportation, housing, economic development, sustainable environment and key infrastructure provision to secure the borough’s vision of being a great place to live, an even better place to do business;
  + Leadership of external relationship management/funding bids in relation to economic growth, including with the Local Enterprise Partnership (LEP), business, neighbouring authorities and other key stakeholders and related projects e.g. City Deal;
  + Leading on the council’s enabling of new affordable housing, including bids for funding for new development and development and implementation of policies to secure homes and funding through negotiations with developers;
  + Supporting Town and Parish Councils to deliver the Neighbourhood Planning agenda at a local level;
  + Playing an active role in Thames Valley Berkshire Local Enterprise Partnership to ensure the borough contributes to the needs of the wider economic area and secures benefits for local residents and businesses;
  + Implementing and delivering the Economic Development Strategy and engaging widely with businesses in the borough, both large and small, to understand and respond to their concerns and issues; and,
  + Supporting the economic sustainability of the Strategic Development Locations (SDLs) including business hubs and local labour initiatives.

**Highways and Transport**

* + Highway Reactive Maintenance – responsible for the delivery of reactive highway maintenance, street lighting and land and highway drainage;
  + Transport Assets – responsible for the long term maintenance of the borough’s highway assets including roads, footpaths, structures (bridges, subways, retaining walls, culverts, embankments etc), street lights and the operation of car parks;
  + Road Safety and Transport – responsible for the delivery of transport policies, traffic management and road safety schemes and road safety education, training and publicity (ETP) and the corporate transport unit;
  + Highway Delivery – responsible for delivery of major highway and traffic management schemes and the management and co-ordination of all street works and events carried out on the highway.

**Community Services**

* + Countryside Services – responsible for managing the council’s country parks including Dinton Pastures, California, Charvil and several other nature reserves; Public Rights of Way; providing countryside and bio-diversity advice. The Multi Activity Centre at Dinton Pastures provides a wide range of water-based activities and training opportunities. The service supports health, wellbeing and quality of life by providing a wide range of healthy outdoor recreational activities and experiences;
  + Green Infrastructure leads on the development, application and implementation of the council’s green infrastructure strategies (including the Public Open Space and Sports Facilities Strategy and Biodiversity Strategy) and ensures that major developments within the borough deliver appropriate new facilities including SANGs, (Suitable Alternative Natural Greenspaces) public open space, playing pitches, children’s play areas and allotments. The Service also leads on the in house delivery of new Green Infrastructure facilities and commissions the maintenance of the council’s existing biodiversity and public rights of way assets:
* Parks and Open Spaces – responsible for the delivery of all grounds maintenance work including reactive and programmed works, management of council owned play areas, events fields, sports pitches, pavilions and associated recreational facilities. Grounds maintenance services are also provided for other council services – notably highways, tenant services, schools and Children’s Services;
* Waste Management – responsible for the delivery of all aspects of refuse and recycling collection; waste enforcement and abandoned vehicles and monitoring the delivery of the 25 year Private Finance Initiative (PFI) contract with Bracknell and Reading Councils (re3), through the Joint Waste Board and PFI governance arrangements;
* Street Cleansing delivers a cleaner environment for the borough’s residents, visitors and businesses by removing detritus (naturally accumulated deposits), litter, graffiti, fly-posting, fly-tipping, dumped rubbish and other abandoned waste; treating weeds on adopted highways and the cleansing of the A329M and A33;
* Libraries – responsible for the operational management of the borough’s ten libraries; community outreach and engagement and planning. The service delivers a programme of events for children including holiday activities and child literacy schemes such as Bookstart;
* The Local Loo Scheme provides publically accessible toilets for residents and visitors to towns and village centres and is delivered in partnership with local businesses and community organisations;
* Community Development/Engagement – engaging and supporting evolving communities (SDLs) to ensure sustainability beyond bricks and mortar in particular establishing opportunities for business, voluntary, cultural, leisure, community, sport and health activities in the new communities, all of which are vital to ensure social and economic sustainability; and,
* Engaging and supporting established communities through developing community capacity and self-sufficiency.

**Development Management and Regulatory Services**

* + Responsible for providing a high quality customer responsive service to determine planning applications, present the council’s case effectively at appeal and to investigate and resolve breaches of planning control;
  + Maintaining and extending tree protection and provide a professional and responsive landscape and tree advice service for trees on private land;
  + Public Protection is provided through a shared partnership service agreement with West Berkshire Council and Bracknell Forest Council. This provides a wide range of regulatory services to achieve improvements in the quality of life for those who live, work and visit the borough. Services include licensing, environmental protection, food safety, health and safety enforcement, trading standards and pest control; and,
  + Building Control is provided through a joint service agreement with The Royal Borough of Windsor and Maidenhead Council (RBWM) and West Berkshire Council. Hosted by Wokingham Borough Council, the service provides a high quality, cost effective service for assessing plans and inspecting building works to ensure compliance with building regulations, in a way that exceeds customer needs to achieve a healthy, safe, accessible and sustainable built environment.

**Development and Infrastructure Delivery**

* + Providing a multi-disciplinary service to work with applicants, landowners, residents, Parish and Town Councils and other stakeholders in the four Strategic Development Location areas and Wokingham Town Centre Regeneration schemes to ensure the timely delivery of high quality infrastructure rich development to meet the borough’s housing need;
  + The SDLs will deliver over 10,000 new homes, £28,000 per dwelling in infrastructure (£280,000,000) comprising leisure, community, highway, schools, health, police and other service related infrastructure and 35% affordable housing up to 2026;
  + Coordinating the planning and provision of the infrastructure required for the SDLs through the programming of feasibility studies, works and the co-ordination of funding sourcing including capital planning, the co-ordination of section 106 (s106) contributions and the Community Infrastructure Levy; and,
  + Supporting the Local Plan update process via masterplanning, infrastructure delivery planning and assisting with site selection process.

**Service Outputs – Key Facts and Figures**

* + Supporting and coordinating bids for infrastructure funding to support the council’s growth agenda;
  + Progression of the council’s Local Plan documents;
  + Commencement of the council’s Local Transport Plan (LTP4)
  + Engaging in a cross-Berkshire Strategic Housing Market Assessment and other related studies, and carrying out effective and timely monitoring to ensure the council continues to have a five year supply of deliverable housing land supply and sufficient employment floor space to support and sustain the local economy;
  + Working with other Berkshire authorities to understand constraints and opportunities and to inform the distribution of final housing numbers that will be worked through individual Local Plans;
  + Implementation of the new Economic Development Strategy for the council, linking into the LEP’s Strategic Economic Plan and the Local Plan update;
  + Overseeing delivery of City Deal at a local level;
  + Continuing joint working to progress Reading University’s Science Park;
  + Supporting development and delivery of the Housing Strategy including negotiating appropriate affordable housing contributions through the s106 process;
  + Determination of over 2,500 planning and related consent applications;
  + Investigation of over 700 potential breaches of planning control;
  + Promotion and defence of the council’s policies at 95 planning appeals per year;
  + Development and co-ordination of Infrastructure Delivery Plans and negotiations to secure acceptable development proposals for each of the four SDLs;
  + Effective monitoring of the progress of developments, particularly in the SDL areas, to ensure the prompt payment of s106 monies due and the timely provision of infrastructure provided on site by the developer;
  + Running five key programmes of community development in existing communities to promote self reliance and develop capacity;
  + Co-ordination and management of the council’s engagement with local businesses;
  + The management of engagement activity around the SDLs including the four Community Forums – running at least 16 community forums per year;
  + The negotiation of both hard and soft community facilities in the SDLs including buildings, sport, leisure and open space and voluntary and community development support to ensure the social fabric supports the community;
  + The co-ordination of the council’s relationship with Parish and Town Councils across the borough – four Clerks Forums per annum, four Borough Parish Working Groups;
* The provision of high quality advice to Towns and Parishes to ensure that they are aware of the range of planning policy tools at their disposal and that any Neighbourhood Plan is progressed in accordance with strategic planning policies;
* A largely self-financing joint Building Control dealing with 3,600 building regulation submissions per year;
* Disposing of approximately 79,000 tonnes of municipal waste, of which around 30,000 tonnes is set to be reused or recycled;
* Removal of 800 incidents of fly tipping per annum;
* 3.38 million individual refuse and recycling collections per annum;
* Over 10,000 individual clinical waste collections to the elderly and vulnerable;
* Investigating 74 abandoned vehicles per annum;
* Managing the two re3 Household Waste Recycling Centres with re3 partners;
* Advising on waste strategy and waste legislation;
* Clearance of over 60 incidents of graffiti;
* Cleansing over 700 km of highway, including footways and cycle paths;
* Hosting over 465,000 visits to our ten libraries with over 850,000 items of library stock being issued;
* Worked with over 1,400 children on environmental education activities;
* Offered a comprehensive outdoor education programme including climbing, watersports, open water swimming, and team building exercises;
* Developed mass participation events such as triathlon, open water swims and cyclocross;
* Worked with volunteers who committed over 2,000 days worth of support in our Country Parks;
* Management of three busy Country Parks and 14 Nature Reserves;
* Managing nationally renowned fresh water fishery;
* Management of 283 hectares of parks and open spaces;
* Management of 100 children’s play areas and three youth shelters;
* Management and maintenance of sports facilities;
* Management of two cemeteries – Shinfield and St Sebastian’s;
* Issuing over 7,000 works orders for routine highway repairs and approximately 700 highway notices;
* Inspecting and maintaining over 720km of highway and associated footways;
* Management of the A329M motorway;
* Routine maintenance of nearly 30,000 gullies and over 300km of highway drainage pipework;
* Provided cycle training for approximately 1,700 children;
* Delivering the objectives of the borough’s local transport plan 2011–26;
* Provision of 20 school crossing patrol sites throughout the borough;
* Managing and maintaining the council’s 15 pay & display and 10 other free off-street car parks;
* Maintaining over 19,000 street lights, illuminated signs, feeder pillars and other similar equipment;
* Processing 55,000 notices for works on the highway to ensure co-ordinated works; and,
* Delivering the transport infrastructure associated with the strategic development locations.

**Capital Budget & Service Changes 2017/20**

* + - Street lighting renewal – upgrading street lights to modern LED units with lower energy consumption and longer life, extending part-night lighting;
    - Road safety and traffic management – providing facilities to improve road safety for all users, reduce congestion, improving the efficiency of the transport network, promote and provide access to sustainable modes of transport;
    - Highway carriageways – resurfacing roads and footways in the borough;
    - Highway drainage – carry out major projects and remedial works to highways drainage network where flooding problems have been highlighted;
    - Investing in local community venues;
    - Traffic signal upgrade programme – continued upgrade of old and obsolete equipment, therefore giving the opportunity of installing low energy equipment;
    - Highways footway structural maintenance programme – resurfacing of footways to extend the life of the asset, improve its condition and increase surface water run-off thereby improving pedestrian safety;
    - Improvements to leisure facilities in the borough including country parks;
    - Superfast Broadband – partnership scheme with Berkshire Unitaries to provide 100% coverage with speeds of at least 25mb for Berkshire by end of 2018;
    - Improvement to the Public Right of Way network;
    - Continued investment in the waste collection arrangements;
    - Strategic land purchases – investments to enable the capital programme;
    - Air quality monitoring; and
    - Investing in libraries to make more flexible use of space and increase the range of activities that the public can access within them.

**Finance and Resources**

The directorate makes a significant contribution in supporting services to deliver the council’s vision and priorities. The overarching aim of Finance & Resources is to be as efficient and effective as possible so that residents receive the best possible outcomes for the best possible cost. It also delivers direct services such as Tax Collection and Benefit payment

aligned to the achievement of the council’s objectives.

**Finance and Resources incorporates the following:**

**Finance**

* + To develop and maintain best practice in financial management, to look for sustainable solutions, achieve long term ongoing efficiencies, value for money and ensure robust governance arrangements;
  + To maximise the collection of council tax, business rates, rent and sundry debtor revenues;
  + To provide a speedy and accurate Benefits service while minimising the risk of fraud;
  + To administer the council’s concessionary travel scheme;
  + To provide financial assessments for Social Care service users and general welfare benefits advice and claims support;
  + Ensuring that the organisation has the necessary emergency planning and facilitating internal business continuity structure including an appropriate emergency response capability, including out of hours;
  + To provide a corporate wide cashiers service; and,
  + To administer an effective and efficient payments service including staff payroll and suppliers.

**Customer Services and Information Management and Technology (IMT)**

* + First point of contact for customer enquiries via telephone, email, SMS, online and face to face;
  + To provide information and voice technologies and solutions which meet business needs, improve performance and are value for money;
  + Provides the communications and public relations function for the council;
  + To advise and assist across the organisation on the secure and effective management of information;
  + Provides the website function for the council;
  + First point of contact for all Freedom of Information and Data Protection enquiries;
  + Investigation of complaints on behalf of the Chief Executive and Local Government Ombudsman;
  + Registration of births, deaths, marriages and civil partnerships, citizenship ceremonies, the renewal of vows and other related ceremonies; and,
  + To maintain statutory land charges registers which are both up-to-date and accurate and to respond to search requests as accurately and as quickly as possible.

**Support Services**

* + Works with the organisation in support of the people related priorities and interventions required to achieve the council’s vision and priorities both now and in the future taking into account Learning and Organisational Development (OD and L&D), Human Resource & Health and Safety (H&S) requirements;
  + Provides the strategic direction for assets and property across the organisation in support of the front-line services;
  + Manages the council’s commercial estate, property records and provides a valuation service;
  + Responsible for the design, procurement and delivery elements of the Capital Programme expenditure, including but not limited to educational facilities, across two organisations, Wokingham Borough Council and Royal Borough of Windsor and Maidenhead, as part of a shared service;
  + Undertake a significant planned maintenance programme, and reactive maintenance requirements to effectively maintain our assets and their value;
  + Provision of administrative support across the range of council services including; front line service delivery, as well as managerial and service support functions. This support increases resilience in a cost effective way; and,
  + Provision of a high quality, low cost Legal Services as part of a quasi-commercial shared service across two partner organisations and a growing number of traded clients.

**Commercial Services and Procurement**

* + Procuring and centrally managing key corporate contracts on behalf of the council, schools and other partners;
  + Developing, executing and maintaining best practice in procurement and contract management across the organisation through Business Partnering and Operational Procurement support;
  + Leading, supporting and co-ordinating delivery of targeted procurement efficiency savings across council directorates and services;
  + Supporting remodelling and redesign of council services to improve cost effectiveness whilst maintaining or improving service delivery;
  + Delivering the council transparency reporting obligations for contracts and monthly council spend over £500;
  + Optimising income generation from existing revenue streams; and,
  + Identifying, promoting and commercialising new income generation opportunities from assets and services across the council.

**Service Outputs – Key Facts and Figures**

**Finance:**

* + Co-ordinates budget setting and provides financial advice on a revenue account of £293m per annum gross, capital of £152.8m per annum and Housing Revenue Account (HRA) of £17m per annum gross;
  + Invests an average of £61.2m per annum and manages borrowing of £152m;
  + Collects council tax of £105m from 64,800 properties, generating over 110,000 accounts annually;
  + Collects business rates of £59.7m per annum from 3,800 properties, generating over 9,000 accounts annually;
  + Collect council rents of £15m per annum from just under 2,600 tenants;
  + Collect over £12m per annum on sundry debtor accounts;
  + Administer housing benefit and council tax support;
  + Through cashiers, process over 204,000 transactions per annum totalling just over £608m per annum;
  + Conduct Fairer Charging Visits and financial assessments for customers in receipt of home based social care;
  + Conduct welfare advice visits helping the most vulnerable claim additional welfare benefit income per annum;
* Make over 57,000 salary payments to staff each year to a value exceeding £69m (including schools);
* Make over 55,000 payments to suppliers and contractors each year which represents 85,000 invoices with a value exceeding £246m; and,
* Manage over 26,000 elderly and disabled Concessionary Bus Passes and reimburse operators over £920k per annum for journeys taken.

**Customer Services and Information Management and Technology (IMT):**

* + Delivery of the Optimising Resident and Customer Perceptions programme;
  + Support of the implementation of Information and Communication Technology (ICT) and information projects including the Technology Futures Programme and key business application improvements;
  + Management of the ICT estate, 1,500 PC’s and 115 servers;
  + Facilitates internal business continuity planning;
  + Manages the council’s out of hours duty officer service;
  + Liaises with local emergency service partners and neighbouring authorities;
  + Handles approximately 160,000 telephone calls per annum;
  + Deals with over 30,000 email requests per annum;
  + Issues over 75,000 texts per annum;
  + Deals with 3,000 visitors to Shute End main reception per month;
  + Handles 3,000 web chats per annum;
  + Deals with more than 800 media enquiries per annum; and,
  + Handles around 120 complaints (based on total incoming stage 1 complaints and Early Resolution), 1,000 Freedom of Information enquiries and 150 subject access requests per annum.

**Support Services:**

* + Provide professional advice, guidance and support to ensure the organisation effectively and legally manages the health, wellbeing, productivity and effectiveness of a workforce of over 1,000;
  + Coordinate the delivery of over 350 learning and development interventions;
  + Act as ‘competent person’ in regards to Health and Safety which includes; undertaking over 40 independent audits, investigating an average of 20 significant health and safety incidents, and training around 400 people each year;
  + Process and issue over 2,000 disabled parking badges, 140 access to record requests and 350 applications for 2 year old funding each year;
  + Administer 900 statutory or regulatory meetings relating to safeguarding children and young people;
  + Act as Corporate Landlord for the Operational Estate of over 50 properties and oversee the management, utilisation, compliance and valuation of the council’s property assets valued at £700m;
  + Manage the commercial estate which generates rentals of £2.5m per annum;
  + Design, procure and deliver the capital programme with an expenditure of around £30m per annum;
  + Active management of the council’s energy (and other utilities) usage and costs, as well as those of our schools, currently £3m per annum;
  + Provide legal advice, guidance and assurance across all matters to support officers and Members in the shared service partners and other public sector organisations;
  + Conduct court room advocacy, including the defence of Judicial Reviews at the High Court;
  + Process 2,500 applications for around 250 vacancies per annum;
  + Process 580 contracts and pre-employment checks for new and existing employees and non-schools staff;
  + Process 1,300 DBS applications, including schools staff; and
  + Support the governance of shared service organisations as well as acting as Deputy Monitoring Officer and Borough Solicitor for corporate legal issues.

**Commercial Services and Procurement**

* + Develops and maintains the council’s procurement & contract rules and procedures, which forms part of the council’s constitution;
  + Training and development of council staff around procurement and contract rules, procedures and best practice;
  + Develops, manages and monitors contracts register with live contracts of over £88m annual value;
  + Dashboard reporting on council-wide contracts status and activity;
  + Administration of over 5,000 supplier records on the supplier base;
  + Proactive and reactive procurement and contracts support on £125m of supplier expenditure across the council;
  + Provides procurement & contract management expertise through advisory, consultancy and hands-on operational procurement support to services;
  + Drives, facilitates and supports council-wide procurement cost savings of over £0.5m per annum; and,
  + Procures and manages corporate contracts that delivers:
  + 1,575,995 school meals a year to children across 53 schools
  + Cleaning services to 37 schools and corporate sites
  + Commercial waste and recycling collection for 97 sites

**Capital Budget & Service Changes 2017/19**

Finance & Resources capital schemes include the following:

* Health and Safety related schemes including: gas distribution, Legionella prevention, asbestos control and fire precautions risk assessment and remediation;
* IT related schemes including: Server hardware/Network replacement and implementation of new software system across the council arising from new government legislation;
* Energy costs reduction/efficiencies schemes including solar panel implementation sustainable heating systems and replacement of strip lighting with energy-efficient alternatives; and
* Improvements to Wokingham Borough Council commercial properties to ensure they are suitable for letting.

**Health and Wellbeing**

The purpose of the Health and Wellbeing Service is to work in partnership with key local agencies and the community to promote improved health and wellbeing for the people of Wokingham, through the provision of: -

* + Adult social care;
  + Housing services;
  + Public health and leisure services;
  + Working with local Health services to deliver integrated health and social care services through the Better Care Fund; and,
  + Community based support and services.

Whilst the council has a wider duty to promote the health and wellbeing of all residents, Adult Social Care has a particular focus on delivering services to those whose safety or independence is most at risk – older people, those with disabilities and those with mental health needs. These services are often delivered in partnership with the National Health Service (NHS).

Decent, secure housing is the foundation for health and wellbeing. Wokingham Borough enjoys a very high level of home ownership, but affordability is an issue for many. The Housing Service aims to provide a range of affordable housing in the borough to meet housing need. For those already with a council tenancy, the Housing Service provides a comprehensive landlord function, managing, maintaining and improving the housing stock to enable tenants to peacefully enjoy their home and their neighbourhood.

Many public health duties transferred from the NHS back to Local Authorities in 2013. Wokingham residents are amongst the healthiest in the country when measured against a range of health outcomes. The aim of public health is to further improve good health and to extend that to all of our residents and communities. The key responsibilities of the public health team are:

* + Improvement in the health of the population;
  + Health protection; and,
  + Delivery of public health care advice and support to the Clinical Commissioning Group (CCG) (health commissioners).

Leisure services play a vital role in encouraging residents to lead active healthy lives. The Leisure Service aims to ensure that there is the affordable opportunity for all to participate in a full range of sports and leisure activities.

**Adult Social Care**

Health and Wellbeing Services have statutory responsibilities to carry out an assessment of need for care and support in relation to any vulnerable local resident over the age of 18 years, their family or informal carers, and a duty to signpost to advice and information, allocate resources or arrange support to meet eligible assessed needs.

Health and Wellbeing Services include support to meet needs arising from old age, physical, sensory or learning disabilities or serious mental health problems. Care and support services offered to local residents aim to ensure that people live independently as long as possible, maintain their well-being and have choice and flexibility in the way their support is provided.

Health and Wellbeing Services also have a wider role in safeguarding vulnerable adults and enabling community wellbeing by developing and facilitating community support and prevention services to enhance statutory services, as well as a responsibility to ensure the availability of good information and advice services regarding local sources of help and support.

Increasingly there is a cross-over between a person’s health needs and their social care needs. Government policy is focussed on the integration of health and social care so as to provide a seamless service to the individual. The Better Care Fund is a national ring-fenced fund aimed at bringing together health and social care. Wokingham’s Better Care Fund of £9.5m is a pooled budget between the council and Wokingham Clinical Commissioning Group to fund joint health and social care projects and services. It is overseen by Wokingham’s Health and Wellbeing Board (a committee of the council).

The vision of the Adult Social Care service is that:

* + - Information about how to access support, types of services and financial implications is readily available;
    - People have a real say in how their services are arranged and have a choice of services;
    - Services are equally accessible to all residents from all backgrounds;
    - Specialist services are focussed on the most vulnerable residents;
    - Services enable residents to retain or regain independence, and to have choice and control over their lives;
    - There is a wide range of community based services and support;
    - Community health and social care services have local presence and work in partnership to achieve integrated delivery through a single point of access; and,
    - Health & social care needs are a recognised priority across all council services, promoted and coordinated by the Health and Wellbeing Board.

Partnership is an essential ingredient in how we set about achieving our vision. The service has key partnerships with:

* + - Customers, their carers and other residents;
    - Social care staff in the council and the independent sector workforce;
    - Optalis;
    - Other service sectors within the council, including housing, learning and leisure;
    - Community, health and social care providers in the statutory, voluntary, independent and private sectors as well as local businesses; and,
    - The Clinical Commissioning Group, which has responsibility for commissioning healthcare for the borough’s population.

**Housing Services**

The Housing Service spans Asset Management, Tenancy Services (for general needs and specialist accommodation), Tenant Involvement and Housing Needs. Most functions fulfil our responses to statutory duties, legislation and other obligations e.g. our need to comply with the regulatory requirements of the Homes and Communities Agency.

As a stock-retaining council our aim is to provide good quality homes, managed effectively and via a service that provides good value for money. We have a programme to ensure that our homes meet the “Decent Homes standard”.

The council’s social housing stock is a valuable asset and we have a responsibility to manage, repair, maintain and improve the stock for our tenants but also as a means of protecting such an important property portfolio. While we still have bathrooms and kitchens to refurbish, much of our recent activity is aimed at maintaining the stock, instigating a long term programme of external decorations and repairs and where necessary replace windows. Our aging tenancy base is leading to an increasing need for disabled adaptions.

**Tenant and Resident Involvement**

Involvement of our tenants and residents is something to which we are committed and which underpins the way that our service develops and improves. The involvement is at a mature stage with a multitude of effective opportunities available for tenants and residents to work in partnership with the council to provide a high quality services and improved quality of life.

As well as traditional methods of involvement, strategic involvement of our Involved Tenants has developed over the past couple of years. As well as attendance to the council’s Affordable Housing Implementation Group, an Involved Tenant is involved in Wokingham Homes Limited and is also a non-Executive Board Member of Loddon Homes.

The council empowers tenants and residents and provides them with the skills and knowledge to help reassess services and deliver cost-effective solutions that bring real and long-lasting change to communities.

**Housing Needs**

Homelessness is presenting as a growing area of need for the council and over the last two years we have seen increases of over 100%. Main causes of homelessness are as a result of the cost of housing in the Borough increasing and the availability of affordable, accessible, privately rented accommodation shrinking. There are progressively more limited private rental accommodation options as landlords end assured shorthold tenancies, in line with the national picture, and fewer options again that fall on or under the value of the Local Housing Allowance rates. Evidence shows that those who have poor housing choices also have reduced life outcomes and it is likely that as the population of the Borough increases, and the cost of housing continues to rise, the number of those who are in extreme housing need will increase.

The Housing Strategy and Homelessness Strategy are the documents where our strategic direction and plans for responding to current housing need and anticipating future need are set out. Due to the recent increase in homelessness in the Borough (reflecting the national trend), the council are investing in additional good-quality affordable options for temporary accommodation to reduce reliance on expensive out of Borough provision. As important as provision is accessibility to good quality advice and assistance so that where possible homelessness can be prevented and poor housing situations improved. For example, due to recognising a particular need in our Borough, we have recruited a Housing Adviser to work specifically with young people and help them with their housing difficulties and prevent homelessness and crises wherever possible.

In our housing register we have an active and up to date record of local housing need and are able to efficiently fill any vacancies in social housing that arise (either council or housing association). New affordable housing that is being developed on our SDL areas will contribute greatly to our ability to re-house those in housing need on the housing register.

**Housing Management**

These services make up our landlord role for council-owned stock (including sheltered housing, two gypsy and traveller sites, our temporary accommodation for homeless households and leasehold management). Housing management duties range from individual help to tenants e.g. tenancy sustainment or advice about rights and responsibilities through to enforcement action due to anti-social behaviour and court action to seek possession.

As well as the traditional service functions such as housing officer, we have invested in two Tenancy Sustainment workers. These officers provide an extra support to our vulnerable tenants and have had great successes (recognised nationally) in helping people keep their homes and make improvements to the quality of their lives. These officers provide a safety net to people who may otherwise be floundering and potentially losing their homes. We also provide a housing support advice service to people with a learning disability or mental health problems and this role acts as a lynchpin between the Housing Service and Adult Social Care Services.

**Public Health**

The Public Health and Leisure Development teams work fully supports the council’s vision for the borough to be: “*A great place to live, an even better place to do business*”.

In particular there is focus on the themes to:

* + - “*Increase the vibrancy of all our communities*” through involvement in physical activity, sports and leisure activities;
    - “*Continue to work with our partners to maintain our outstanding educational attainment”* through positive partnership with our Children’s Services teams, especially having gained the responsibility for commissioning of 0-5 early years health services from October 2015;
    - ”*Deliver well designed development and strong communities*” through the provision of expert knowledge with a focus on creating health promoting design and community facilities in working with planning and environment service areas; and to,
    - “*Invest in prevention services that increase or maintain our residents’ independence”* across the full life course and with a particular focus on bringing the expertise of the Sports Development Team in promoting physical activity with those least motivated to participate.

The underpinning principle to “*look after the vulnerable*” forms an important driver for all public health programmes in the borough, as we focus on eliminating inequalities in health outcomes and encouraging those with poorer outcomes to become self-sufficient and self-reliant.

The underpinning principle to “*Improve health, wellbeing and quality of life”* essentially underlies the work of the whole service, acting as a driver for collaborative one-council working and also including our statutory core offer to the Clinical Commissioning Group (CCG) to improve outcomes through commissioning services.

Finally the underpinning principle to “*Deliver quality in all that we do*” reflects the fact that Public Health is a professionally regulated service with staff needing registration, regulation and requiring revalidation. Delivering quality and maintaining professional standards at all times therefore is of paramount importance to the service.

In line with the Health and Social Care Act, local authorities are required to discharge their statutory public health responsibilities, detailed in the Public Health Outcomes framework. The Framework identifies three key tasks for the local authority to deliver: -

* + - Improvement in the health of population through commissioning specific services;
    - Health protection; and,
    - Delivery of public health care advice and support to local commissioners.

**Service Outputs – Key Facts and Figures**

**Adult Social Care**

**Performance Measures**

* + Number of contacts from new customers in year – 4,960;
  + Number of new people assessed in year – 1,232;
  + Number of people reviewed in year – 1,800;
  + Number of people receiving long term services – 1,785;
  + Number of carers who have had assessment or review – 632;
  + Proportion of people receiving a community based service – 84%;
  + Percentage of community-based clients who receive Self Directed Support – 86%;
  + Percentage of people who received a Direct Payment – 37.4%; and,
  + Permanent admissions to residential and nursing homes – 137.

An annual customer experience survey is carried out as part of the national adult social care outcome measures. The summary results for the last published survey (2015/16), showing the proportion of people who use service, were:

**Outcome Measure**

* + 81.0% – have as much control over their daily life as they want or who have adequate control over daily life;
  + 67.3% – are extremely or very satisfied with the care and support services they receive;
  + 73.0% – find it very easy or fairly easy to find information about services (includes carers);
  + 67.3% – feel as safe as they want; and,
  + 78.8% – say that those services have made them feel safe and secure.

**Housing – key activities**

* Manage and deliver all aspects of the council’s landlord function for all council-owned social housing, including managing void properties – currently 2,598 tenanted properties, plus 88 shared equity tenants, 187 leaseholders and 735 garages;
* Provide a Housing Officer service to all tenants and leaseholders including temporary accommodation provision and advice on legislative rights and responsibilities (e.g. succession, joint tenancies and tenure);
* Provide a Tenancy Sustainment Service to vulnerable tenants;
* Provide a specialist response to Anti-Social Behaviour within social housing stock;
* Manage the council’s 10 sheltered schemes across the Borough;
* The asset management team ensure the council’s strategies, policies and action plans provide efficient and effective management in promoting, maintaining and preserving the council’s housing stock, contributing to sustainable communities;
* To ensure a fit for purpose property portfolio, within a value for money context and available resources;
* To ensure that the council’s housing stock continues to meet the Government’s Decent Homes Standard (currently at 97%);
* Ensure the portfolio complies with current regulation to provide safe properties for both tenants and contractors;
* Provide an efficient void process;
* Undertake disabled adaptations to help tenants remain in their homes for as long as possible;
* Manage the contracts procured to deliver the repairs and maintenance function to the housing stock; two gypsy and traveller sites; mobile home sites and homeless accommodation;
* Ensure the provision of Estates Services with the cleaning of communal blocks, management of housing land and estates; and,Respond to, manage and take enforcement action to unauthorised encampments on council land.

**Housing Needs**

* Manage the housing register (waiting list) currently circa 2,774 registered applicants including assessing individual housing need, administering and inputting applications, updating and renewing applications and communication with customers; administer the priority schemes (Medical and Social Priority) so that urgent need is recognised and addressed;
* House applicants into council or housing association vacancies (including new-build developments and sheltered accommodation) - usually approximately 350 housing allocations annually, prioritise and nominate households to shared ownership vacancies;
* Respond to face to face and telephone enquiries and applications regarding homelessness, housing advice, housing register, allocations c4000 per annum;
* Investigate, decide and provide for statutory homeless applications (Housing Act 96 Part VII) - 142 applications were dealt with between 1 January and 30 September 2016;
* Manage and deliver the homelessness prevention service using options such as the Deposit Loan Scheme and other creative and individual responses;
* Provide a statutory review service (Part VI and Part VII of the Housing Act 1996) and prepare County Court Appeal responses where homelessness decisions are challenged; and,
* Respond to the needs of rough sleepers and work in conjunction with local support agencies.

**Capital Budget & Service Changes 2017/20**

Capital schemes involving Health and Wellbeing and Housing Services include the following:

* A programme to develop day services for the physically disabled;
* Continuation of significant capital investment programmes to provide council’s housing stock which meets the Government’s Decent Homes Standard;
* Adaptations for the disabled, estate improvements and sheltered homes for the council’s housing stock;
* To increase the nursing care and physical disabilities provisions in a mixture of settings / projects; and,
* To increase good quality affordable housing developments (Wokingham Housing Limited).

**Additional Insured Interests**

The council owns a number of trading companies as shown in the diagram below. Optalis was a joint-named insured under the council’s policies until 03.04.17, following the Royal Borough Of Windsor and Maidenhead purchasing a 45% share. From this date, the company has been insured under its own insurance programme.

All the policies of insurance are to be issued in the names of:

**Wokingham Borough Council and Wokingham (Holdings) Ltd and Subsidiary Companies**



|  |  |
| --- | --- |
| **A-Z of Wokingham Borough Council Services**  Abandoned cars and vehicles - report it  Accessibility  Admissions to schools  Adoption  Adult care and support  Adult learning and education  Adult safety  Advice and support  Air quality and pollution  Angling  Animal licensing  Anti-social behaviour  Appointments - register office  Archives - family records  Arts and libraries  Assisted bin collection  Attendance at school  Audit - childcare services  Baby registration  Barking dogs  Benefit fraud  Benefits  Bin collection days  Bins - ask for help putting waste out  Bins - order extra blue bin bags for a large household  Bins - report missed collection  Bins - waste and recycling advice  Birth certificate - order a copy birth certificate  Births, marriages, deaths - register office  Black boxes - recycling  Blue badges - disabled parking  Blue bin bags, rubbish and recycling  Book groups  Brown bins  Brown bins - cancel annual garden waste collection  Brown bins - change number of bins for annual garden waste collection service  Brown bins - order annual garden waste collection service  Brown bins - renew annual garden waste collection service  Building control  Bulky item collection  Bulmershe Leisure Centre  Burials and cremations  Bus passes  Bus services  Business continuity  Business rates  Car parks (including new multi-storey)  Care homes and sheltered housing  Carers  Carnival pool  Cemeteries  Census information  Certificate copies  Charity discount for business rates  Child road safety  Child safety  Childcare  Childcare - additional needs  Childcare - information for providers  Childcare training - book online  Childminders  Children - adoption and fostering  Children and families - advice  Children in care  Children with additional needs  Children's centres  Citizenship Ceremony  Civil Partnership certificate - order a copy civil partnership certificate  Civil Partnerships  Civil weddings  Clinical waste  Clinical waste - cancel collection  Clinical waste - order collection  Common Assessment Framework (CAF) forms  Community Safety  Conservation  Council housing  Council Tax  Councillors - find your Councillor  Country parks  Countryside and parks  Cremations and burials  Crime - report it  Cycle training  Dangerous structure - report it  Dead animals - report it  Death and bereavement  Death certificate - order a copy death certificate  Demolition notice  Deprivation of Liberty Safeguards (DOLS)  Development control  Dinton Activity Centre – activities and courses  Disabled access - building regulations  Disabled parking information  Disabled transport information  Discretionary Housing Payment  Divorce and separation  Dog ownership and the law  Dog warden  Drainage and flooding  Dropped kerbs  Drug and alcohol misuse  Duke of Edinburgh's Award  Dumped rubbish and fly-tipping - report it  Early intervention and community support  Early years education for 3 year olds  Early years support - special needs  e-Books - read books online  Education - apply for a school place  Education and schools  Education for adults  Education welfare  Elderly and disabled transport  Elections and voting  Email alerts - sign up and manage email and text alerts  Emergencies - major incidents  Emergency planning advice  Emergency report form  Emergency social services contact  Employment - jobs and careers information  Empty homes  Energy efficiency  Entertainment and alcohol licensing  Environmental health  Events, groups and activities  Exclusion from school  Fair trading  Family and youth support  Family History  Family information - provided by Family Information Service  Family records  Finding somewhere to live  Fireworks and animals advice  Fishing  Flood advice  Flood risk - planning policy maps  Flyposting - report it  Fly-tipping and dumped rubbish - report it  Food poisoning  Food safety - hygiene advice  Football pitches  Footpaths  Fostering  Fraud - benefits  Free bus passes for disabled people  Free bus passes for senior citizens  Free school meals  Freedom of Information requests  Fuel - energy efficiency  Funerals  Further education  Garages - apply to rent a garage  Garbage  Garden waste  Garden waste - cancel annual collection service  Garden waste - change number of brown bins for annual collection service  Garden waste - order annual collection service  Garden waste - renew annual collection service  Getting married  Graffiti - report it  Grants for disabled facilities  Grants for housing adaptations  Grants for voluntary and community groups  Grass cutting and park maintenance  Gritting  Gypsies and travellers sites | Hate crime  Help for adults  Help for adults - help with money matters  Help for carers  Help for children  Help for children in care  Help putting out waste for collection  Home advice  Homelessness  Household waste - blue bags  Houses in multiple occupation  Housing and tenants  Housing needs register  Hygiene in food outlets  Infestations  Insects  Inspections - childcare service audit  Jobs and careers  Key stage data collections  Leisure centres  Libraries  Licensing  Litter bins - report it  Local History  Local land charges  Loddon Valley Leisure Centre  Maps  Marriage and Civil Partnerships  Marriage certificate - order a copy marriage certificate  Mayor  Mental Health  Mice  Missed bin collection - report it  Mobile phone masts  Multiple occupation housing  Naming ceremony  Nationality Checking Service  Neglect of adults  Neglect of children  Neighbourhood search  Newly qualified teachers (NQT)  NHS  Noise  Nurseries  Older people - housing  Online books  Online maps  Online payments  Online services  Online translation  Optalis care and support services  Over 60s  Paperless billing  Parenthood and pregnancy  Parking  Parking fine  Parks  Pay and pensions for teachers and support staff  Payments  Pests  Pets and livestock  Planning  Planning policies and research  Plans and policies  Play areas  Policies, plans and strategies  Polling  Pollution  Population  Potholes - report it  Pregnancy and parenthood  Premises licence  Preservation - trees  Private housing  Procurement, tenders and contracts  Public registers  Public rights of way  Public toilets  Public transport  Racism - combating racism in schools  Racist incident report form for schools  Rats  Reading groups  Reading Well Books on Prescription  Recycling - order black recycling box(es)  Recycling - report undelivered black recycling box(es)  Recycling and rubbish  Recycling banks  Recycling centres  Recycling centres - request permit  Reference  Refuse  Register a birth  Register a death  Register office  Register to vote  Reliefs and reductions  Rent for council housing  Renting privately - help  Road markings - request it  Road problems - report it  Road safety  Road signs - request it  Roadworks  Rubbish - ask for help putting waste out  Rubbish - bin collection days  Rubbish - garden waste  Rubbish - household waste and blue bin bags  Rubbish - large unwanted item collection service  Rubbish - local tips / recycling centres  Rubbish - recycling  Rubbish - report missed collection  Rubbish - request permit to use a local tip / recycling centre  Rubbish and recycling services  Safeguarding adults  Safeguarding children  Schools  Sheltered housing  Social care  Sports and activities  St Crispin's Leisure Centre  Street cleaning schedule  Street lighting - report problems  Street markings - request it  Street naming and numbering  Street problems - report it  Street signs - request it  Streetcare  Support with Confidence scheme  Sure Start children's centres  Swimming pools  Taxi licensing  Tennis  Tennis season ticket  Text alerts - sign up and manage email and text alerts  Tips - request permit  Tips and recycling banks  Trading standards  Trains  Translations  Transport  Transport for the elderly and disabled  Tree work  Vacancies  Volunteering - countryside  Volunteering - jobs  Volunteering - libraries  Volunteering in the community  Voting  Vows renewal  Vulnerable adults  Ward profiles  Wasps  Waste - ask for help putting waste out  Waste - bin collection days  Waste - garden waste  Waste - household waste and blue bin bags  Waste - large unwanted item collection service  Waste - local tips / recycling centres  Waste – recycling  Waste - report missed collection  Waste - request permit to use a local tip / recycling centre  Waste, rubbish and recycling  Weddings  Wokingham Youth Centre  Woodford Park Leisure Centre  Woodley Airfield Youth Centre  Young people and housing  Young people and jobs  Youth services |

**Wokingham Housing Limited**

Wokingham Housing Limited (WHL) is an independent housing developer set up to create high quality affordable, social and market homes for local people in Wokingham. As a wholly-Council owned company it works towards a number of objectives including:

* bridging the gap between housing need and housing availability;
* revitalising communities through development;
* generating a profit as an organisation that can be re-invested into meeting future housing needs or Borough services such as schools, highways and adult social care.

Once WHL completes a social or affordable housing development it is transferred to one of its sister organisations: Loddon Homes Ltd or Berry Brook Homes Ltd.

**Loddon Homes Limited**

Loddon Homes Limited (LHL) is a new provider of social and affordable housing in Wokingham, accredited with the Homes and Communities Agency in 2016 as a For-Profit Registered Provider. Loddon Homes purchases high quality housing from its parent company Wokingham Housing Limited, and by doing this can be confident that the homes provided to LHL residents are of a high standard, fit for purpose and built by partners that share the company’s vision and values.

LHL forms part of a group of companies that are wholly owned by Wokingham Borough Council (WBC), to provide first class services as well as generating a financial return that can be invested back into communities and services.

**Berry Brook Homes Limited**

Berry Brook Homes is a new company providing rented housing at lower than market rate in the Borough of Wokingham. Through its investment strategy, Berry Brook Homes part subsidises the building of new houses so rents charged are less than typical of homes available for private let. These houses are then rented to local people whose financial circumstances warrant renting at below market average.

Berry Brook Homes forms part of a group of companies that are owned by Wokingham Borough Council to build and deliver housing in the Borough. Each company has been established to provide a financial return that can be invested back into communities and services while providing first class homes.

The majority of Berry Brook properties are purchased from its sister company WHL.

Salaries – including directors’ fees – for the active companies are £420,000, broken down as follows:

* Wokingham Housing Ltd. (WHL) £210,000;
* Loddon Homes Ltd. (LHL) £110,000;
* Berry Brook Homes Ltd (BBHL) £100,000.

All the council housing properties in Eustace Crescent, Wokingham were demolished in 2015-‘16.  The area has beeen redeveloped by WHL as Phoenix Crescent and is being handed over in a series of 5 phases between May and December. The development cost is £11,500,000. The main spine road is adopted highway, the ‘inlet’ roads are private roads which are owned and maintained by LHL/BBHL. The properties are all insured within the overall Housing Sum Insured.

There are a number of WHL developments that are currently being worked upon and that will be handed over during the coming policy year, as below.

* Grovelands: 6 x 2-bed houses due to be delivered 2017, build cost c. £1,100,000.
* Fosters: an extra-care scheme providing supported living accommodation and comprising 34 x 1-bed flats, with some communal facilities, due to be delivered in 2017 with a build cost of c. £6,150,000.
* Reading Road: supported living for young homeless people comprising 9 units, 2 of which are self-contained, due to be delivered in March 2018 with a build cost of c. £1,100,000.
* Barrett Crescent: shared ownership development comprising of two, two bed flats, due to be delivered end of March 18 with an estimated build cost of c. £398,000.
* Elizabeth road: shared ownership development comprising of two, three bed semi-detached homes, due to be delivered end of March 2018 with an estimated build cost of c. £540,000.
* Anson Crescent: affordable rental development comprising of two one bed flats and two two bed flats, due to be delivered 2017 with an estimated build cost of c. £615,000
* Norton Road: shared ownership and affordable rent comprising of 3 two bed terraced houses; start on site November 2017, completion October 2018, build cost £1,500,000.
* Tape Lane: 11no. houses, 1 bungalow, affordable rent being built for WBC Housing (HRA) in 2018-’19 at a cost of £1,900,000.
* Finch Road: two 3 bed houses, completion due November 2018, estimated build cost £400,000.

Properties built by WHL are transferred LHL/Berry Brook Homes/WBC Housing HRA on completion. However, the Council’s Tenant Services/Housing department acts as managing agent for the WHL/LHL/BBH properties. All properties are insured under the Council’s property insurance: housing properties are included in the overall Housing Sum Insured.

**Partnerships, Joint Ventures and Shared Service Arrangements**

The council does not maintain a centralised partnerships register. Details of any partnership arrangements are maintained individually by services. The council’s Democratic Services team does maintain separate, centralised lists of:

* Member Representatives on Outside Bodies; and
* Member Appointments to Panels, Working Groups, Joint Committees and Various Other Bodies,

both of which will be provided on request.

The council is due to introduce a new e-procurement software system in early 2018 and it is planned this will capture the council’s entire contracts register, thereby providing a central database of contracts.

**Financial Information**

**Budget Figures**

|  |  |  |  |
| --- | --- | --- | --- |
| **5 Years' Gross Expenditure** |  |  |  |
|  |  |  |  |
| **2013-'14: Gross Expenditure** |  |  |  |
|  |  |  |  |
| **General Fund** | Chief Executive | £7,409,000 |  |
|  | Children's Services | £36,423,000 |  |
|  | Environment | £43,189,000 |  |
|  | Finance and Resources | £33,873,000 |  |
|  | Health and Wellbeing | £82,902,000 |  |
| **Dedicated Schools Grant** |  | £104,622,000 |  |
| **Housing Revenue Account** |  | £14,845,000 |  |
|  |  |  | £323,263,000 |
|  |  |  |  |
| **2014-'15: Gross Expenditure** |  |  |  |
|  |  |  |  |
| **General Fund** | Chief Executive | £7,104,000 |  |
|  | Children's Services | £35,947,000 |  |
|  | Environment | £43,294,000 |  |
|  | Finance and Resources | £36,455,000 |  |
|  | Health and Wellbeing | £83,945,000 |  |
| **Dedicated Schools Grant** |  | £102,836,000 |  |
| **Housing Revenue Account** |  | £15,291,000 |  |
|  |  |  | £324,872,000 |
|  |  |  |  |
| **2015-'16: Gross Expenditure** |  |  |  |
|  |  |  |  |
| **General Fund** | Chief Executive | £6,962,000 |  |
|  | Children's Services | £35,021,000 |  |
|  | Environment | £42,913,000 |  |
|  | Finance and Resources | £19,075,000 |  |
|  | Health and Wellbeing | £83,326,000 |  |
| **Dedicated Schools Grant** |  | £103,432,000 |  |
| **Housing Revenue Account** |  | £16,651,000 |  |
|  |  |  | £307,380,000 |
|  |  |  |  |
| **2016-'17: Gross Expenditure** |  |  |  |
|  |  |  |  |
| **General Fund** | Chief Executive | £5,543,000 |  |
|  | Children's Services | £35,548,000 |  |
|  | Environment | £49,285,000 |  |
|  | Finance and Resources | £19,951,000 |  |
|  | Health and Wellbeing | £89,195,000 |  |
| **Dedicated Schools Grant** |  | £96,598,000 |  |
| **Housing Revenue Account** |  | £16,541,000 |  |
|  |  |  | £312,661,000 |
|  |  |  |  |
| **2017-'18: Gross Expenditure** |  |  |  |
|  |  |  |  |
| **General Fund** | Chief Executive | £6,909,000 |  |
|  | Children's Services | £35,819,000 |  |
|  | Environment | £46,010,000 |  |
|  | Finance and Resources | £19,778,000 |  |
|  | Health and Wellbeing | £89,195,000 |  |
| **Dedicated Schools Grant** |  | £96,598,000 |  |
| **Housing Revenue Account** |  | £16,541,000 |  |
|  |  |  | £310,850,000 |

**Wageroll**

**Personnel / Wages**

**2017-‘18**

|  |  |  |
| --- | --- | --- |
| **Category of Employee** | **Number of Employees** | **Estimated Annual Wages and Salaries for Forthcoming Annual Period** |
| WBC and Schools Non-Teacher | 4,785 | £68,858,477 |
| Teachers (*excluding* Voluntary Aided and Foundation Schools) | 1,463 | £39,497,020 |
| Teachers (Voluntary Aided and Foundation Schools) | 136 | £5,190,922 |

**Historic Information**

**2016-‘17**

|  |  |  |
| --- | --- | --- |
| **Category** | **No. of Employees** | **Estimated Annual Wages and salaries for forthcoming annual period** |
| WBC & Schools Non Teacher | 4053 | £65,606,170 |
| Teachers (excluding Voluntary Aided and Foundation Schools) | 1477 | £38,694,552 |
| Teachers Voluntary Aided and Foundation Schools | 147 | £4,940,817 |

**2015-‘16**

|  |  |  |
| --- | --- | --- |
| **Category** | **No. of Employees** | **Estimated Annual Wages and salaries for forthcoming annual period** |
| WBC & Schools Non Teacher | 4679 | £63,392,084 |
| Teachers (excluding Voluntary Aided and Foundation Schools) | 1436 | £42,634,814 |
| Teachers Voluntary Aided and Foundation Schools | 147 | £4,761,022 |

**2014-‘15**

|  |  |
| --- | --- |
| Teachers | £46,122,091 |
| Non Teachers | £59,210,390 |
| **TOTAL** | **£105,332,481** |

**2013-‘14**

|  |  |
| --- | --- |
| Teachers | £46,122,091 |
| Non Teachers | £60,903,923 |
| **TOTAL** | **£107,026,013** |

**2012-‘13**

|  |  |
| --- | --- |
| Teachers | £55,824,576 |
| Non Teachers | £55,185,869 |
| **TOTAL** | **£111,010,445** |

**Risk Management Information**

**Key Responsibilities**

The key responsibilities are as set out in the council’s Enterprise Risk Management (ERM) Policy, as highlighted below.

**Assignments and responsibilities**

ERM is integrated into existing corporate processes, becoming part of regular day-to-day business and activities. ERM is a collective and collaborative effort by the Council in order to achieve an effective system for the management of risk.

The following describes the roles and responsibilities that Members and Officers play in introducing, embedding and owning the risk management process and therefore contributing towards the best practice standards for risk management.

**Chief Executive**

* The Chief Executive has overall responsibility for the management of all significant risk within the Council including the creation, membership and functions of management committees with risk management roles. This includes the Corporate Leadership Team and the assignment and performance review of 2nd tier managers with responsibility for the management of identified risks;
* The Chief Executive also has a critical role in reporting to the Executive on identified strategic risks and communicating the strategic value of effective risk management to the Executive. The Chief Executive also has a role to play in ensuring adequate funding and resources are available for risk management activities.

**Corporate Leadership Team**

* To collectively ensure that effective systems of risk management and internal control are in place to support the Corporate Governance of the Council;
* To approve the risk appetite for each risk detailed in the Council’s Corporate Risk Register and monitor the total risk faced by the Council;
* To take a leading role in identifying and managing the risks and opportunities to the Council and to set the example and standards for all staff;
* To identify, analyse and profile high-level strategic cross-cutting and emergent risks on a regular basis as outlined in the monitoring process;
* To ensure that appropriate risk management skills training and awareness is provided to appropriate elected Members and staff.

**Council Risk Facilitator**

* To facilitate the communication and implementation of this Policy and ERM Guidance to all elected Members, managers and staff to fully embed them in the Council’s business planning and monitoring processes (as per their respective roles and responsibilities);
* To report to Corporate Leadership Team and Audit Committee on the management of corporate and other significant risks and the overall effectiveness of risk management;
* To provide training and support to relevant members and managers with regard to risk management;
* To co-ordinate all of the Council’s risk management registers.

**2nd Tier Managers**

* Each 2nd Tier Manager is individually responsible for proper monitoring of the risks identified in their relevant service plans, local action plans and for embedding risk management into the business and service planning of their relevant services;
* Ensuring that the risk management process is part of all major projects, partnerships and change management initiatives;
* Ensuring that all reports of a strategic nature written for Executive Members include a risk assessment of the options presented for a decision;
* Report regularly to the Corporate Leadership Team on the progress being undertaken to manage their risks and provide updates on the nature of the significant risks in their relevant service areas;
* To determine the risk appetite for each risk detailed in their Service Risk Register;
* Provide assurance on the adequacy of their relevant service’s risk and control procedures;
* Bring to the attention of their respective Executive portfolio holders all significant risks on a timely basis.

**3rd Tier Managers**

* In respect of risk management, each 3rd Tier Manager is individually responsible for:
* the proper identification, assessment and monitoring of the risks associated in their area of activity;
* bringing to the attention of their 2nd Tier Manager all significant risks on a timely basis;
* ensuring that all reports of a strategic nature written for Executive Members include a risk assessment of the options being presented for a decision;
* recommending (to the Council Risk Facilitator) risk management training for their staff (where relevant);
* implementing approved risk management action plans;
* maintaining an awareness of risks and feed them into the risk identification process;
* embedding a culture of pro-active risk assessment in their area of activity.

**Audit Committee**

* To provide independent assurance of the adequacy of the ERM Policy and Guidance and the associated control environment. In particular:
* to receive the annual review of internal controls and be satisfied that the Assurance Statement properly reflects the risk environment and any actions required to improve it;
* to receive regular reports covering implementation of the Council’s ERM Policy and Guidance to determine whether strategic risks are being actively managed;
* to review, revise as necessary and recommend adoption of the ERM Policy and Guidance to Executive on a regular basis;
* to have the knowledge and skills requisite to their role with regard to risk management and to undertake awareness training in respect of ERM as and when specific training needs are identified.

**Executive Members**

* Executive members are responsible for governing the delivery of services to the local community. Executive Members therefore have a responsibility to be aware and fully understand the strategic risks that the Council faces;
* Executive members have the responsibility to consider the risks associated with the decisions they make and will be informed of these risks in the reports that are submitted to them. They are required to consider the cumulative level of risk faced by the authority. They cannot avoid or delegate this overall responsibility, as it is vital to their stewardship responsibilities;
* To have the knowledge and skills requisite to their role with regard to risk management and to undertake awareness training in respect of ERM as and when specific training needs are identified;
* To receive regular reports, as presented to the Audit Committee covering the implementation of the Council’s Risk Management Policy and Guidance, including updates over the management of all strategic risks.

**Overview and Scrutiny Committee**

To have due regard for this policy, and specifically, when undertaking scrutiny reviews to consider the Executive’s risk identification and evaluation process.

**Members**

To have the knowledge and skills requisite to their role with regard to risk management and to undertake awareness training in respect of ERM as and when specific training needs are identified.

**Departmental Leadership Teams**

* To collate on a quarterly basis the key and consistent themes from service, project and partnership risk registers and feed these to Corporate Leadership Team and give feedback to the services;
* To collate the highest level and most common operational risks (including those risks of a more health and safety or liability perspective) from a service level for communication and if required, consideration by
* Corporate Leadership Team;
* To monitor the implementation and embedding of risk management within key Council processes;
* To identify risk management training needs, approve training programmes and presentations;
* To facilitate services on an ongoing basis with maintaining their risk registers and matrix;
* To implement the detail of the Enterprise Risk Management Guidance;
* To ensure that risks and action plans are updated in the Corporate Risk Register;
* To share/exchange relevant information with colleagues in other service areas.

**Internal Audit**

Internal audit:

* provide assurance to the Council through an independent and objective opinion on the control environment comprising risk management, control procedures and governance;
* report to Members on the control environment; and
* provide an Internal Audit Plan (on at least an annual basis) that is based on a reasonable evaluation of risk and to provide an annual assurance statement to the Council based on work undertaken in the previous year.

**Staff**

Staff have a responsibility to identify risks surrounding their every day work processes and working environment. They are also responsible for:

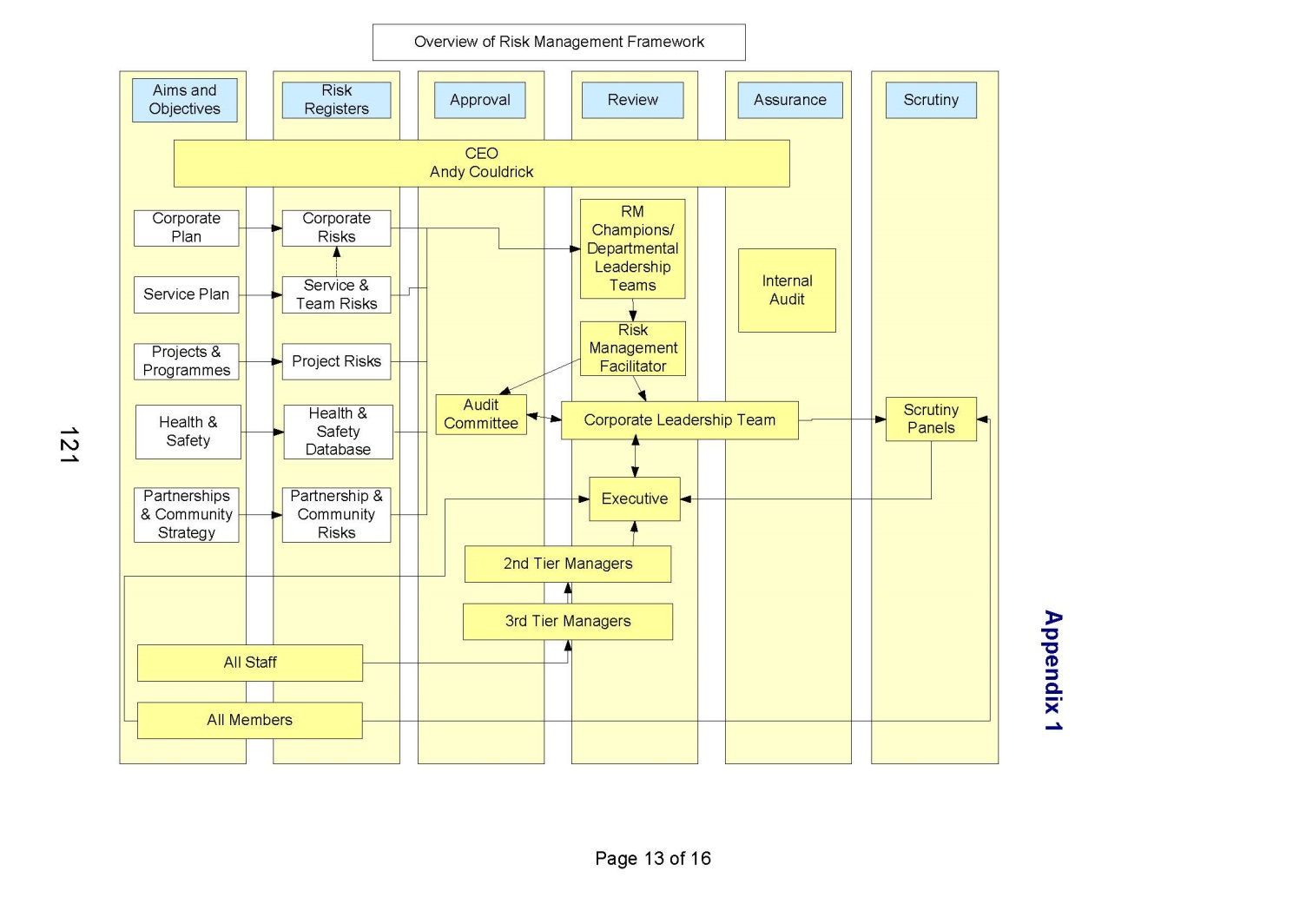
* participating in ongoing risk management within service areas;
* actively managing risks and risk actions (where appropriate); and
* demonstrating an awareness of risk and risk management relevant to their role and to take action accordingly.

**Review and Continual Improvement**

The Audit Committee shall review and recommend adoption of the ERM Policy to the Council on a regular basis or when significant changes require a revision of it.

The Council should continue to improve the effectiveness of its risk management arrangements through:

* learning from risk events and the application of controls;
* review risk occurrences to identify emerging trends; and
* learn from other organisations about their risk occurrences in order to consider whether there is a likelihood of the Council experiencing a similar occurrence.
* Structure of Risk Management Delivery



The structure of risk management delivery is set out in the council’s ERM Policy. A full copy is available if requested. It is led by the council’s Corporate Leadership Team (CLT), who deliver reports to the Audit Committee on the risk management strategy and any changes to the risk register(s).

* Risk Management Budget and Personnel

The Assistant Director of Governance and the Lead Specialist in the council’s Shared Audit and Investigation Service facilitate the implementation of the council’s risk management practices, reporting directly to CLT with any updates, changes, and other issues which arise. The council has adopted an approach where responsibility for risk management is embedded within individual services and teams, giving accountability to managers for compliance in their own areas.

* Risk Management Teams / Champions

Risk management teams and champions are currently under review as part of the 21st Century Council change programme. However, as above, risk management is embedded within teams across the organisation, so there is currently no specific team responsible for risk management.

* Risk Registers, including Review Process

The corporate and transitional risk registers for the 21st Century Council programme are available upon request. All risk registers are reviewed and approved by CLT in accordance with the risk management reporting cycle. The corporate risk register is reviewed every cycle and departmental risk registers every other cycle.

Managers regularly review and update their own department’s risk registers, or notify the Lead Specialist in the council’s Shared Audit and Investigation Service of any changes.

The council’s ERM Policy is reviewed by the Audit Committee if there are any significant changes to be made.

* Project Work with Insurers
* ALARM participation

The council has strong links with ALARM through The Royal Borough of Windsor and Maidenhead, with access to risk management advice and support as required. Wokingham Borough Council’s lead Insurance Officer is a full member. An Audit and Investigation Specialist at WBC also holds full membership with ALARM, so knowledge and resources are accessible through two different teams at the council.

* Fraud

The council has:

1. a Corporate Anti-Fraud and Anti-Corruption Policy;
2. an Anti-Bribery Policy;
3. a Whistleblowing Policy;
4. an Anti-Money Laundering Policy

all of which are written in to the council’s Constitution and will be provided if requested.

**Health and Safety**

Good health and safety practice and awareness is embedded across the council and its operations. The council does of course have an overarching ‘Health and Safety at Work Policy General Statement’. This was last updated in July 2017 and was signed-off by the (then) chief executive and the borough mayor. For clarity and emphasis, it is set out below.

“Wokingham Borough Council recognises and accepts its responsibilities under the Health and Safety at Work Act 1974 and gives its full commitment to doing everything reasonably practicable to protect the safety, health and welfare of all its employees and other persons whose health and safety may be affected by the Council’s activities. The Council will take reasonable steps to ensure that its contractors and partners in service provision conduct their activities in a manner that is safe and without risk to health.

“High standards of health and safety are an integral part of our organisation’s vision, values and performance standards; we are committed to the continuous improvement of our health and safety systems, building a positive health and safety culture for the benefit of our employees, customers and the efficiency of our service delivery.

“It is the Policy of the Council, in so far as it is reasonably practicable:

* To provide and maintain equipment and systems of work that are safe and without risks to health.
* To ensure safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
* To provide a competent source of health and safety advice to managers and headteachers and to supply such information, instruction, training and supervision as is necessary to provide for the health and safety at work of our employees.
* To maintain all places of work under the Council’s control, including means of access and egress, in a condition that is safe and without risk to health and to provide appropriate facilities for welfare.
* To provide for the identification and assessment of health and safety risks and to eliminate or control those risks.
* To comply with the statutory requirements as a minimum standard of health, safety and welfare of employees at work and all others towards whom we have statutory health and safety obligations.
* To ensure that the roles of managers and headteachers towards health, safety and welfare are defined with responsibilities clearly assigned and communicated.
* To ensure that our employees are aware that they have a duty to work safely and to co-operate in all matters that affect their health and safety at work.

“The Council recognises the link between efficiency and safety and health and aims to minimise the costs, losses and disruption which arise from work related accidents, ill health and dangerous occurrences.

“Appreciating that consulting and working in partnership with our employees on health and safety matters is important in creating and maintaining a safe and healthy work environment, the Council will maintain suitable arrangements for joint discussion and employee involvement.

“In order to ensure that adequate financial, human and other resources are made available for the effective implementation of this policy, procedures and systems will be maintained to monitor health and safety performance with all necessary feedback provided to members, managers, headteachers and staff representatives.

“Each maintained school, service, service team or work site, whichever is most appropriate, will produce, document and maintain local health and safety arrangements i.e. the local roles and responsibilities for health and safety together with the systems and procedures to put into practice the Council’s Health and Safety Policy. Managers and headteachers are responsible for ensuring that the Council’s Health and Safety Policy, the corporate health and safety manual and local health and safety arrangements are brought to the attention of all employees, whether permanent or temporary, agency workers or those on fixed term contracts.

“The Council’s strategic plan for health and safety will be further developed and maintained with corporate objectives set annually and progress measured regularly to ensure continuous improvement in our health and safety performance. The Council’s current key health and safety priorities are violence at work, lone working and the selection and management of contractors.”

By way of example, and to emphasise that council has an active commitment to health and safety, it has recently undertaken an audit of a large number of its premises in order to review a large number of aspects of health and safety, including: complete fire safety; fire risk assessments; evacuation plans; electrical safety; asbestos awareness and controls; legionella management; general housekeeping; hazard spotting inspections. [Note: a copy of the review checklist will be provided if requested.] This audit was instigated by the council’s new (interim) chief executive and any concerns/findings are to be reported to the council’s Corporate Leadership Team with action being taken as a priority.

In the last 5 years there have been NO prosecutions of the council by the HSE; there have been NO enforcement notices made against the council by the HSE.

Of particular note are the following recent initiatives and improvements. These are considered to have been particularly effective in streamlining processes, making them more accessible and encouraging ownership by managers and staff:

1. the Health and Safety ‘Seeking Assurance Programme’ – an approach based on self-evaluation by responsible managers, encouraging a critical evaluation;
2. the development of ‘self-service’ incident reporting and incident management – helping to ensure that incidents are centrally recorded accurately and in a timely manner;
3. the H&S e-learning programme e.g. ‘Being a Manager – Health and Safety Essentials’;
4. simplification of H&S guidance – thereby making it more accessible, easier to use and encouraging people to consult it.

**Claims Management**

The council does not handle claims in-house: claims are handled in partnership with insurers’ claims department/claims handlers.

Repudiation rates are highlighted in the table below.

**Current Insurance Programme**

**Risks to be Insured**

|  |  |  |  |
| --- | --- | --- | --- |
| **LOT No.** | **Class of Business** | **Current Insurer** | **Renewal Date** |
| 1 | Property comprising Material Damage, Business Interruption, Contract Works, Money, Computers, Crime and Specified All Risks | AIG/Munich Re | 30th June 2018 |
| 2 | Casualty comprising Employers Liability, Public & Products Liability (including Libel and Slander), Officials Indemnity (including Land Charges and Public Health Act cover), Professional Indemnity, Hirers Liability | AIG | 30th June 2018 |
| 3 | Motor Fleet & Uninsured Loss Recovery | Zurich Municipal | 30th June 2018 |
| 4 | Group Personal Accident and Travel | AIG | 30th June 2018 |

The following pages outline the current programme structure and the options the Authority would like to consider

**Historical Deductibles**

We have included details of the current deductible and Aggregate under each policy section. These have not changed other than via standard indexation during the contract period, and to assist claims analysis calculations, summary details are provided below.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Property: Housing Damage Deductible | Property: General Properties Damage Deductible | Property: General Properties Damage Deductible | Property: General Properties Damage Deductible | Property: Education Buildings Deductible | Property: Education Buildings Deductible | Property: Education Balance of Risks Deductible | Property: Education Balance of Risks Deductible | Property: Education Contents Deductible | Property: Education Contents Deductible | "All Risks"/"Special Property Insured" Excess |
| Policy Year | All Perils | All Perils | Storm, Flood, Escape of Water | All Other Perils | Fire, Lightning, Explosion, Subsidence | All Other Perils | Fire, Lightning, Explosion, Subsidence | All Other Perils | Fire, Lightning, Explosion, Subsidence | All Other Perils |  |
| 30.06.08 to 29.06.09 | £20,000 | N/a | £50,000 (Shute End £20,000) | £20,000 (Shute End £100,000) | £50,000 | £250 | £50,000 | £250 | N/a | N/a | £250 |
| 30.06.09 to 29.06.10 | £20,000 | N/a | £50,000 (Shute End: £20,000) | £20,000 (Shute End £100,000) | £50,000 | £250 | £50,000 | £250 | N/a | N/a | £250 |
| 30.06.10 to 29.06.11 | £20,000 | N/a | £50,000 (Shute End: £20,000) | £20,000 (Shute End £100,000) | £50,000 | £250 | £50,000 | £250 | N/a | N/a | £250 |
| 30.06.11 to 29.06.12 | £25,000 | £25,000 | N/a | N/a | £50,000 | £25,000 | N/a | N/a | £50,000 | £250 | £250 |
| 30.06.12 to 29.06.13 | £25,000 | £25,000 | N/a | N/a | £50,000 | £25,000 | N/a | N/a | £50,000 | £250 | £250 |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Property: Housing Damage Deductible | Property: General Properties Damage Deductible | Property: General Properties Damage Deductible | Property: General Properties Damage Deductible | Property: Education Buildings Deductible | Property: Education Buildings Deductible | Property: Education Balance of Risks Deductible | Property: Education Balance of Risks Deductible | Property: Education Contents Deductible | Property: Education Contents Deductible | "All Risks"/"Special Property Insured" Excess |
| Policy Year | All Perils | All Perils | Storm, Flood, Escape of Water | All Other Perils | Fire, Lightning, Explosion, Subsidence | All Other Perils | Fire, Lightning, Explosion, Subsidence | All Other Perils | Fire, Lightning, Explosion, Subsidence | All Other Perils |  |
| 30.06.13 to 29.06.14 | £25,000 | £25,000 | N/a | N/a | £50,000 | £25,000 | N/a | N/a | £50,000 | £250 | £250 |
| 30.06.14 to 29.06.15 | £25,000 | £25,000 | N/a | N/a | £50,000 | £25,000 | N/a | N/a | £50,000 | £250 | £250 |
| 30.06.15 to 29.06.16 | £25,000 | £25,000 | N/a | N/a | £50,000 | £25,000 | N/a | N/a | £50,000 | £250 | £250 |
| 30.06.16 to 29.06.17 | £25,000 | £25,000 | N/a | N/a | £50,000 | £25,000 | N/a | N/a | £50,000 | £250 | £250 |
| 30.06.17 to 29.06.18 | £25,000 | £25,000 | N/a | N/a | £50,000 | £25,000 | N/a | N/a | £50,000 | £250 | £250 |

**Property: Aggregate Stop - £300,000 all years**

**Non-Ranking Excess**

|  |  |  |  |
| --- | --- | --- | --- |
| Notes: | (1) Non-ranking Property Damage Excess of £100 applied up to 29.06.11; thereafter £nil | (2) 30.06.08 to 29.06.09 varying Education deductibles of £20,000, £25,000 and £50,000 applied | (3) 30.06.08 to 29.06.10 Addington School had a £nil Fire deductible |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Employer's Liability Deductible | Public Liability Deductible | Officials' Indemnity/Professional Negligence Deductible | Casualty: Combined Aggregate Stop | Motor Fleet: AD, Fire and Theft Excess |
| Policy Year |  |  |  |  |  |
| 30.06.08 to 29.06.09 | £1,000 | £1,000 | £1,000 | £50,000 | £100 |
| 30.06.09 to 29.06.10 | £1,000 | £1,000 | £1,000 | £50,000 | £100 |
| 30.06.10 to 29.06.11 | £1,000 | £1,000 | £1,000 | £50,000 | £100 |
| 30.06.11 to 29.06.12 | £1,000 | £1,000 | £1,000 | £100,000 | £100 |
| 30.06.12 to 29.06.13 | £1,000 | £1,000 | £1,000 | £100,000 | £100 |
| 30.06.13 to 29.06.14 | £1,000 | £1,000 | £1,000 | £110,000 | £100 |
| 30.06.14 to 29.06.15 | £1,000 | £1,000 | £1,000 | £110,000 | £100 |
| 30.06.15 to 29.06.16 | £1,000 | £1,000 | £1,000 | £110,000 | £100 |
| 30.06.16 to 29.06.17 | £50,000 | £50,000 | £25,000 | £500,000 | £100 |
| 30.06.17 to 29.06.18 | £50,000 | £50,000 | £25,000 | £500,000 | £100 |

**LOT 1 – Property Insurance (excluding Broker Services)**

This Lot incorporates the following classes of business:

* Material Damage
  + General
  + Housing
  + Education
* Business Interruption
  + Additional Expenditure
  + Gross Revenue
  + Loss of Rent
* Contract Works
* Money
* Computers
* Specified All risks
* Crime

**Current & Required Policy Limit of Liability**

The current policy contains a limit of liability of **£100,000,000**

**Definition of buildings to include**

Buildings shall mean buildings including:

* Landlords’ fixtures and fittings;
* Oil tanks, outbuildings, extensions, annexes, exterior swimming pools, canopies, fixed signs and gangways
* Walls, gates and fences;
* Drains, sewers, piping, ducting, cables, wires and associated control gear and accessories on the premises and extending to the public mains
* Adjoining and specifically associated yards, car parks, roads, pavements and forecourts all constructed of solid materials
* Foundations

**Territorial Limits**

Great Britain Northern Ireland the Isle of Man and the Channel Islands but restricted to Great Britain for any applicable Terrorism Extension

**Jurisdiction**

Law of England and Wales

**LOT 1 – Property Award Criteria**

Each Tender submission will be evaluated as detailed below.

* Stage 1 - Validity and Completeness of Submission to ensure the Tender is compliant.

Validity: This is to ensure that all Tenders received are valid in accordance with the Instructions for Tendering.

Completeness: A complete Tender shall include all documents required in accordance with the Instructions for Tendering. Incomplete submissions may result in your submission being excluded

* Stage 2 - Financial security check

**ALL INSURERS MUST BE AT LEAST “A-” RATED BY STANDARD AND POOR'S (OR EQUIVALENT) AND/OR APPROVED BY THE JLT MARKET SECURITY COMMITTEE, OTHERWISE THEIR SUBMISSION WILL BE AUTOMATICALLY REJECTED. Please note if the rating of the Insurer drops below the acceptable minimum standard during the life of the contract, the Authority can make alternative arrangements at their own discretion.**

* Stage 3 - Detailed Consideration of Tenders to determine the Most Economically Advantageous Tender (MEAT) to the Council in terms of price and quality. In accordance with Section 5 of the Public Contracts Regulations 2015, we have set out below the criteria and weightings for the award criteria.
* Stage 4 - Contract Award / Acceptance of Tender

The Authority reserves the right to request additional information which may be necessary to assist in the evaluation of Tenders and any such information must be provided in writing within a maximum period of **three working days** of receipt of a written request.

Stage 3 - Detailed Consideration of Tenders

The award criteria are set out in the following pages. They comprise both Financial (price) and Non-Financial (policy cover, claims service and ease of administration) criteria.

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Price for Insurance cover  Maximum points will be awarded to the lowest priced bidder taking into account any Long Term Agreement discounts. A formula will be used to adjust the scores of all remaining bidders to reflect the percentage difference in prices, although please note that the minimum possible score is Zero. | 45% |
| **Assessment of Policy Cover**  Marks will be awarded for insurers able to offer cover as per the specification. Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification and / or onerous policy conditions and exclusions are applicable  **If there are serious omissions in the policy cover no points will be awarded and the tender will be rejected. An example of this might be if there is no cover provided for storm or flood.**  All bidders are required to include a document which compares the cover they are offering against the cover being requested within this specification | 35% |
| **Claims Service**  This will be evaluated against the criteria shown within this Tender Document. Scores will be adjusted to take into account the difference between the services offered and those requested together with the quality of claims and the claims management data available. | 10% |
| **Added Value and Innovation** | 10% |

Each of the four Criteria detailed above will be scored as follows

The Maximum points available for the whole Lot is 1000

**Price for insurance cover**

The maximum points available for this section is 450 this will be allocated as shown below

|  |  |  |
| --- | --- | --- |
| **Evaluation Methodology** | **Points available** | |
| **Lowest price bidder**.  Maximum points will be awarded to the lowest price bidder. A formula will be used to adjust the scores of all remaining bidders to reflect the percentage difference in price. For each 1% higher the premium is than the lowest price quoted 4.5 points will be deducted. Please note that the minimum possible score is Zero. | | 450 |

**Assessment of Policy Cover**

The maximum points available for this section is 350 this will be allocated as shown below

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| **Insurance Cover offered**  A tender that meets the requirements of the ITT will be awarded **350 points**  Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification or additional restrictive terms, conditions, exclusions or endorsements are imposed.  The value of the points deducted will be based upon the potential financial impact on the Authority.  The points will be reduced in multiples of 10 for minor differences i.e. one minor difference would result in a 10 point reduction. More significant differences would result a point reductions of 50 to 100 points, an example of this but not limited to is the excess being applied per property rather than per event.  **Please remember if there are serious omissions in the policy cover the tender will be rejected. An example of this might be if there is no cover or an unacceptable inner limit for provided for storm or flood.** | 350 |

**Claims Service**

The maximum points available for this section is 100 this will be allocated as shown below

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| The Authority expects all claims will be handled in a prompt professional manner.  **Claims Service**  A tender that meets the requirements of the ITT will be awarded **100 points**  Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification  The value of the points deducted will be based upon the potential service impact on the Authority.  The points will be reduced in multiples of 10 i.e. one minor difference would result in a 10 point reduction. An example could be response times on new claims being 1 day longer than requested. A more significant difference would result in a point reduction of 25 points. This might be that Loss Adjusters on large claims are not available within 24 hours or monthly claim listing reports are not available. | 100 |

**Added Value and Innovation**

The maximum points available for this section is 100 this will be available where the specification requirements have been exceeded and those extra items are of interest/value to the Authority.

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| Under this section **100 points** are available  **Added Value**  Up to 100 points are available for items that improve the quality of the service/product requested. These improvement/benefits must be of interest/value to the Authority examples could include:   * Rate Guarantees * Low claims rebates * Cover enhancements * Risk Management Services * Training   Points would be awarded to reflect the value provided by improvement/benefit. | 100 |

**Property Risk Management**

**Emergency Procedures**

Each service has its own emergency procedures and plans for the buildings they operate. This would cover evacuation procedures for fire, security and bomb threats. Each building has appointed fire wardens to ensure that buildings are safely evacuated following an incident.

Lists of appointed keyholders for each building are also kept, reviewed, and updated regularly. In the event of an emergency involving, for example, a break-in which occurs outside of operating hours, a duty officer will be notified, who will contact the first available keyholder to call the emergency services, attend the building, and identify any immediate works needed to make the property safe.

* **Flood Management**

It is ensured that the council’s buildings comply with the latest Building Regulations where they are situated in a flood risk zone. Plans for new buildings are only approved by the council’s Planning department if they meet the regulations.

In the event of a flood emergency, the council’s highways contractor has a stock of 1,400 sandbags that will be provided to those buildings most at risk of suffering damage. The deployment of sandbags will be decided with the following priorities in mind:

1. maintaining access for the emergency services;

2. protecting vital facilities and assets within the community;

3. protecting the most vulnerable;

4. protection of WBC business property where deemed appropriate;

5. protection of residential property.

In each instance of damage following a flooding incident, a construction specialist will visit the affected property to assess its condition and co-ordinate the implementation of additional flood defence measures. For example, a flood defence mechanism in the form of a bund was installed at The Emmbrook School following damage it suffered during a severe flood in 2007. It is deployed whenever there is a specific threat of severe flooding affecting the school.

**Housing Management**

* **Fire Risk Assessments**

Baseline Fire Risk Assessments have been carried out for all existing schools and council buildings over the last 2-3 years. DfE condition surveys were also carried out on all buildings by a specialist contractor at this time to ensure that the structure of buildings meets relevant fire safety standards. Reviews of existing Baseline FRAs will take place every 5-6 years. Any newly-constructed buildings would comply with the latest Building Regulations.

Annual Workplace Fire Risk Assessments are conducted by schools and users of council buildings to ensure that fire safety equipment is regularly inspected and maintained and to identify any additional requirements for, e.g., fire doors/screens and emergency lighting. Following their review, WBC’s Property team would appoint a contractor to implement any necessary upgrades.

Copies of the Fire Risk Assessments conducted at the council’s five most valuable buildings can be provided upon request.

* **Waste Management**

The council currently holds a contract for the collection, processing and disposal of general, ‘DMR’ and hazardous waste. Operators of council properties, including schools, can buy into the contract if they wish to do so. For those properties who do not buy into the contract, they will manage their own programme of waste management. The council manages a register of those who buy into this contract so ongoing support can be given to the operators of each building.

The contractor, Biffa, is able to assist council services, teams, and schools in managing their waste. They will typically assess the type and volume of waste, provide the appropriate equipment, and tailor the collection frequency accordingly.

The contract with Biffa was awarded on a 3-year basis and is due to expire on 31st July 2018. It is expected that a 2-year extension to the contract will be exercised.

A separate contract is held for the secure and safe disposal and processing of confidential waste at council premises.

The council is not aware of any significant issues or claims resulting from these contracts being carried out.

**Caretaking Arrangement / Supported Housing**

* **Out of Hours Security and Emergency Response**

Service contracts are set up for the installation, maintenance and management of intruder and fire alarm systems at council premises, ensuring that cover remains effective at all times. Many school and council buildings are also covered by the RedCARE monitoring system to detect intrusion and fires at premises outside of its operational hours.

Each property is also assigned a list of keyholders for the premises, which is organised, monitored and updated by the alarm system contractor. During an out-of-hours security breach or fire, the alarm system will trigger, the council’s out-of-hours duty officer will be advised, and the keyholder will attend to assess the situation. For those properties covered by RedCARE, the emergency services are also notified immediately upon detection of a security or fire issue.

WBC has in place a suite of emergency response plans to meet the requirements of emergency risk assessments carried out as part of the council’s duties under the Civil Contingencies Act 2004.

Emergency Risk assessments are undertaken at the Thames Valley Local Resilience Forum by a wide range of multi-agency partners (specified by the Civil Contingencies Act). The Thames Valley Community Risk register is attached.

The council’s emergency plans are underpinned by an emergency response team comprised of the council’s emergency planning officers and supported by officers at ‘Gold’ (Strategic), ‘Silver’ (Tactical), and ‘Bronze’ (operational) levels.

A robust training package ensures that officers are fully trained and competent to respond in emergencies. The training programme is ongoing to ensure knowledge and skills remain up-to-date.

We have an Emergency Operations Centre from which the council manages such emergencies and a back-up Emergency Operations Centre in case our primary venue is unavailable.

The council’s out-of-hours emergency call handler processes all out-of-hours calls and is able to activate any emergency plans if needed.

In light of recent terrorist attacks around the U.K., the council has developed a plan to respond to a ‘critical’ terrorism threat level. This included development of a lockdown/shelter plan for Wokingham’s Civic Offices. The final plan is expected to be ratified in the coming year.

The council’s emergency plans include (but are not limited to):

1) Overarching Emergency Plan

2) Emergency Operation Centre Plan

3) Schools Emergency Response Plan

4) Rest Centre Plan (to receive evacuees)

5) Temporary Mortuary Plan (to deal with mass fatalities)

6) Fuel Shortage Plan

7) Flood Response Plan

8) Major Accident Hazard Pipeline Plan (Pipeline Safety Regulations)

9) Recovery Plan (restoration of normality)

**Gas Safety**

The council has a contract to service and inspect all of its gas appliances annually, including kitchen appliances, gas plant, and associated equipment. Oil boilers are serviced twice a year. Gas soundness testing is carried out every 5 years at all schools and council buildings.

It is ensured that all gas servicing and maintenance contractors are appointed through a competitive tender process and go through pre-appointment vetting. This includes ensuring that they are ‘Gas Safe’ registered and accredited gas safety engineers. The council utilises a specific procurement tool to manage and vet all contractors before and throughout their appointment. It is expected that all contractors comply with the gas safety standards and regulations set out by the Institute of Gas Engineers and Managers (IGEM).

In 2017, a potential gas safety issue was identified, assessed and swiftly rectified at a WBC school involving corroded iron boilers. Following a leak, the boilers were replaced with up-to-date high-efficiency models. However, an issue with the pressure of the gas supply was identified on the new boilers. A gas engineer was appointed to test the supply pressure, find the root cause, and lay new supply pipes across the whole school site. The works were very carefully managed and the system was swiftly made safe for the school to use.

**General Building Repair and Maintenance and Schools Risk Management**

General repairs and maintenance of the council’s buildings and schools follows two stages. The first stage is a system of planned maintenance and repairs. Information from the condition surveys conducted in 2016 is used in conjunction with recommendations from servicing contractors to identify any issues that need rectifying. The lifecycles of components are also taken into account and this enables preventative maintenance to be undertaken before issues occur.

An example of this planned maintenance is a £190,000 project to upgrade the curtain-walling surrounding The Bulmershe School as it was in a particularly poor condition. This greatly improved the weatherproofing of the underlying structure and prevented any significant issues before they occurred.

Following the system of planned maintenance, any maintenance issues are reported on an ad-hoc basis by services in council-operated buildings. Each repair or call-out will be completed within a priority target set by the council’s Property Services depending on the nature or severity of the issue: 2 hours being the most urgent and 28 days being the least.

For council-maintained schools, a £650,000 annual budget is held by the council’s Children’s Services, divided up, and delegated fairly to each school each year. Responsibility is given to each school for assessing the condition of their building(s) every quarter and reporting any issues to the council’s Property team to rectify. The repair priority will also be set by the school requesting the work, with an urgent priority resulting in a higher charge. This ensures that maintenance issues are monitored and reported regularly and acted upon straight away, and helps detect and deal with any future potential problems.

Fixed wiring testing and inspections take place every 5 years at all council buildings and conform to BS 7671:2008 17th ed. It is ensured that any contractor appointed to conduct this work is accredited by the NICEIC or a similar regulatory body.

Portable appliance testing (PAT) is conducted every 18 months on all electrical appliances at council premises. A risk based approach to PAT testing has been adopted, aligning testing with different servicing contracts at council buildings and enabling a co-ordinated approach to be taken to rectify any issues.

Electrical and gas testing is conducted annually on all swimming pools at council buildings and schools. Whilst testing of the water itself is not conducted by the council, any contractor must comply with the standards set by the Water Regulations Advisory Scheme (WRAS) and Water Regulations 1999.

**Contractor Management**

The council’s long-term contract for the appointment of general building, mechanical and electrical contractors is ending on 31st March 2018. A full tender exercise will be undertaken to appoint new term contractors for the above areas on a 3 year + 1 year + 1 year basis, for renewal on 1st April 2018. The details for this are held under the council’s contracts register. Contractors will be fully vetted to ensure that they are suitable and capable of carrying out the types of work involved in the contract.

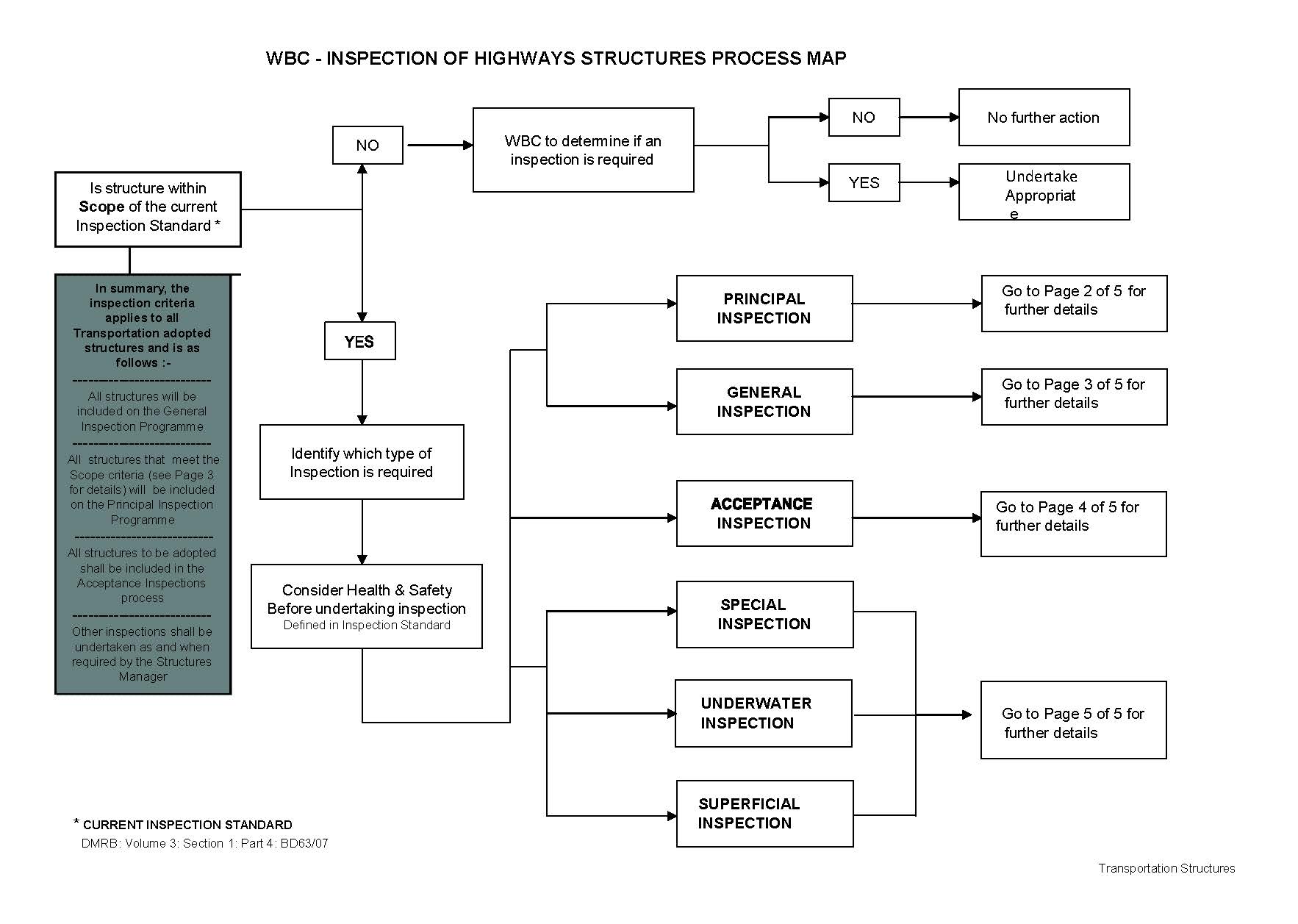
When repairs or maintenance is requested for a council building, a physical ticket is issued to the appointed contractor and to the team/service responsible for the building. The contractor must declare that they have considered the type of work, fully assessed the risks involved, obtained the relevant permits for the work (e.g. a hot work permit), and familiarised themselves with the on-site emergency procedures. An example of this ticket can be provided upon request.

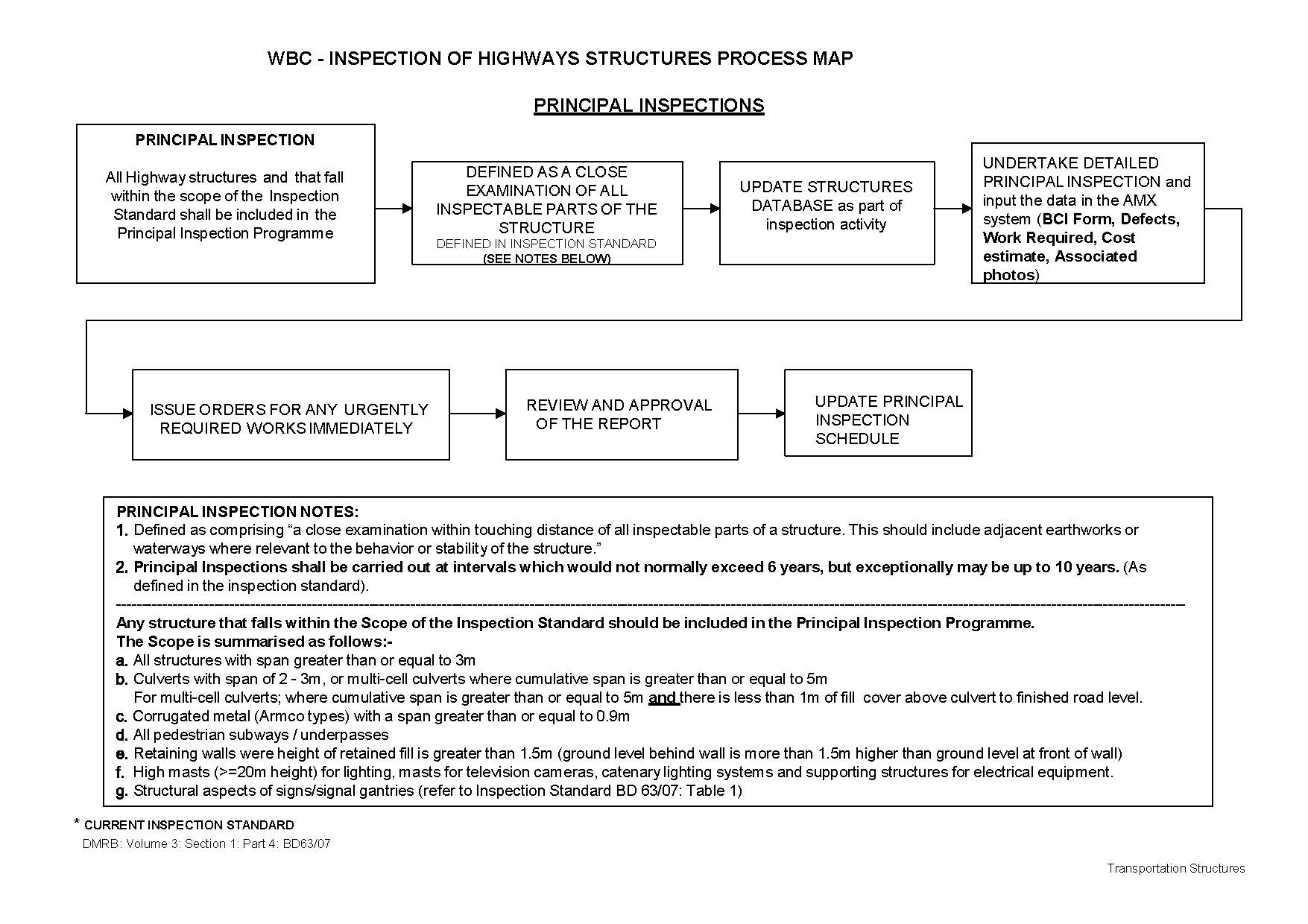
**Bridges**

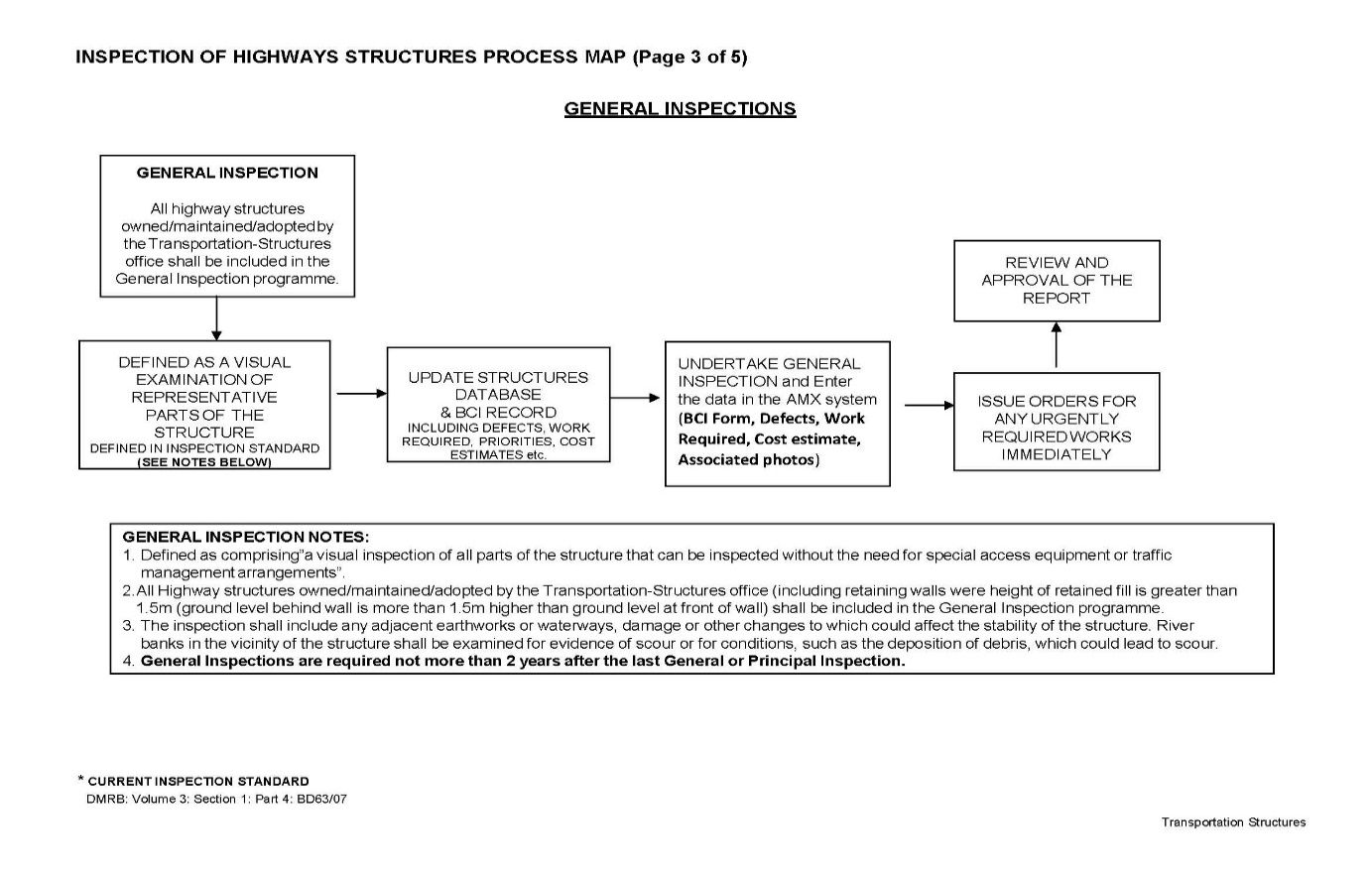
The council maintains a full inventory of the bridge structures that it owns and undertakes routine inspections of structures every two years and six years – General Inspections and Principal Inspections respectively. In addition, the council carries out annual routine maintenance and programmed remedial repair works and these are based on the priority given to any identified defect(s).

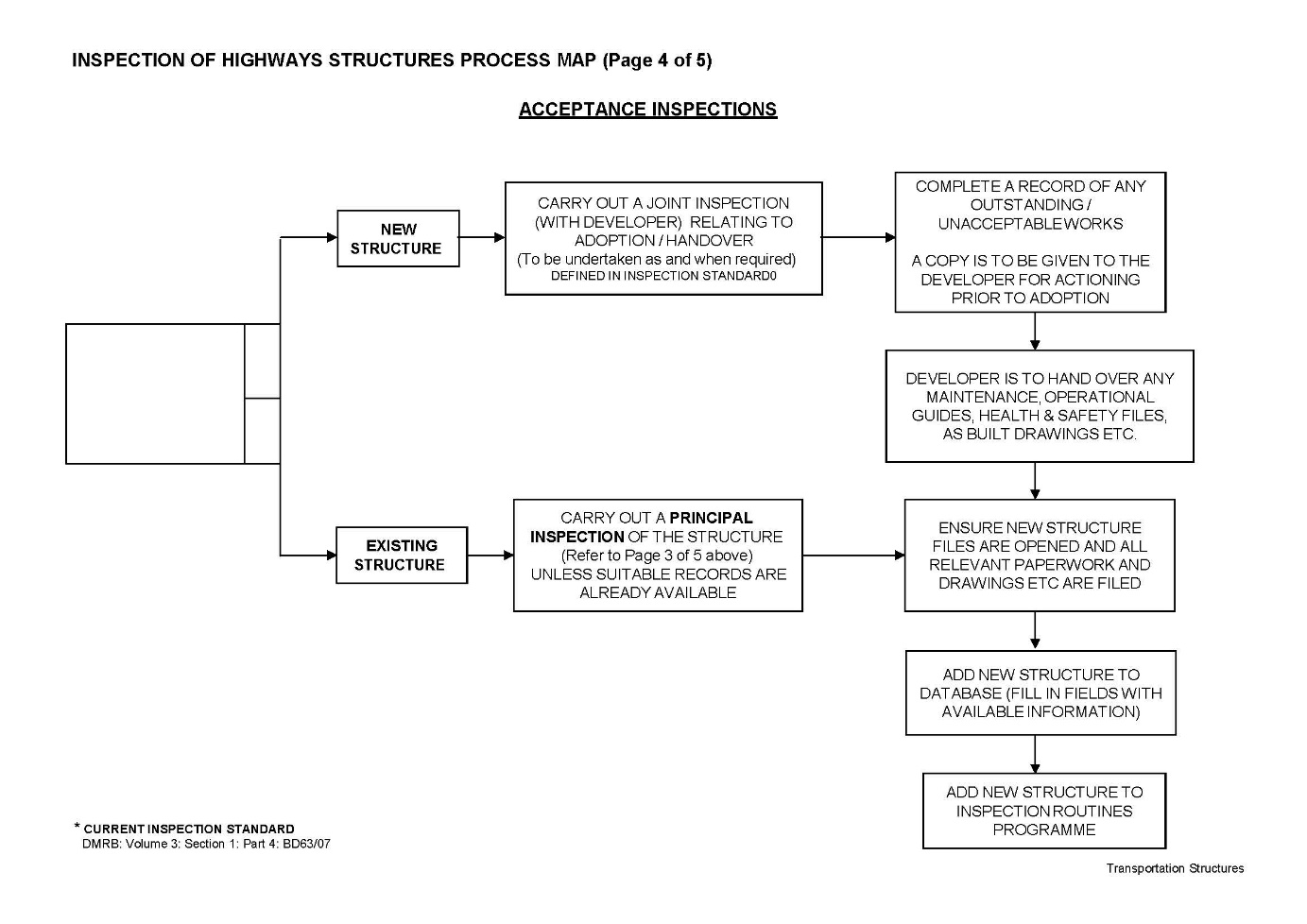
The council would specifically draw underwriters’ attention to the Coppid Beech Flyover and the Loddon Bridge Viaduct (North and South): these are major structures and were insured under the council’s programme for Fire and Terrorism only until 2016, at £50,000,000 each.

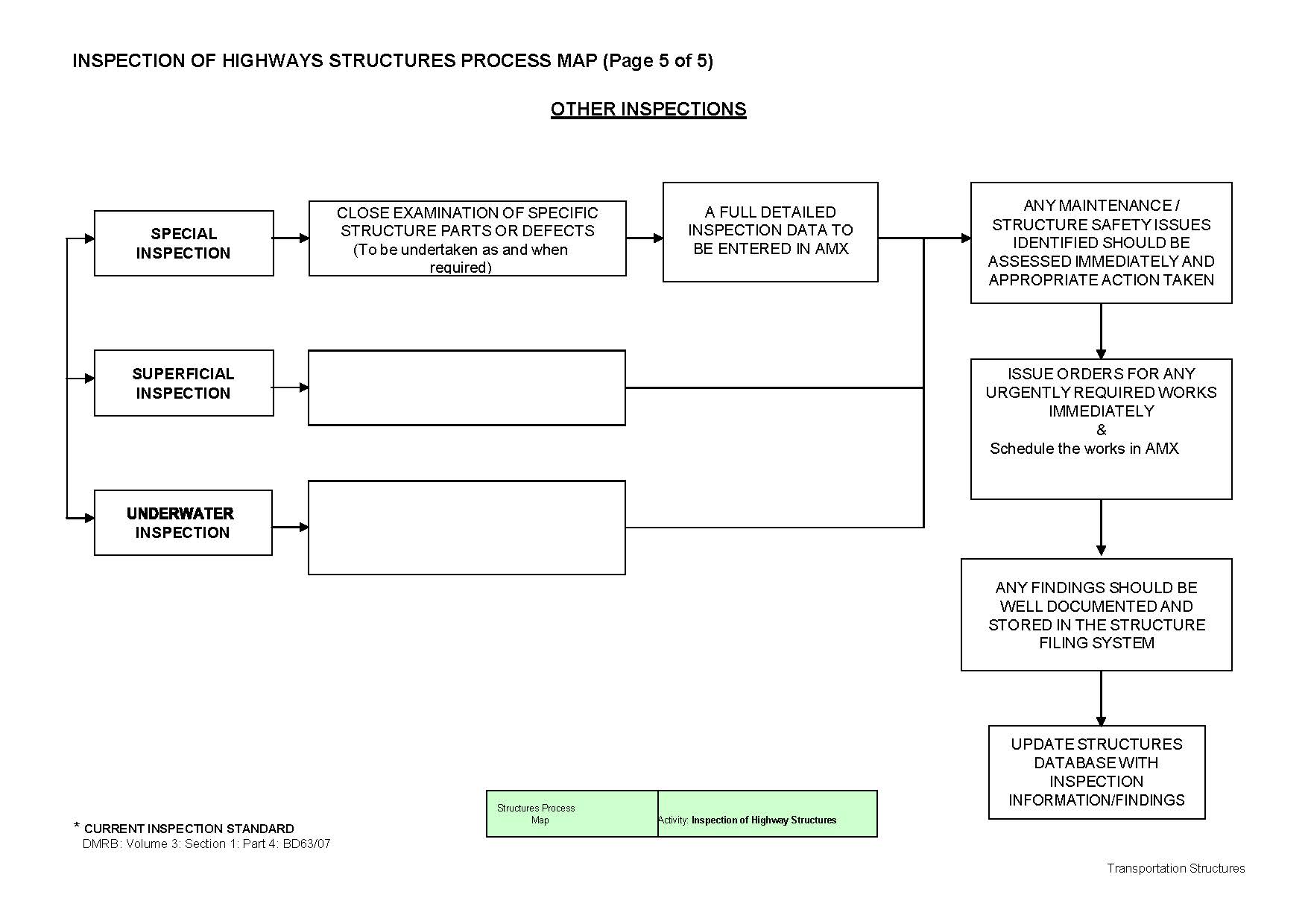
A copy of the inventory can be supplied if requested. In support of the robust procedures in place for managing highways structures, the inspection and maintenance ‘process map’ is detailed below.











**Asbestos**

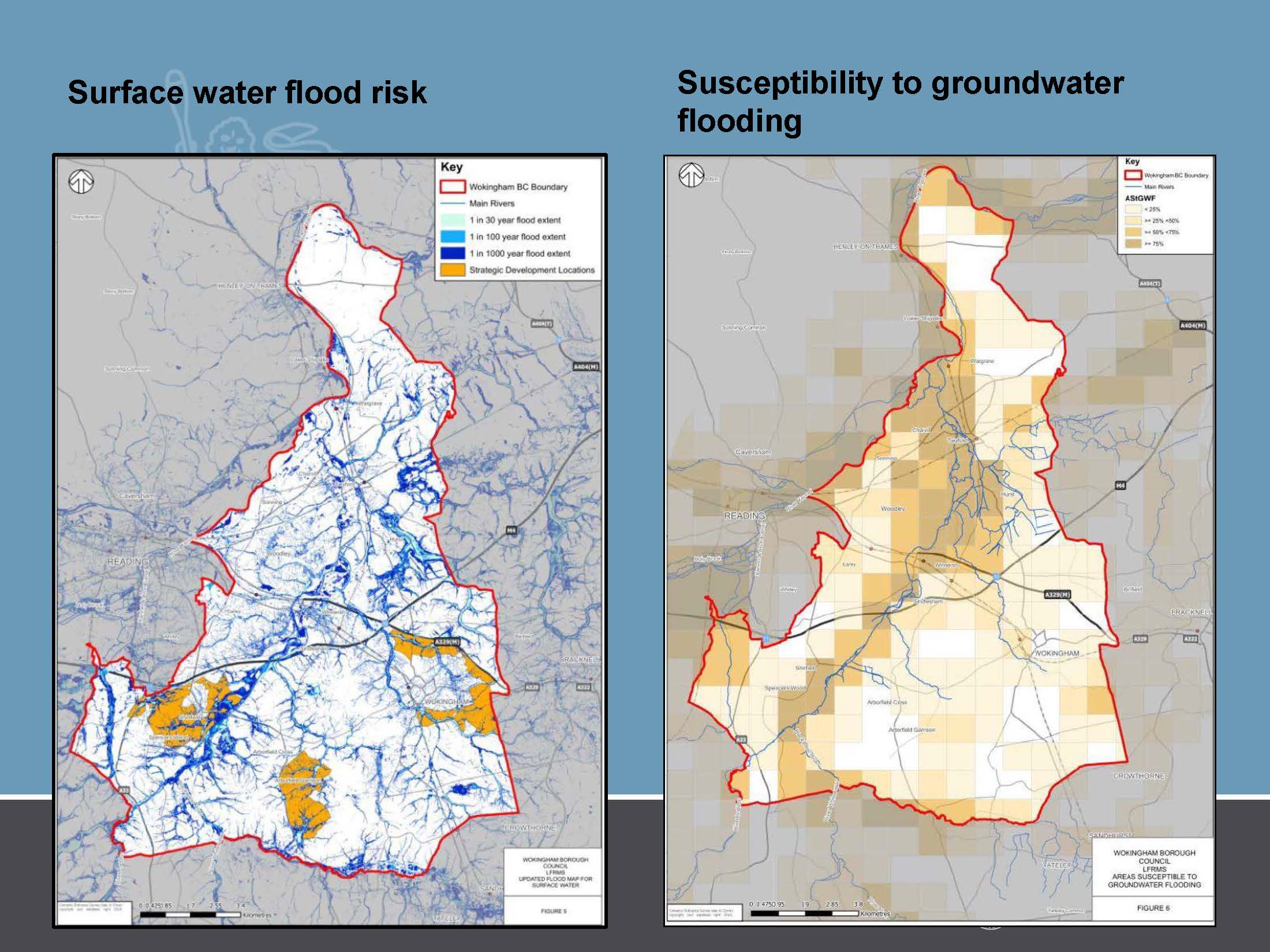
All work involving asbestos is carried out by specialist contractors.

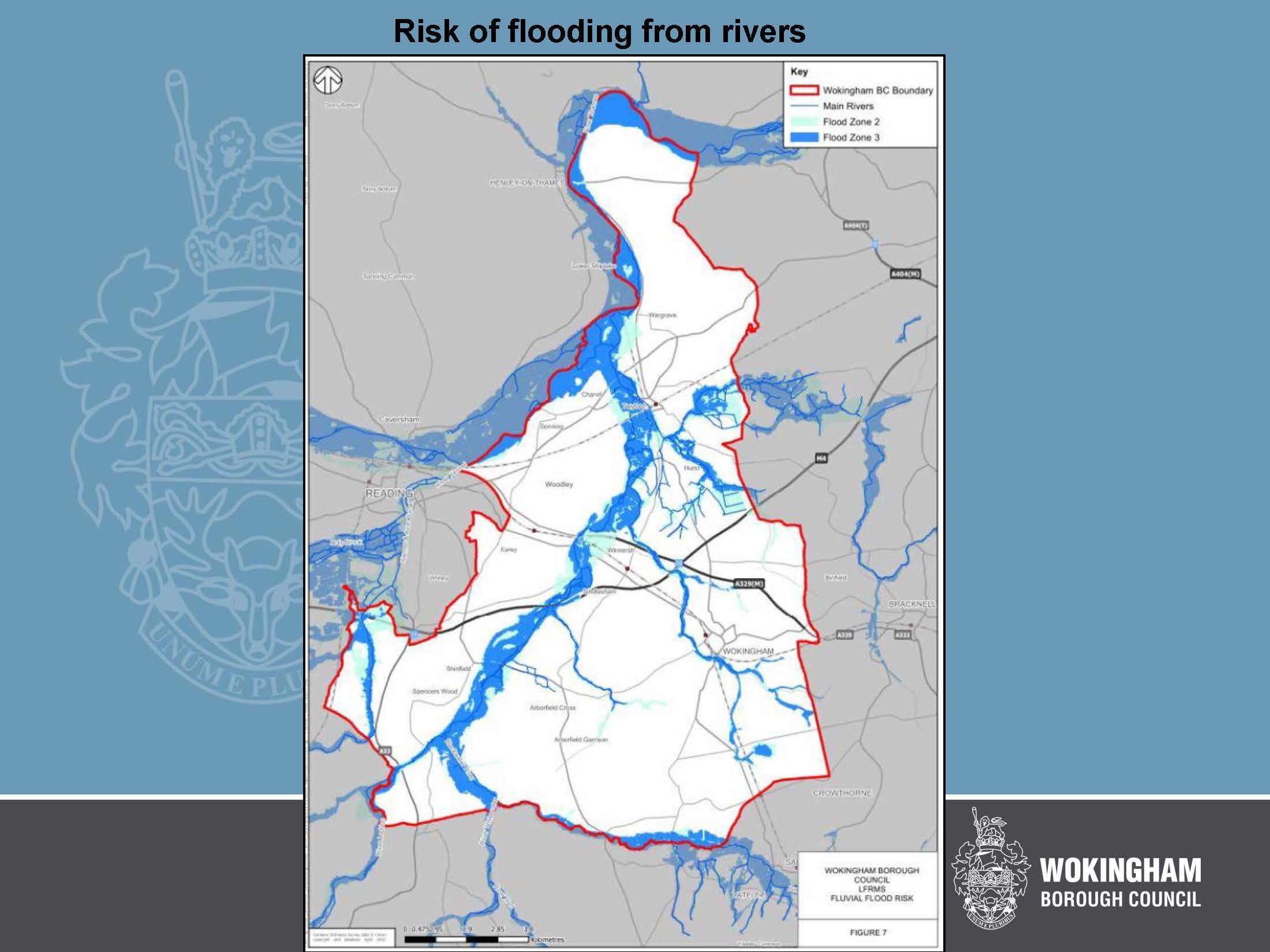
The council has in place a full asbestos management policy. This was thoroughly revised in March 2017 and a copy will be provided for inspection if requested.

**Flooding**

Within the borough, some areas are susceptible to surface water flooding (run off from impermeable surfaces or lack of capacity within the drainage systems to cope); some are susceptible to fluvial flooding (when the rivers burst their banks); and some are susceptible to groundwater flooding (when there is so much rain over a sustained period that the groundwater table rises and floods properties and infrastructure from below). Some areas are unfortunate enough to be at risk from all three.

The council has updated flood risk maps for all three types of flooding which give a clear idea of the areas at risk, and these are shown below.





In the last 5 years there have been numerous incidents of flooding – most of which are documented in the flood investigation reports on the council’s website.

Under section 19 of the Flood and Water Management Act 2010 we are required to produce a report if properties have flooded internally or we have to close a road. Our consultant, WSP, is in the process of producing more reports following the significant storm we had on 18th July 2017 which flooded over 50 properties.

The council has undertaken a significant amount of pro active action to protect areas, and properties, against flooding. This includes capital drainage schemes, flood alleviation schemes and maintenance regimes such as the recent completion of capital drainage schemes in Basingstoke Road and Church Lane, Shinfield, as well as Wellingtonia Avenue and Reading Road. We have also submitted a bid for £100,000 for a large flood alleviation scheme in Shinfield and are working with our consultants on a design for natural flood risk management along the whole of the lower River Loddon. Over the next 2 financial years we will be conducting capital schemes along Wilderness Road, Emmbrook Road, the A329M, and Grovelands Avenue (to name just a few).

Additionally, the council has a 3-year capital drainage scheme in place, as well as a 3-year flood alleviation scheme. Furthermore, the EA have plans for flood risk management and most of our major infrastructure that is being implemented will incorporate flood betterment where possible.

There are contingency/emergency arrangements in place to protect flood-prone properties in the borough and to respond to flash-flooding, such as caused by localised storms. We have a flood emergency response plan which details how we will respond:

* initiate the Flood Response Plan following flood warning or notification of flood;
* set up an Emergency Operations Centre (EOC);
* our contractor will deliver sandbags/clear gullies/pump water/put up flood signs and road closures;
* Highways Inspectors and Duty Officers on the ground investigating flooded areas and helping residents;
* set up temporary refuge locations;
* work in partnership with other authorities to ensure that residents are kept safe and the borough recovers from flooding.

Furthermore, there are arrangements in place when certain areas of the borough flood – such as the main ‘Showcase Cinema’ roundabout – and our contractors Balfour Beatty and FM Conway will be available to pump water away, clear gulleys, and deliver sandbags.

We also have a number of flood wardens from across the borough whose responsibility is to communicate with the council what’s happening out on the ground during major flood events so that we can direct resources where required.

The council is the Lead Local Flood Authority for the area. We:

* prepare and maintain a strategy for local flood risk management in our areas;
* maintain a register of assets;
* investigate significant local flood incidents and publish the results of the investigations;
* act as a statutory consultee for SUDS on planning applications;
* issue consents for altering, removing or replacing certain structures or features on ordinary watercourses;
* play a lead role in emergency planning and recovery after a flood event.

**Reservoirs/Dams**

The council has 3 bodies of water that are officially classed as reservoirs, with ‘dams’, under the Reservoirs Act 1975. These are:

* Southlake, ‘Category A’
* California Country Park (Longmoor), ‘Cat. B’
* Dinton Pastures Country Park (Black Swan Lake), ‘Cat. C’

New Off-Site Emergency Plans are scheduled to be prepared by the council’s Emergency Planning team, commencing in 2018.

Annual monitoring and 10-yearly inspections are carried out, involving the appropriate council officers, representatives from the council’s grounds maintenance contractors, the Country Parks team and our expert supervising engineer (the council’s consultant is currently Jacobs). The Supervising Engineer’s Report is received annually and all findings/recommendations identified in the reports prepared following inspections are implemented.

Full risk assessments are in place and the risks are managed via the relevant Service Risk Registers: they therefore remain high-visibility/high-priority risks.

Copies of the: Supervising Engineer’s Annual Statements 2016/’17 for each of Southlake, Longmoor and Black Swan Lake; 2017 Reservoirs Act Report for Black Swan Lake are available for inspection.

The full annual inspection of Southlake was carried out in September 2017 and the report is due. The council’s Insurance Officer attended this inspection in order to observe all that was carried out, in support of the tender. Detailed inspections were carried out of, e.g.: vegetation along the dam; water levels; general security; pathways; access; the condition of the ground making up the dam. A great deal of work has been carried out in removing vegetation and seal up any animal burrows/holes in order to maintain the integrity of the ground.

**Property Summary**

|  |  |  |
| --- | --- | --- |
| **Item** | **Item** | **Declared Reinstatement Value** |
| 1 | General Properties: Buildings | £173,138,927.02 |
| 2 | General Properties: Contents | £24,693,732.32 |
| 3 | Housing Properties: Buildings | £393,728,445.68 |
| 4 | Housing Properties: Contents | £2,032,230.00 |
| 5 | LEA Educational Premises: Buildings | £344,872,699.56 |
| 6 | LEA Education Premises: Contents | £51,511,047.46 |
| 7 | VA Schools: Buildings | £33,165,578.01 |
| 8 | VA School: Contents | £4,974,836.70 |
| 9 | Academy Schools: Buildings | £18,921,000 |
| 10 | Academy Schools: Contents | £2,838,150 |
| 11 | Teachers’ and Caretakers’ Housing: Buildings | £6,138,540.66 |
|  |  |  |

**General Properties**

**Property Description**

General Properties including contents, fixtures and fittings, machinery, lifts etc. Please note that the Council's portfolio includes a diverse range of properties including offices, stores, depots, pavilions and public toilets.

**Cover Required**

* Fire
* Lightning
* Explosion
* Aircraft and other aerial devices
* Riot and civil commotion
* Malicious damage
* Earthquake
* Subterranean Fire
* Spontaneous fermentation or heating
* Storm
* Flood
* Escape of water
* Impact by any vehicle / animal including own vehicles
* Theft or attempted theft (including repair of damage to buildings, external glazing and the cost of boarding up)
* Subsidence, heave or landslip (Including sink holes)
* Accidental escape of water from sprinkler systems
* Any other Accidental Damage

**Please note extended theft is required for any youth and community centres including Non forcible and/ or violent entry or exit to a building**

**Declared Value**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Property to be insured** | **Declared Value** | **Sum Insured** |
| 1 | General Properties - Buildings | £173,138,927.02 | £199,109,766.07 |
| 2 | General Properties - Contents | £24,693,732.32 | £28,397,792.17 |

**Basis of Sums Insured**

To include Day One (15%) basis - Non Adjustable

**Deductible - each and every Event**

**£25,000** in respect of all Perils

**Aggregate**

Applying to all Sections of Lot 1.1 unless otherwise stated

**Basis of claims settlement**

Reinstatement basis of settlement

**Property Schedule**

Please refer to Appendix 1.1 and the Underwriting information below.

**Underwriting Information**

**Property Revaluations**

A full recalculation of the Sums Insured was carried out by the council’s Estates Manager in 2011. Since then, index-linking has been applied annually in line with the RICS Building Cost Information Service recommendations and after referral to the council’s Estates and Property teams. Whenever work is carried out at a premises – e.g. refurbishments, extensions, additions – the Sum Insured is reviewed and restated accordingly.

The council is in the process of implementing the ‘TechForge’ asset management software system; it is expected that this will facilitate an ongoing, current valuation process for insurance purposes.

**Construction**

The council does not have any consortia schools and no ‘CLASP’ builds. The council’s Property team is unaware of any schools with any unusual construction of features (other than Waingels College which became an academy school in July 2015 and was deleted from the council’s insurance programme at that time).

All schools have FRAs in place, and there is a rolling program of FRAs in place. These are carried out by contractors, currently: Ridge and Partners, Oakleaf Ltd., Thames Valley Surveying Ltd. Any identified risk improvements arising from FRAs are carried out.

Asbestos inspections are carried out yearly and otherwise as required. All ‘high-risk’ asbestos has been removed.

Targeted refurbishment and demolition surveys are undertaken prior to any projects commencing.

**Electrical Testing/ Maintenance**

Portable Appliance Testing (PAT) is carried out as per the agreed schedule; the service is currently contracted out.

A five-year fixed electrical inspection is carried out; this service is also contracted out.

Condition surveys were undertaken in 2016 by Oakleaf Ltd, such inspections typically looking at general compliance with current legislation, deterioration of the fabric of the building, electrical services etc.

Repairs and maintenance are prioritised in line with the rating included or identified in the survey. Any high-risk items are actioned with immediate effect by the council’s term contractors.

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.1 – 2.9 & 2.14 for full Claims information

**Housing Properties**

**Property Insured**

The Sum Insured comprises the following Private dwelling houses, bungalows, maisonettes and flats; and associated garages including those within high-rise properties

**Cover Required**

* Fire
* Lightning
* Explosion
* Aircraft and other aerial devices
* Riot and civil commotion
* Malicious damage
* Earthquake
* Subterranean Fire
* Spontaneous fermentation or heating
* Storm
* Flood
* Escape of water
* Impact by any vehicle / animal including own vehicles
* Theft or attempted theft (including repair of damage to buildings, external glazing and the cost of boarding up)
* Subsidence, heave or landslip (Including sink holes)
* Breakage or collapse of TV or radio receivers
* Leakage of oil
* Falling trees
* Damage to supply pipes and cables
* Damage to fixed glass and sanitary ware
* Any other Accidental Damage

**Declared Value**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Property to be Insured** | **Declared Value** | **Sum Insured** |
| 1 | Housing Properties – Buildings | £386,088,445.68 | £444,001,712.53 |
| 2 | Housing Properties - Contents of communal areas and Contents the property or responsibility of the council | £886,229.66 | £1,019,164.11 |

**Basis of Sums Insured**

To include Day One (15%) basis - Non Adjustable

**Deductible - each and every Event**

**£25,000** in respect of all Perils above

**Aggregate**

Applying to all Sections of Lot 1 unless otherwise stated

**Property Schedule**

Please refer to Appendix 1.2 Housing Revenue Account Stock & Appendix 1.3 Non Housing Revenue Stock and the Underwriting information below.

**Basis of claims settlement**

Reinstatement basis of settlement

**Underwriting Information**

The council has no tower blocks. The tallest Housing properties are 3 storeys.

In recent years many improvements have been made in the council’s Housing and Tenant Services operations. In October 2015, the new ‘Tenant Services – Wokingham Standard’ policy was agreed between the council, the tenants’ group, and the tenant and landlord improvement panel. The document (which is available if requested) highlights the standards that tenants can expect of their home; it is designed to shape and inform all repair, maintenance and improvement works so that, over time, all properties are brought up to the Standard.

The council is also particularly proud of the following.

Although the council’s target for compliance with the Decent Homes Standard is 100%, in October 2017 it stood at more than 99.50%, with just 11 homes not meeting the standard.

As at September 2017, for each of the preceding 14 months, gas servicing and safety compliance has been 100%.

In September 2017:

* 100% of ‘emergency’ reactive/responsive repairs were completed on time;
* 100% of reactive/responsive repairs categorised as ‘urgent’ were completed on time (against a target of 95%);
* 98% of reactive/responsive repairs categorised as ‘routine’ were completed on time (against a target of 92%).

As an additional indicator of the successful improvements to the service provided by the council’s Housing department complaints statistical monitoring shows that:

In the 2016-’17 financial year a total of 41 complaints were received, of which just 3 had to be escalated to the council’s ‘Stage 2’ complaints process. In the same period, 161 compliments were formally recorded.

In the current financial year, there have been a total of 26 complaints, with just 1 having to be ‘escalated’. There have been 48 formally recorded compliments.

**Void Rate and Policy**

For the financial year 2016/17 the council re-let a total of 158 HRA properties.

The average void turnaround time for those properties was 32 days.

The council has a detailed ‘Void Management Policy’ which covers and a copy is available for inspection if requested.

Further, the council’s ‘Housing Services Asbestos Policy and Management Plan’ has been thoroughly revised and updated in 2017. A copy is available for inspection if requested.

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.1 – 2.9 & 2.14 for full Claims information

**Education Properties**

**Property Description**

Education Properties including Schools, Modular Buildings within Schools, Nurseries, Caretakers/Premises Officers accommodation and other buildings used for the education of minors including ancillary buildings such as offices, stores, depots, pavilions. Full details in Appendix 1.3

**Cover Required**

* Fire
* Lightning
* Explosion
* Aircraft and other aerial devices
* Riot and civil commotion
* Malicious damage
* Earthquake
* Subterranean Fire
* Spontaneous fermentation or heating
* Storm
* Flood
* Escape of water
* Impact by any vehicle / animal including own vehicles
* Theft or attempted theft (including repair of damage to buildings, external glazing and the cost of boarding up) **including Non forcible and/ or Violent entry or exit to a building**
* Subsidence, heave or landslip (Including sink holes)
* Accidental escape of water from sprinkler systems
* Any other Accidental Damage

**Declared Value & Deductibles**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Item** | **Declared Value** | **Sum Insured** | **Deductible each & every event** |
| 1 | LEA Educational Premises - Buildings | £344,872,699.56 | £396,603,604.49 | £ 50,000 Fire, Lightning, Aircraft, Explosion and subsidence.  £25,000 all other insured perils |
| 2 | LEA Education Premises: Contents | £51,511,047.46 | £59,237,704.58 | £ 50,000 Fire, Lightning, Aircraft, Explosion and subsidence.  £250 all other insured perils |
| 2 | VA Schools Buildings | £33,165,578.01 | £38,140,414.71 | £ 50,000 Fire, Lightning, Aircraft, Explosion and subsidence.  £25,000 all other insured perils |
| 3 | VA Contents | £4,974,836.70 | £5,721,062.21 | £ 50,000 Fire, Lightning, Aircraft, Explosion and subsidence.  £250 all other insured perils |
| 4 | Academy Schools Buildings | £18,921,000 | £21,759,150.00 | £ 50,000 Fire, Lightning, Aircraft, Explosion and subsidence.  £25,000 all other insured perils |
| 5 | Academy Schools Contents | £2,838,150 | £3,263,872.50 | £ 50,000 Fire, Lightning, Aircraft, Explosion and subsidence.  £250 all other insured perils |
| 6 | Teacher & Caretakers Housing | £6,138,540.66 | £7,059,321.76 | £25,000 in respect of all perils |
| **Total** |  | **£462,421,852.39** | **£531,785,130.25** |  |

**Basis of Sums Insured**

To include Day One (15%) basis - Non Adjustable

**Aggregate**

Applying to all Sections of Lot 1 unless otherwise stated

**Basis of claims settlement**

Reinstatement basis of settlement

**Property Schedule**

Please refer to Appendix 1.1 and the Underwriting information below.

**Underwriting Information**

All schools are issued with a ‘Type 2 Asbestos Management Survey’. Note that the survey service is currently out to tender for (i) asbestos type 2 management surveys and (ii) the re-inspection of all council schools and corporate buildings.

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.1 – 2.9 & 2.14 for full Claims information

**Business Interruption - Increase in Cost of Working & Additional Increase in Cost of Working**

**Property Description**

Premises as detailed in Property Schedule within Appendices 1.2 and 1.3, cover to also include locations when the Council is a tenant however, is not necessarily required to insure the building.

**Cover Provided**

Any additional cover necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the interruption of or interference with the business.

As per the Cover provided under the relevant Property Section

**Increase in Cost of Working**

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Location or Item Description** | **Any one occurrence** | **Indemnity Period** |
| 1 | Increased Cost of Working | **£20,000,000** | **48 Months** |
| 2 | Additional Cost of Working | **£5,000,000** | **48 Months** |

**Deductible each and every Event Single Deductible to apply across the entire Material Damage and Business Interruption loss**

**Aggregate**

Applying to all Sections of Lot 1 unless otherwise stated

**Policy to include**

* Accountants charges clause
* Alternative Premises Clause
* Automatic reinstatement of sum insured following loss
* Declaration Linked Basis 133 1/3% Uplift Free of Average
* Failure of Public Utilities, including Telecommunications
* Illegal occupation
* Loss of metered water
* Payments on Account
* Professional Fee’s included
* Prevention of access - £250,000 any one occurrence
* Prevention of access – non damage - £250,000 any one occurrence
* Public Utilities
* Specific Disease
* Subrogation Waiver Clause

**Business Interruption - Gross Revenue**

**Property Description**

Specific premises owned or operated by the Insured and included with the insurance of Material Damage and where Revenue is derived from the operation of the facility/premises

**Gross Revenue Items**

|  |  |  |  |
| --- | --- | --- | --- |
| **Location** | **Annual Sum Insured** | **Total Sum Insured** | **Indemnity Period** |
| Excluding Leisure | £520,000 | **£1,560,000** | **36 Months** |
| Leisure | £2,000,000 | **£6,000,000** | **36 Months** |
| **Total** | **£2,520,000** | **£7,560,000** |  |

**Deductible each and every Event. Single Deductible to apply across the entire Material Damage and Business Interruption loss**

**Aggregate**

Applying to all Sections of Lot 1 unless otherwise stated

**Policy to include**

* Accountants charges clause
* Alternative Premises Clause
* Automatic reinstatement of sum insured following loss
* Declaration Linked Basis 133 1/3% Uplift Free of Average
* Denial of Access
* Denial of Access (Non-damage) – Bomb Scare
* Failure of Public Utilities, including Telecommunications
* Illegal occupation
* Loss of metered water
* Payments on Account
* Professional Fee’s included
* Public Utilities
* Specific Disease
* Subrogation Waiver Clause

**Business Interruption - Rent Receivable**

**Property Description**

Specific premises owned / operated / leased / rented out by the Insured and included with the insurance of Material Damage and where Rental income is derived from tenancy agreement

**Rent Receivable Items**

|  |  |  |  |
| --- | --- | --- | --- |
| **Location** | **Annual Sum Insured** | **Total Sum Insured** | **Indemnity Period** |
| **Various** | **£1,229,823.28** | **£3,689,469.84** | **36 Months** |
| **Total** |  |  |  |

**Deductible each and every Event. Single Deductible to apply across the entire Material Damage and Business Interruption loss**

**Aggregate**

Applying to all Sections of Lot 1 unless otherwise stated

**Policy to include**

* Accountants charges clause
* Alternative Premises Clause
* Automatic reinstatement of sum insured following loss
* Declaration Linked Basis 133 1/3% Uplift Free of Average
* Denial of Access
* Denial of Access (Non-damage) – Bomb Scare
* Failure of Public Utilities, including Telecommunications
* Illegal occupation
* Loss of metered water
* Payments on Account
* Public Utilities
* Prevention of Access (none damage)
* Professional Fee’s included
* Specific Disease
* Subrogation Waiver Clause

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.1 – 2.9 & 2.14 for full Claims information

**Contract Works**

**Cover Provided**

All Risks cover on: -

* Extensions, additions and alterations to existing buildings for which the Council are responsible to insure.
* Existing structures during contract works for balance of perils
* Materials onsite

**Limit**

* Limit any one Contract **£4,000,000**

**Deductible each and every Event**

* **£25,000**

**Aggregate**

Applying to all Sections of Lot 1 unless otherwise stated

**Basis of claims settlement**

Reinstatement basis of settlement

**Basis of Sums Insured**

Day One (15%) basis - Non Adjustable

**Cover to include**

* Property insured to read as follows: - "On works in progress hereinafter referred to as Contracts comprising new buildings in course of erection and alterations and additions to existing buildings including own plan, unfixed goods and materials on, in transit, to or from, adjacent to or temporarily stored away from the site for incorporation therein, all the property of the Insured or for which they are responsible but excluding any temporary buildings, plant, machinery, tools and equipment the property of any Contractor or Sub Contractor or for which they are responsible.
* Additional Interest
* Plans and Documents
* Maintenance (damage occurring after completion of works)
* Offsite storage
* Additional costs of unbuilt works
* Concealed damage
* Removal of debris
* Professional Fees
* Local Authority Requirements
* Subcontract works
* 12 month maintenance period for visits and defects liability.

**Underwriting Information**

|  |  |
| --- | --- |
| **Council Insuring** | **Contractor Insuring** |
| **Hawkedon Primary School** – phased expansion of school – project now finished. Roofing remedial works completed. Final inspection due and certificate for payment and completion certificates being prepared. Total cost of all expansion works under the project c. £4m. (TS) | Shinfield C of E Junior School – c. £3.1m phased projects for overall expansion of school. In defects period and final account in progress. (TS) |
| **Grazeley Parochial C of E Primary School** – c. £1.8m total spend: £1.4m addition of 3 classrooms and £400,000 works to car park. Nearing end of defects period and final inspection arranged for payment and completion. (TS) | Shinfield Infant – 3 phases: 2 of expansion of school site (c. £2.1m in total; contractor to insure) and £400,000 general interior refurbishment (**WBC to cover** interior refurbishment). In defects period and final account in progress. (NJ) |
| **Loddon Primary School** (Phase 2) – new main hall with link to existing School building including alterations to existing school reception and office and conversion of existing hall into 3 classrooms. Commencement on site 31st July; due for completion September 2018. Project cost £2.85m. WBC may need to insure internal refurbishment works: TBC. (TS) | Spencer’s Wood new academy primary school – feasibility report currently with Childrens Services and decision to be made with respect to land parcels. Further instruction awaited from CS. (AM) |
| **Nine Mile Ride Primary School** – roofing works – c. £150,000 – now completed. In final defects period. (TS) | Arborfield new academy primary school – feasibility report commissioned. School opening anticipated September 2019. Fee bid awaited from project and programme management consultants. (SL) |
| **Highwood Primary School** – works comprise remodelling of areas of the existing school and the addition of a new 6-classroom extension to take the school from 1FE to 2FE (i.e. to cope with a doubling of the intake going forward – 2 classes per year). Work commenced on 26th July and is scheduled to be completed in December 2018. The contractor is Morris and Blunt and the total contract value is £2.62m. (NJ) | Beechwood Primary School – 4 additional classrooms and a staffroom being added; all in-fills to the existing building. Project cost £1.7m. Contractor Morris and Blunt started on site 19th June. Project completion on target for March/April 2018. (SD) |
|  | Aldryngton Primary – planning approved for expansion, but project delayed – will be reviewed December 2017. WBC might need to insure: TBC. Minor Upgrades to the toilet areas completed. (SD) |
|  | Matthews Green new primary school and community centre – Report issued and being reviewed, with Planning to be submitted in March/April. No further works until instructed. (SL) |
|  | St. Crispin’s Secondary School – 6th Form expansion and ASD unit: construction of new 6th Form block (Phase 1); ASD refurbishment (Phase 2); 1st floor ASD refurbishment (Phase 3). Completed with handover in September 2017. Total project cost c. £2.5m. (TS) |
|  | Bulmershe School – replacement of defective radiators and boilers; installation of curtain walling; new windows and doors fitted. Now completed. C. £50,000. (NJ) |
|  | Emmbrook Comprehensive School – £1.8m project for construction of new English block – completed and handed over in 2015 – now at end of defects period – all to be finalised shortly. (SL) |
|  | Emmbrook Comprehensive School – £3m project for construction of new Maths block. Completed and handed over in July 2017. (SL) |
|  | Arborfield Secondary School – construction of new £30m secondary school (academy) – project completed on 23rd June 2017, with keys handed to Bohunt Academy Trust in July 2017. Snagging ongoing. (AM/SD) |
| **Council Insuring** | **Contractor Insuring** |
| **Special Schools** | **Special Schools** |
| [**Foundry College** – temporary modular unit now installed on site. Reviewing next stage of potential refurbishment/building works – not yet known what work will be carried out (if any). (SD)] | Southfield School – Installation of fencing and gates - planning application approved – fencing work has commenced, but there has been a delay with the gates. Total cost c. £125,000. (SD) |

|  |  |
| --- | --- |
| **Council Insuring** | **Contractor Insuring** |
| **General Corporate Projects** |  |
|  | Woodley Library – feasibility study for replacing the CAB building with a new 2 storey building and adding an additional meeting room at the back. Costs currently being appraised. Awaiting further instructions with no further work at the moment. (SD) |
| Rehousing of additional staff to **lower ground floor of Shute End** as part of ‘21st Century Council’: improvements required in order to accommodate numbers – new kitchen being installed at a cost of £25,000. (SW) | Woodley Precinct refurbishment – new ‘performance area’ and gentrification: all completed on time and on budget of £300,000. (SW) |
|  | Refurbishment of St. Crispin’s Skate Park – contractor appointed works commenced October 2017. Contract value c. £100,000. (SW) |

**Town Centre Regeneration/Redevelopment**

Carnival Pool Phase 1 – Multi Story Car Park – new MSCP now open, all works completed apart from planting/landscaping to be carried out in late Oct 17. Project cost c. £12m. Fit out of bowling alley under way with completion due late October (managed and carried out by bowling alley tenants).

Final accounts currently being worked on. (NJ)

[Peach Place Phase 2 – major redevelopment of part of the town centre – contractors currently on site. N.B. insured under a stand-alone short period CAR policy provided by insurers of the Properties being redeveloped. Total project cost c. £13m. (JL)]

Elms Field – Stage Two of the procurement exercise underway with consultants. Project on target to commence Jan 2018. (JL)

Existing Bowling Alley – decision pending on demolition of the existing facility and redevopment of the area immediately after lease surrender. Consultants assisting with the total package. (JL)

Carnival Pool Phase 2 – consultants commissioned for design works.

**Green Infrastructure**

California Country Park – planning permission granted and tree-felling and ecology works currently taking place on site. Construction of roads and parking area(s). Total project cost c. £2m. (NJ)

**Health and Wellbeing**

Ryeish Green Sports Hub – pitch improvement works completed and in the process of being handed over for new season. Sports Hub refurbishment tender returned with lowest price (£2.5m) received from CTS and contract awarded following interviews. Works due to commence on site late September 2017. (NJ)

Bulmershe Leisure Centre – complete demolition and rebuild – project on hold because of budget issues. Total project cost c. £14m - £15m. (NJ)

Cantley Park Tennis Courts – now completed and in defects period – project c. £1m. (SW)

Chestnut Tennis Courts, Woosehill – awaiting instructions to proceed form Sports and Leisure Services.

**Tenant Services (**these contracts will be covered by WBC insurances)

**Broadway House (ex-B&B at Shute End)** – keys handed over from Tenant Services. Now awaiting funding and budget confirmation for total refurbishment: conversion in to 10-off self-contained flats. Procurement route yet to be agreed. Project cost c. £500,000. (NJ)

**General Planned and Reactive Maintenance (**these contracts will be covered by WBC insurances)

Works across **all council properties** at a total annual value of c. £800,000 p.a. with the average contract value falling in the £10,000 to £20,000 range. Works will include boiler replacement, general M&E works, repairs and refurbishments, roofs etc.

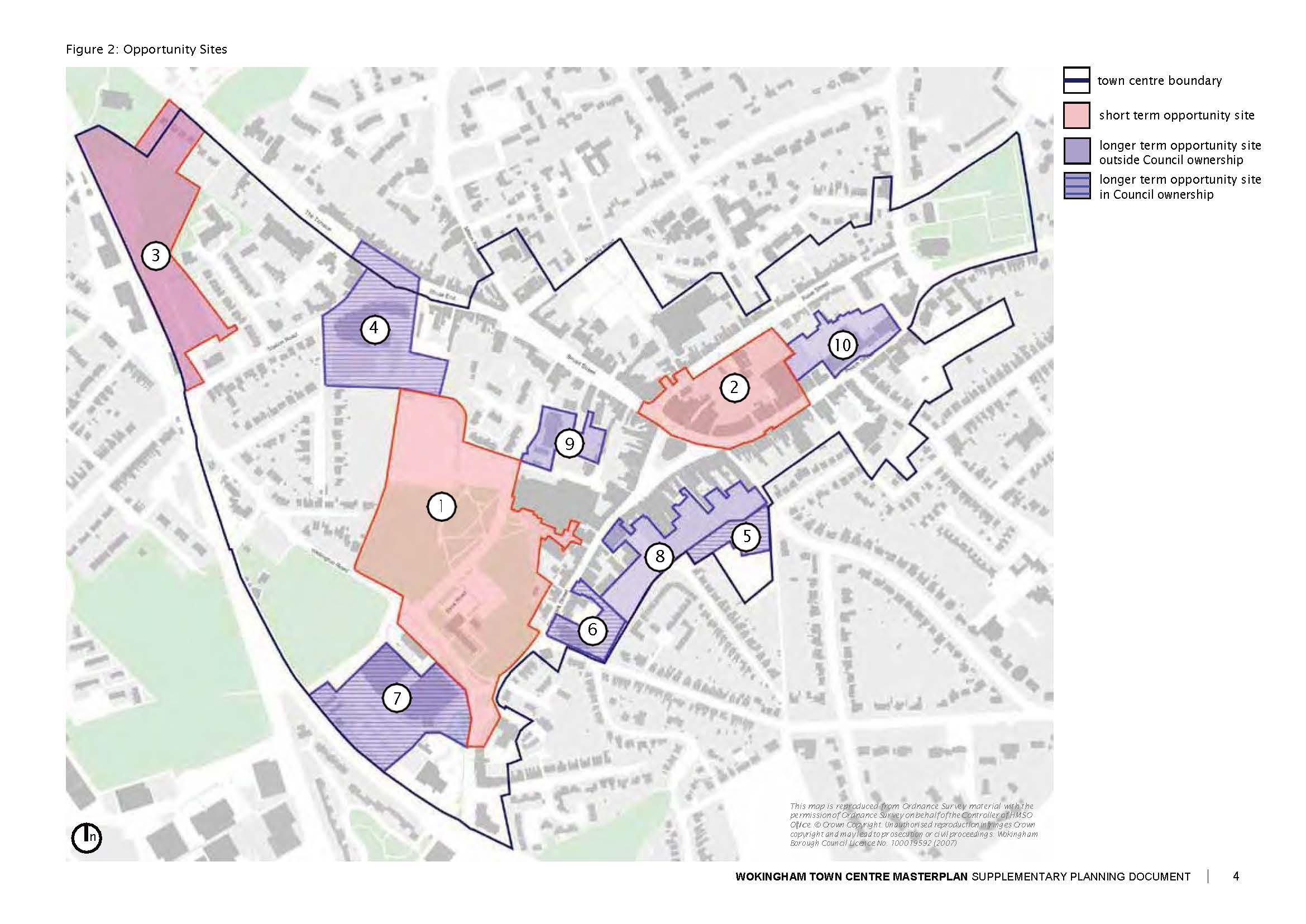
|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Location or Item Description** | **Estimated Contract Value** | **Estimated Contract Period** |
| 1 | Alteration / Repair / Extension of Existing Structures where the Authority has the insurance responsibility | Max . £7.5m total value of contracts: breakdowns detailed above | As indicated above |
| 2 | New Build Projects where the Authority has insurance responsibility | £0 | £0 |
| 3 | Own Contractors Plant, Tools and Equipment | £0 | £0 |
| 4 | Hired-in Plant, Tools and Equipment | £0 | £0 |

Work is primarily undertaken under JCTconditions, with NEC used on occasions.

Insurance responsibilities – particularly for larger projects – are generally referred to and discussed with the council’s Insurance team in order to ascertain where such responsibilities are best placed.

All major projects have either been completed or will be well on their way to completion by June 2018. The council’s focus is likely to turn to the town centre regeneration project, it is expected that all works will be insured by the contractor(s).

The regeneration of Wokingham is a major long-term project. The diagram below helps to indicate the scale and scope of the project. The full Wokingham Town Centre regeneration plan can be provided on request.



Key to numbers on plan:

Short term:

1 Elms Field and Paddocks Car Park.

2 Peach Street/Rose Street .

3 Station gateway.

Longer term (site in Council’s ownership):

4 Shute End .

5 Sturges Road car park.

6 Library and associated car parking.

7 The Carnival Pool and the Harpers complex

Longer term (site outside Council’s ownership)

8 Denmark Street backland.

9 Telephone exchange and land to the rear of The Post Office

10 North east Peach Street.

There have been no claims under the council’s CAR policy. Two incidents have occurred, but no specific records are available.

* within the last 5 years there was an incident of cabling being stolen from a site;
* within the last 10 years during works at one of our schools some minor fire damage was caused to the outside of the existing building where contractors were constructing an extension – the damage was repaired by the contractors at no cost to the school or council.

**For work on existing structures the balance of perils not insured under the Property item are included under this item.**

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **HSB** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.11 for full Claims information

**Money**

**Cover Required**

Loss of, or damage to, money by any cause, anywhere in the U.K, Channel Islands, and Isle of Man.

**Limits of Liability**

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Limit any  One Loss** |
| 1 | Loss of Non-Negotiable Money in the situations specified in items 2(a), 2(b), 2(c)(i), 2(c)(ii) | **£500,000** |
| 2 (a) | Loss of other Money in transit in the custody of Employees, or in transit by registered post, or in Bank Night Safe | **£40,000** |
| 2 (b) | Loss of other Money in transit | **£40,000** |
| 2 (c) | (i) Loss of other Money in the Premises, in the custody of or under the actual supervision of Employees | **£100,000** |
|  | 1. Loss of other Money in the Premises, in locked safes or strongrooms | **£10,000** |
|  | (iii) Loss of Money in Unspecified Safes | **£10,000** |
|  | (iv) Loss of Money in the Premises outside Business Hours but not in locked Safe | **£500** |
|  | (v) In the private dwelling of the Insured or of any other persons to whom money is entrusted | **£500** |
| 3 | 1. Pre-authenticated Cheques | **£25,000** |
|  | 1. Crossed cheques in ordinary Post | **£20,000** |
| 4 | Loss of Money in a safe or strongroom as listed below |  |
|  | Shute End – Chubb Eurosafe V | **£100,000** |
|  | Payment Kiosk in Mall | **£20,000** |
|  | Dinton Pastures – Chubb Resolute | **£35,000** |
| 5 | In Car Park Machines |  |
|  | Any one machine (any one Occurrence (£1,500) | **£500** |
|  |  |  |
| Money and Robbery - Personal Accident Assault Benefits | | |
| (a) | Death | £10,000 |
| (b) | disablement - Loss of one or more Limbs or Eyes | £10,000 |
| (c) | Permanent Total Disablement other than by Loss of Limb or Eye from usual occupation | £10,000 |
| (d) | Temporary Total Disablement from usual occupation for a maximum of 104 weeks not necessarily consecutive | £100 per week |
|  | Clothing and Personal Effects | £500 |

**Deductible**

£**Nil** each and every Event other than in respect of Personal Accident and Assault

**Policy to Include**

* Contingent cover for money carried by security companies when their insurance fails to respond and/or recovery from the security company is restricted or impossible.
* Losses by employees discovered within 30 working days.
* Definition of employee to include Voluntary workers
* Damage to safes or strong rooms which usually contain money – caused by theft or attempted theft thereat
* Damage to bags or other containers used for the carrying of money

**Definition of Money**

The definition of Money extends to include with Insured’s agreement

* Negotiable Money shall mean cash, bank and currency notes, coins, uncrossed cheques, uncrossed traveller’s cheques, uncrossed Giro cheques, uncrossed postal orders, uncrossed money orders, bankers’ drafts, Giro drafts, current postage stamps, unattached National Insurance stamps, National Savings and Holidays with Pay stamps, luncheon vouchers, trading stamps, gift tokens, consumer redemption vouchers, travel tickets and warrants for use by directors, partners or employees, vouchers, securities for money, stocks, shares, bonds, belonging to the Insured or for which they are responsible.
* Non-negotiable Money shall mean crossed cheques, crossed banker’s or giro draft crossed money order, crossed postal orders and premium saving bonds.
* belonging to community centres for which the insured accepts responsibility
* School funds held by any educational establishments including voluntary or special agreement schools
* Money belonging to Parent Teachers Associations of educational establishments under the control of the Council
* Unofficial funds of adult training centres or other establishments
* Funds organised by employees with the knowledge and approval of the Council
* Funds belonging to Community Centres for which the Insured accepts responsibility

**Underwriting Information**

* Payment facilities
* Safe List
* Larger safes or target locations.
* Estimated Annual Carryings all by security company - **£620,000**

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.12 for full Claims information

**Computers**

**Cover Required**

"All Risks" of physical loss or damage including losses from breakdown not recoverable from maintenance contracts, and malicious/accidental loss, distortion, corruption, misuse, contamination or erasure of programmes &/or information.

Reinstatement of Data - Costs of reinstating proprietary software or information following loss of or damage to data carrying materials or accidental loss, distortion or erasure of programs or information.

Increase Cost of Working Additional Expenditure - Additional expenditure necessarily and reasonable incurred as a result of an insured loss, accidental failure or fluctuation in the public supply of electricity, accidental failure of telecommunications equipment, breakdown or denial of access.

**Sum insured**

|  |  |  |
| --- | --- | --- |
| **Item** | **Property** | **Sum Insured** |
| 1 | Computer suite equipment (i.e. servers, all peripherals, cables, network switches etc.) | £300,000 |
| 2 | Laptops & Portable Equipment | £900,000 |
| 3 | Education (teachers’/staff) laptops: | £1,200,000 |
| 4 | Education computer equipment | £6,000,000 |
| 5 | General computer equipment (i.e. screens, desktops, cabling etc.): | £250,000 |
| 6 | Phone system (inc. VOIP handsets): | £160,000 |
| 7 | Virus or Similar Mechanism | £100,000 |
| 8 | Reinstatement of data | £500,000 |
| 9 | Additional Cost of Working - 12 month Indemnity period | £500,000 |

**Territorial Limits**

Items 2 & 3 - Worldwide, including whilst in transit

All others Council Premises only

**Deductible in respect of each and every Event**

**£1,000 in respect of Non Educational Computer Equipment**

**£250 in respect of Educational Computer Equipment**

**Underwriting Information**

Items 1 and 5 are split approximately 65% at the main Shute End office, 10% at the Waterford House office, 25% across all other council locations excluding schools.

Computer suite equipment is situated in 3 separate secure rooms: 2 at Shute End and 1 at Waterford House.

The primary room (‘A’) at Shute End benefits from air-conditioning, a full Halon suppression system and an uninterruptible power supply (UPS). This contains the main servers.

The secondary room (‘B’) contains the phone system and has a UPS and is air-conditioned. It is a completely sealed underground room.

A and B are both linked to the Shute End back-up generator.

Room ‘C’ at Waterford House is in the process of being improved as part of an overall infrastructure project: although it is currently not fully environmentally-controlled, it has a back-up battery and ‘fail over’. Fire-suppression and air-conditioning are to be installed.

We have 2 ‘clusters’: 1 of 3x ‘VM’ machines and 1 of 4 ‘ESX’ machines, to support the local servers; each has built-in redundancy of 1 machine. Therefore as soon as a problem is detected, all local hosted applications (e.g. drives, printers, VPN) are moved over to the ‘spare’ (redundant) machines. These therefore operate as virtual clouds.

Servers, data, operating systems, backups etc. are all remotely secured on ‘AZURE’: the Microsoft hosted cloud facility. This is currently sited in Holland (it might be moved to Ireland in due course). The council’s main applications (e.g. the financials software Unit 4 ‘Business World On’, ESRI, Capita) ‘live’ in the AZURE cloud and are backed up to it. In the event of a breakage/outage, Microsoft will ensure a fix within minutes. This provides a complete fail over.

There is hardware-support on all locally sited equipment. There is software support for operating systems with additional premier support. Maintenance and support is in place with manufacturers, suppliers or third parties as appropriate. There is overnight back-up to disk, securely stored in the fire safe at Waterford House. Month-end tapes are stored off site by Iron Mountain who provide secure storage and archiving for the council.

Where servers are located in Microsoft AZURE all maintenance is part of the hosting contract.

A full Major Event Management Plan is in place.

In respect of educational equipment, the largest concentrations of computers are at our three secondary schools.

**St Crispin’s School** have 4 ICT computer rooms, near each other, with about 30 desktop computers in each.  This gives 120 computers at an average of £750 each totalling £90,000.  There is a further computer room elsewhere on site with 20 computers, and the photography room has been upgraded to 24 computers. This gives two further ‘concentrations’ of £15,000 and £18,000. In addition there are servers at £15,000.  There are additional computers and peripheral equipment (e.g. printers, whiteboards, smartboards) across the school site (e.g. bursar’s office, admin office etc.).

**Emmbrook School** have 10 separate computer rooms across the school site, with about 15 computers in each. This gives a figure of £112,500 (i.e. 150 x £750).  There’s also a separate air-conditioned server room with about 6 servers in, which gives a further £30,000.  The school also has about 4 laptop trolleys and there are additional computers and peripheral equipment across the school site.

**Bulmershe School** has the greatest concentrations of computer equipment.  There are 9 separate computer/IT suites in the school, with between 23 and 28 computers in each.  This gives a total of approximately £170,000.  In addition, there are servers and the school have adopted touchscreen smart boards.

We use an approximate average figure of £100,000 for our primary schools (although some have very little in the way of computer equipment, e.g. Farley Hill), giving a total of c. £5,000,000.

The total figure for equipment at schools is £6,000,000 in addition to teachers’/staff laptops.

**Policy to include**

* Automatic reinstatement
* Automatic cover
* Computer equipment and data carrying materials acquired during the year.
* Debris removal costs
* Temporary repairs and/or the cost of expediting the repair.
* Incompatibility of Computer Records
* Additional Property
* Additional Rental
* Accidental Discharge of Gas Flooding systems
* Consulting engineers' fees and repair investigation costs, whether the repair is successful or not.
* Professional accountants' charges.
* Automatic reinstatement of sum insured following loss.
* Research and development costs
* Costs incurred in taking measures to avoid or mitigate an impending loss, up to the sum insured.
* Increase in cost of working resulting from the accidental failure or fluctuation of the public supply of electricity at the terminal end of the service feeders at the premises, or in the distribution wiring within the premises.
* Increase in cost of working resulting from the accidental failure of any telecommunications system used in connection with the computer equipment.
* Increase in cost of working incurred if access to the computer equipment is hindered as a result of damage occurring elsewhere on the premises or in the vicinity, or the exercise of power by the police or local authorities to restrict access.
* Increase in cost of working following damage recoverable under a maintenance or other agreement on the equipment.
* Increase in cost of working following breakdown or derangement of equipment which is not the subject of maintenance or other agreement.
* Incompatibility of records – 50% of the aggregate sum insured or £50,000 whichever is lesser
* Gas flooding systems
* Waste, electrical and electronic equipment directive - £25,000
* Virus seek and destroy costs- £10,000
* Reinstatement as new basis
* Definition of computer equipment to include:- wiring, fixed discs, air conditioning equipment, portable equipment, and any ancillary equipment, printers, network cabling, routers, devices that connect to computer network e.g. web cams scanners whiteboards, USB Cameras and projectors.

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **HSB** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.10 for full Claims information

**Specified All Risks Cover**

**Property to be Insured**

Various items as specified below

**Cover Provided**

Fire, Lightning, Explosion, Aircraft, Earthquake, Riot and civil Commotion, Malicious Damage, Theft or Attempted Theft, Escape of water from any sprinkler system, Escape of Oil, Breakage or Collapse of radio and TV receiving aerials, Impact by any road vehicle or animal, Storm and Flood, Escape of Water, Subsidence (Including Sink Holes), Accidental Breakage of Glass and Sanitary Ware, Accidental Damage

**Territorial Limits**

* United Kingdom

**Limits of Indemnity**

|  |  |
| --- | --- |
| **Service** | **Sum Insured** |
| Air Quality Monitoring System | £85,000.00 |
| Waste – mobile fly tipping cctv camera | £16,492.00 |
| Civic regalia, documents and exhibits | £74,350.00 |
| MAC (Multi Activity Centre) | £88,500.00 |
| Print room equipment | £286,250.00 |
| Property - Wokingham Town Clock | £10,000.00 |
| Property at Exhibitions | £50,000.00 |
| Property cover for Foster Carers homes | £50,000.00 |
| **Total** | **£660,592.00** |

**Deductible each and every Event**

**£10,000**

**Policy to include**

* Contents temporarily removed from buildings
* Acquisition clause – limit £1,000,000
* Curiosities, antiques, rare books or works of art - £1,000 any one single article

**Please see Appendix 1.4 for a detailed breakdown of items**

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2 for full Claims information

**Separate Quotation Required**

A separate quotation is required for Astro Turf Pitches on an All Risks basis. The Council may or may not opt to take out cover.

**Sports Pitches**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Site** | **Location** | **No. of Junior Pitches** | **No. of Senior Pitches** | **No of Mini-Soccer Pitches** | **Tennis Courts with Lights** | **Tennis Courts without Lights** | **Reinstatement Sum Insured** |
| Chalfont Park | Chalfont Way, Earley, RG6 5HQ |  | 2 |  |  |  | £20,000 |
| Laurel Park | Marefield, Earley, RG40 1WL | 1 | 3 | 3 |  |  | £50,000 |
| Waverley Way | Waverley Way, Finchampstead, RG40 4YD |  | 2 | 1 |  |  | £25,000 |
| Barkham Road Rec. | Ormonde Road, Wokingham, RG41 2RB |  | 1 |  |  |  | £10,000 |
| Chestnut Park | Chestnut Avenue, Wokingham, RG41 3BP |  | 1 |  |  | 3 | £130,000 |
| Elizabeth Road Rec. | Pyke Close, Wokingham, RG40 1SZ |  | 1 |  |  |  | £10,000 |
| Keephatch Park | Twycross Road, Wokingham, RG40 5PX |  | 1 |  |  |  | £10,000 |
| Bigshotte Park | Holmbury Avenue, Crowthorne, RG45 6TQ |  | 1 |  |  |  | £10,000 |
| Sandford Park | Comet Way, Woodley, RG5 4UX | 1 | 1 |  |  |  | £15,000 |
| Cantley Park | Twyford Road, Wokingham, RG40 5QG | 2 | 7 |  | 6 | 6 | £350,000 |
| Cantley Park Astro | Twyford Road, Wokingham, RG40 5QG |  | 1 |  |  |  | £750,000 |
| Arborfield 3G | Princess Marina Drive, Arborfield, RG2 9FF |  | 1 |  |  |  | £750,000 |
| Montague Park 3G | London Road, Wokingham, RG40 1BG |  | 1 |  |  |  | £750,000 |
| Oakbank School 3G | Hyde End Lane, Reading, RG7 1ER |  | 1 |  |  |  | £750,000 |
| **Total** | | 4 | 24 | 4 | 6 | 9 | £3,630,000 |

**Underwriting Information**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Site** | **Location** | **How are the pitches accessed?** | **How are the pitches secured out of hours, particularly from vehicles?** | **What sort of flood prevention measures are in place?** | **What sort of drainage is in place?** |
| Chalfont Park | Chalfont Way, Earley | By foot, or car - parking available on site. Removable bollards for maintenance access. | Drop bollards and vegetation surrounds.  Public access still available. | N/a | Benefits from natural drainage as on top of a hill |
| Laurel Park | Marefield, Earley | By foot, or car - parking available on site.  Removable bollards for maintenance access. | Drop bollards and vegetation surrounds.  Public access still available. | N/a | N/a |
| Waverley Way | Waverley Way, Finchampstead | By foot, or car - parking available on site.  Removable bollards for maintenance access. | Drop bollards and vegetation surrounds.  Public access still available. | N/a | N/a |
| Barkham Road Rec | Ormonde Road, Wokingham | By foot.  Removable bollards for maintenance access. | Drop bollards and vegetation surrounds.  Public access still available. | N/a | N/a |
| Chestnut Park | Chestnut Avenue, Wokingham | By foot, or car - parking available on site.  Removable bollards for maintenance access. | Drop bollards and vegetation surrounds.  Public access still available. | N/a | N/a |
| Elizabeth Road Rec | Pyke Close, Wokingham | By foot, or car - parking available on site.  Barrier in place for maintenance access. (This has been recently redeveloped so may have changed. | Drop bollards, barrier and vegetation surrounds.  Public access still available. | N/a | N/a |
| Keephatch Park | Twycross Road, Wokingham | By foot, or car - parking available on site.  Removable bollards and barrier for maintenance access. | Drop bollards, barrier and vegetation surrounds.  Public access still available. | N/a | N/a |
| Bigshotte Park | Holmbury Avenue, Crowthorne | By foot, no car - parking available on site.  Barrier in place for maintenance access. | Drop bollards, barrier and vegetation surrounds.  Public access still available. | N/a | N/a |
| Sandford Park | Comet Way, Woodley | By foot, or car - parking available on site.  Removable bollards and barrier for maintenance access. | Drop bollards, barrier and vegetation surrounds.  Public access still available. | N/a | N/a |
| Cantley Park | Twyford Road, Wokingham | By foot, or car - parking available on site.  Removable bollards for maintenance access. | Drop bollards, barrier and vegetation surrounds.  Public access still available. | N/a | N/a |
| Cantley Park Astro | Twyford Road, Wokingham | By foot, or car - parking available on site.  Removable bollards for maintenance access. | Locked gated facility. | To the satisfaction of SFRA through planning process (new courts only) | To the satisfaction of SFRA through planning process (new courts only) |
| Arborfield 3G | Princess Marina Drive, Arborfield | There are 2 ways to access 1 via double vehicle gate from the school grounds which is locked outside of school hours and access from the side of the sports centre | There are 2 ways to access 1 via double vehicle gate from the school grounds which is locked outside of school hours and access from the side of the sports centre | To the satisfaction of SFRA through planning process (new courts only) | To the satisfaction of SFRA through planning process (new courts only).  The 3G surface is fully drained with under pitch drainage system. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Montague Park 3G | London Road, Wokingham | By foot, or car - parking available on site.  Facility fenced and gated. Via coded Digi lock on entrance gate. | Locked gated facility. Pitch is fully fenced off with 4.8m high weldmesh fencing | To the satisfaction of SFRA through planning process (new courts only) | To the satisfaction of SFRA through planning process (new courts only).  The 3G surface is fully drained with under pitch drainage system. |
| Oakbank School 3G | Hyde End Lane, Reading | By foot, or car - parking available on site.  Facility fenced and gated. Via coded Digi lock on entrance gate. | Locked gated facility.  Pitch is fully fenced off with 4.8m high weldmesh fencing. | To the satisfaction of SFRA through planning process (new courts only) | To the satisfaction of SFRA through planning process (new courts only).  The 3G surface is fully drained with under pitch drainage system. |

|  |  |
| --- | --- |
| Are the sums insured the new-for-old like-for-like replacement figures? | Like for like – If Arborfield was damaged we would like to have that repaired to the highest specification.  If the grass pitch at Keephatch, for example, was damaged, we would expect repairs to meet the existing state. |
| Are the figures for the pitches/playing surfaces only (i.e. excluding fences, floodlights, and equipment etc.)? | Including ALL fences, floodlights, and equipment. |
| Are Chestnut Park and Cantley Park the only tennis facilities? | Yes, at the moment. |
| Are they ‘standard’ asphalt type tennis surfaces or astroturf? | Asphalt. |
| Apart from the 3G pitches, are the other non-tennis courts just ‘standard’ astroturf pitches? | Just Cantley. |
| Are all the facilities protected at least by a fence with a locked gate? | No.  The following sites require a code/key:  Cantley Astro  Cantley Tennis  Oakbank 3G  Arborfield 3G  Montague Park 3G  Other venues are open to the public. |
| Have there been any incidents of loss or damage to these pitches | Oakbank had a Small barbecue fire Approx. value of damage. £5,000  There has been a change of code on the lock to prevent further incidents. |

**£25,000 deductible to apply each and every event.**

**Property Extensions**

The following extensions are to apply to the Property sections unless otherwise specified:

**Principal Extensions**

* Accidental Damage to Land, Road, Culverts, Bridges or excavations
* Alarm re-setting expenses
* Alternative Accommodation in respect of Housing Stock
* Arson or theft reward – £10,000
* Automatic increase in rent payable sum insured following rent reviews which may take place during period of indemnity
* Automatic Reinstatement of the Sum Insured
* Capital Additions
* Contract Price
* Contracting Purchaser's Interest
* Curiosities, antiques, rare books or works of art £1,000 any one single article
* Cover for Walls, Gates, Fences, Paths, Roads, Yards, Car Parks, Street Furniture, Outside Buildings, Annexes, Pipes, Sewer Pipes, Gutters, Cables and Meters, including those underground, landlords' fixtures and fittings all specified within the sum insured.
* Debris Removal and Stock Debris Removal Costs
* Drain and Gutter Clearance
* Excess to be per occurrence or per event.
* Fire Extinguishing Expenses
* Glass and sanitary ware
* Interests
* JCT or Equivalent Contract Conditions - £2,500,000 maximum contract value
* Keys and Locks - £10,000
* Landscaped gardens / grounds - £25,000
* Land & Water clean up - £100,000
* Leased Properties - 'difference in conditions' clause
* Locks and Keys and Key Safes - £10,000
* Loss Reduction, Minimisation and Prevention Expenses
* Local Authorities requirements (including undamaged property)
* Members, Employees, Pupils, Visitors and customer personal affects up to £500 per person
* Metered Utilities
* Non-invalidation Clause
* Omission to Insure
* Patterns, Models & Moulds - £250,000
* Personal Effects, directors, employees, pupils, visitors and customers £1,000 each person
* Property Owners Liability
* Professional Fees
* Records & Documents
* Temporary Removal
* Temporary Repairs
* Trace and Access £50,000
* Tenants Improvements and property in the open where included in the sum insured
* Theft Damage to Buildings
* Unspecified Storage Sites
* 72 Hour Clause

**Crime**

**Cover Description**

Indemnity in respect of loss of money, property and or goods belonging to the insured, or held in trust by them or for which they are responsible caused by an act of fraud or dishonesty committed by any person guaranteed during the period of insurance.

**Indemnity Limit**

**£5,000,000** in respect of designated officers

**£1,000,000** for all other employees

**£1,000,000** Limit of Indemnity in respect of the Third Party Computer Fraud Extension

1. Director, Corporate Services;
2. Assistant Director, Business Services;
3. Lead Specialist, Finance;
4. Business Partnering Manager;
5. Senior Cashier.

**Territorial Limits**

British Isles but including losses resulting from overseas visits

**Deductible each and every Event**

**£25,000**

**To be included in the policy**

* Discovery period (within 2 years of termination of policy/employment).
* Automatic reinstatement of sum insured following loss.
* Auditors fees/claims preparation costs, including:-
  + - fees payable to auditors and legal advisers
    - additional costs to the policyholder of their own employees time
    - additional computer usage costs
    - additional stationery costs
* Interlocking clause to provide cover for acts discovered during period of current policy but committed during period of previous policy and outside the discovery period allowed.
* Legal Fees, costs and expenses
* Losses caused by unidentified employees
* Losses arising out of the use of credit/procurement cards by employee
* **New Entities - Newly Created or Acquired or Merger**
* **Reconstitution Costs**
* Definition of insured functions to include:-
  + - pension trust fund
    - sports and social clubs
* Where the loss exceeds the limit of indemnity, any recovery to accrue to the insured's benefit until their uninsured loss is extinguished.
* Employees acting in collusion with non-employees
* Acts committed up to 30 days after termination of employment
* Any exclusion of liability for subsequent claims following discovery of an employee's dishonesty only to apply to future acts of fraud or dishonesty subsequent to the discovery of the first loss.
* Definition of employees to include:-
  + - self-employed persons working for the insured or persons hired or borrowed by the insured including contract programmers
    - agency Staff
* Auditors Fees
* Commercial and private goods held in trust

**Underwriting Information**

* Estimated annual wageroll for designated officers: £400,000
* Confirmation of maximum value of cash at any one location: estimated at £50,000
* The council’s 2016-’17 Annual Governance Statement has concluded that the council’s governance arrangements are fit for purpose.
* All cheque stationery drawn on the council’s main bank account may be ordered only on the authority of the Chief Finance Officer.
* Cheques up to the value of £10,000 drawn on the council’s main bank account bear the facsimile signature of the Chief Finance Officer or are signed by him personally or his Authorised Officer.
* Cheques with a value of more than £10,000 drawn on the council’s main bank account must be countersigned by one of the Authorised Officers.
* Arrangements for the use of debit/credit/procurement cards must first be supported by a business case agreed by a Director and the Chief Finance Officer.
* When an employee leaves the employment of the council any cards must be returned and this must be verified by a receipt certifying that the card has been returned.
* There are only 5 specified Authorised Officers who may sign cheques or approve BACS or CHAPS payments.

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.13 & 2.14 for full Claims information

**LOT 2 – Liability Insurance (excluding Broker Services)**

This Lot incorporates the following classes of business:

* Employers Liability
* Public Liability (including Libel and Slander)
* Officials Indemnity (including Land charges and Public Health Act)
* Professional Indemnity
* Medical Malpractice

**LOT 2 – Liability Award Criteria**

Each Tender submission will be evaluated as detailed below.

* Stage 1 - Validity and Completeness of Submission to ensure the Tender is compliant.

Validity: This is to ensure that all Tenders received are valid in accordance with the Instructions for Tendering.

Completeness: A complete Tender shall include all documents required in accordance with the Instructions for Tendering. Incomplete submissions may result in your submission being excluded

* Stage 2 - Financial security check

**ALL INSURERS MUST BE AT LEAST “A-” RATED BY STANDARD AND POOR'S (OR EQUIVALENT) AND/OR APPROVED BY THE JLT MARKET SECURITY COMMITTEE, OTHERWISE THEIR SUBMISSION WILL BE AUTOMATICALLY REJECTED. Please note if the rating of the Insurer drops below the acceptable minimum standard during the life of the contract, the Authority can make alternative arrangements at their own discretion.**

* Stage 3 - Detailed Consideration of Tenders to determine the Most Economically Advantageous Tender (MEAT) to the Council in terms of price and quality. In accordance with Section 5 of the Public Contracts Regulations 2015, we have set out below the criteria and weightings for the award criteria.
* Stage 4 - Contract Award / Acceptance of Tender.

The Authority reserves the right to request additional information which may be necessary to assist in the evaluation of Tenders and any such information must be provided in writing within a maximum period of **three working days** of receipt of a written request.

Stage 3 - Detailed Consideration of Tenders

The award criteria are set out in the following pages. They comprise both Financial (price) and Non-Financial (policy cover, claims service and ease of administration) criteria.

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| **Price for Insurance cover**  Maximum points will be awarded to the lowest priced bidder taking into account any Long Term Agreement discounts. A formula will be used to adjust the scores of all remaining bidders to reflect the percentage difference in prices although please note that the minimum possible score is Zero. | 45% |
| **Assessment of Policy Cover**  Marks will be awarded for insurers able to offer cover as per the specification. Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification and / or onerous policy conditions and exclusions are applicable  **If there are serious omissions in the policy cover no points will be awarded and the tender will be rejected. An example of this might be if there is no cover provided land charges**  All bidders are required to include a document which compares the cover they are offering against the cover being requested within this specification | 30% |
| **Claims Service**  This will be evaluated against the criteria shown within this Tender Document. Scores will be adjusted to take into account the difference between the services offered and those requested together with the quality of claims handling measured by (service specification) and the management data available. | 15% |
| **Added Value and Innovation** | 10% |

Each of the four Criteria detailed above will be scored as follows

The Maximum points available for the whole Lot is 1000

**Price for insurance cover**

The maximum points available for this section is 450 this will be allocated as shown below

|  |  |
| --- | --- |
| Evaluation Methodology | Points available |
| Lowest price bidder.  Maximum points will be awarded to the lowest price bidder A formula will be used to adjust the scores of all remaining bidders to reflect the percentage difference in price. For each 1% higher the premium is than the lowest price quoted 4.5 points will be deducted. Although please note that the minimum possible score is Zero. | 450 |

**Assessment of Policy Cover**

The maximum points available for this section is 300 this will be allocated as shown below

|  |  |
| --- | --- |
| Evaluation Methodology | Points available |
| Insurance Cover offered  A tender that meets the requirements of the ITT will be awarded 300 points  Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification or additional restrictive terms, conditions, exclusions or endorsements are imposed.  The value of the points deducted will be based upon the potential impact on the Authority.  The points will be reduced in multiples of 10 for minor differences i.e. one minor difference would result in a 10 point reduction. More significant differences would result a point reductions of 50 to 100 points  Please remember if there are serious omissions in the policy cover the tender will be rejected. An example for this might be if there is no cover provided for land charges. | 300 |

**Claims Service**

The maximum points available for this section is 150 this will be allocated as shown below

|  |  |
| --- | --- |
| Evaluation Methodology | Points available |
| Claims Service  A tender that meets the requirements of the ITT will be awarded 150 points  Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification  The value of the points deducted will be based upon the potential service impact on the Authority.  The points will be reduced in multiples of 5 i.e. one minor difference would result in a 5 point reduction. An example could be response times on issuing settlement cheques being 1 day longer than requested. More significant differences would result in a point reduction of 10 to 50 points. This might be that the absence of Large loss claims handling capability | 150 |

**Added Value and Innovation**

The maximum points available for this section is 100 this will be available where the specification requirements have been exceeded and those extra items are of interest/value to the Authority.

|  |  |
| --- | --- |
| Evaluation Methodology | Points available |
| Under this section 100 points are available  Added Value  Up to 100 points are available for items that improve the quality of the service/product requested. These improvement/benefits must be of interest/value to the Authority examples could include:  Points would be awarded to reflect the value provided by improvement/benefit. |  |

**Combined Liability – Current Programme**

**Limits of Indemnity**

|  |  |  |
| --- | --- | --- |
| **Cover** | **Indemnity Limit** | **Current Deductibles** |
| Employers Liability | **£50,000,000** | **£50,000** |
| Public Liability | **£50,000,000** | **£50,000** |
| Officials Indemnity | **£5,000,000** | **£25,000** |
| Professional Indemnity | **£5,000,000** | **£25,000** |
| Libel & Slander | **£5,000,000** | **£50,000** |
| Land Charges | **£5,000,000** | **£50,000** |
| Hirers Liability | **£5,000,000** | **£100** |

**Please note that the Deductibles are not to be index linked. A deduction will be made under the Cover Award Criteria Score if this is not confirmed.**

**Annual Aggregate Required**

An Aggregate Applies to all sections above. The Insured would prefer that these are not index linked over the Contract Period

**Claims Handling**

**All claims are to be handled by insurers.**

**The following subsidiary companies shall be deemed to form part of the Public Authority**

Wokingham Borough Council and WBC (Holdings) Ltd and Subsidiaries

**Employers Liability**

**Cover Required**

Indemnity in respect of all sums which the Insured may become legally liable to pay as damages and claimants costs and expenses in respect of injury, including death, illness and disease caused during the period of insurance to any employee arising out of and in the course of employment by the Insured in the business within the geographical limits. Including all costs and expenses:-

* in defending any claim for damages
* for representing at any coroner's inquest or fatal inquiry or court of summary jurisdiction in respect of any occurrence
* in defending any proceedings in respect of any act or omission or alleged breach of statutory regulations causing or relating to the event

**Location**

Anywhere in the British Isles and elsewhere in the world in connection with temporary visits by Employees and normally resident in and travelling from the British Isles.

**Limit of indemnity**

**£50,000,000** any one claim inclusive of costs, unlimited during the Period of Insurance

**Deductible in respect of any one occurrence**

**£50,000**

**Annual Aggregate Required**

Yes across entire Lot 2

**ERN (Employer Reference Number)**

**581 JZ83729**

**Claims Handling**

Claims handling will be required below the deductible

**To be included in cover/extensions**

* Indemnity in respect of liability assumed by contract or agreement.
* Indemnity to any principal with whom the insured have entered into a contract.
* Indemnity to the committee of any sports or social club.
* Indemnity in respect of liability for officials & employees whilst temporarily employed or travelling abroad provided the contract of service was entered into in the "location" described above.
* Asbestos cover – limit of indemnity minimum of £5,000,000
* At the insured's request, indemnity to any official or employee.
* Cover for legal expenses incurred in connection with prosecutions brought under the Health and Safety at Work Act, Data Protection Act and Food Safety Act.
* Unsatisfied Court Judgements Clause
* Cover for costs incurred in Court attendance
* Incidental manual work abroad
* Indemnity at the insured's request, as if they were employees, Coroners for whom the Insured is responsible.
* Corporate Manslaughter Act
* Voluntary Aided and Foundation Schools as per Table below

|  |  |
| --- | --- |
| All Saints Church of England (Aided) Primary School | St Dominic Savio Roman Catholic Primary School |
| Finchampstead Church of England Primary School | Shinfield St Mary's CE Junior School |
| Grazeley Parochial Church of England (Aided) Primary School | Sonning Church of England Primary School |

**Definition of Activities**

Activities are deemed to include the provision of sports and social clubs, welfare facilities, first aid services. Ownership and Maintenance of Premises

**Definition of Employees to Include**

* WBC (Holdings) Ltd and Subsidiaries
* Any person under a contract of service or apprenticeship
* Labour masters, labour only sub-contractors or persons supplied by them
* Self-employed persons
* Persons under work experience schemes
* Any person hired or borrowed by the Insured
* Elected members or any co-opted member of any committee or sub-committee
* Officers/Members appointed to outside bodies
* Voluntary workers
* Returning Officer/Deputy Returning Officer (Acting) or Local, Parliamentary and European elections and other Referenda
* Any governor, manager, trustee and/or head teacher of community or community special schools, colleges and similar establishments under the control of the public authority in respect of claims arising out of the use of such schools, colleges and similar establishments for educational purposes or while engaged in their official duties and activities as governors, managers or trustees of such schools.
* Any governor, manager, trustee and/or head teacher of voluntary aided or voluntary controlled schools within the public authority area arising out the use of such schools for educational purposes or while engaged on their official duties and activities as governors, managers or trustees of such schools.
* The committee for the time being of the School Organisation Committee, but only in respect of any legal liability arising out of such School Organisation Committee
* Persons seconded from other Local Authorities including Shared services where The Customer is the employer
* The local registrar of land charges during the course of their duties
* Any Coroner acting on behalf of the public authority in connection with the business
* The members for the time being of the public authority’s Youth Offenders Team,
* Any householder, but in only in respect of any legal liability for bodily injury sustained by any of the public authority’s home helps, care staff or special educational assistants while such householder utilises the public authority’s home help, care or special educational services
* The public authority’s rent officers and registrars of births, deaths and marriages within the public authority’s area and their staff
* The Chief Land Registrar or local registrar of land charges

**Wageroll Figures (Insurance Periods)**

**Personnel / Wages**

2017-‘18

|  |  |  |
| --- | --- | --- |
| **Category of Employee** | **Number of Employees** | **Estimated Annual Wages and Salaries for Forthcoming Annual Period** |
| WBC and Schools Non-Teacher | 4,785 | £68,858,477 |
| Teachers (*excluding* Voluntary Aided and Foundation Schools) | 1,463 | £39,497,020 |
| Teachers (Voluntary Aided and Foundation Schools) | 136 | £5,190,922 |

**Historic Information**

2016-‘17

|  |  |  |
| --- | --- | --- |
| **Category** | **No. of Employees** | **Estimated Annual Wages and salaries for forthcoming annual period** |
| WBC & Schools Non Teacher | 4053 | £65,606,170 |
| Teachers (excluding Voluntary Aided and Foundation Schools) | 1477 | £38,694,552 |
| Teachers Voluntary Aided and Foundation Schools | 147 | £4,940,817 |

2015-‘16

|  |  |  |
| --- | --- | --- |
| **Category** | **No. of Employees** | **Estimated Annual Wages and salaries for forthcoming annual period** |
| WBC & Schools Non Teacher | 4679 | £63,392,084 |
| Teachers (excluding Voluntary Aided and Foundation Schools) | 1436 | £42,634,814 |
| Teachers Voluntary Aided and Foundation Schools | 147 | £4,761,022 |

2014-‘15

|  |  |
| --- | --- |
| Teachers | £46,122,091 |
| Non Teachers | £59,210,390 |
| **TOTAL** | **£105,332,481** |

2013-‘14

|  |  |
| --- | --- |
| Teachers | £46,122,091 |
| Non Teachers | £60,903,923 |
| **TOTAL** | **£107,026,013** |

2012-‘13

|  |  |
| --- | --- |
| Teachers | £55,824,576 |
| Non Teachers | £55,185,869 |
| **TOTAL** | **£111,010,445** |

**2 Highest Concentrations of Employees**

|  |  |
| --- | --- |
| **Details of Address including Postcode** | **Number of Employees** |
| **Shute End** | **800 circa** |
| **Waterford House** | **100** |

**Underwriting Information**

**A. Children**

There are 35 mainstream foster carers, plus 4 Family and Friends carers (not all live in the Wokingham area).

5 Short-break carers

Respite carers are within the 35 mainstream carers rather than a separate group, all carers can do respite and there is just one carer who does solely respite.

There are 35 children placed with in-house carers but only 26 of them are placed within the Wokingham area. WBC is responsible for 77 looked after children (LACs).

**B. Schools**

For maintained schools only, there could be 664 governors (the number allowed for on the Instrument of Governments) but with current vacancies there are 527 governors.

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.14 – 2.17 for full Claims information

**Claims Handling**

Claims handling will be required below the deductible

**Public/Products Liability & Medical Malpractice**

**Cover required Public Liability**

Indemnity in respect of all sums which the Insured may become legally liable to pay as damages and claimants costs and expenses for:-

* Accidental bodily injury, illness or disease to any other person (other than employees whilst in the course of their duties) including death
* Accidental loss of or damage to third party property
* Accidental damage to personal effects including motor vehicles and their contents belonging to any member, employee or visitor including contents which are not owned, leased, hired or rented by the Insured
* Arising out of the usual activities of the Authority and resulting from events occurring during the period of insurance; including additional costs and expenses in:-
* Defending claims
* Representation at any coroners' inquest or fatal inquiry or court of summary jurisdiction in respect of any occurrence
* Caused by the carrying out of the Council's activities including nuisance, trespass, and interference with any easement, right of air, light, water or way, the sale or supply of products, unlawful detainment resulting from events occurring during the period of insurance.

**Required indemnity limits**

**£50,000,000** any one occurrence unlimited in the period of insurance other than that the limit applies in the aggregate in any one period of insurance in respect of pollution and contamination claims or liability for Products and terrorism

**Alternative Quotation Required**

**£60,000,000** any one occurrence unlimited in the period of insurance other than that the limit applies in the aggregate in any one period of insurance in respect of pollution and contamination claims or liability for Products and terrorism

**Location**

British Isles but extended to Worldwide (excluding United States of America, Canada and any territory within the jurisdiction for products supplied) for temporary official visits abroad by officials, employees or Members.

**Deductible**

**£50,000** each and every claim

|  |
| --- |
| **Foster Parents, Parent Teacher Association, Tenant Representatives or Respite Carers** appointed by or under the guidance and supervision of the public authority in respect of any legal liability arising out of their activities in connection with the business.  **Required indemnity limits**  **£5,000,000** any one occurrence unlimited in the period of insurance other than that the limit applies in the aggregate in any one period of insurance in respect of pollution and contamination claims or liability for Products and terrorism  **Deductible**  **Nil** |

|  |
| --- |
| **Hirers Liability**  **£5,000,000** any one occurrence unlimited in the period of insurance other than that the limit applies in the aggregate in any one period of insurance  **Deductible**  **£100** |

**Cover Required Libel and Slander**

Indemnity in respect of legal liability to pay damages for

* Libels appearing in any publications normal in the Authority's business.
* Slanders in oral utterances made in the discharge of official duties by members/Employees and Coroners
* Breach of copyright

For claims first made against the Authority and notified during the period of insurance

* Slanders committed by any Employee/Member and Coroners of the Council arising out of and in the course of:-
* The discharge of Council duties
* In the case of Members on official business at meetings of the Council or of its committees or sub-committees upon any occasion when the Member is specifically authorised to represent the Council.
* Infringement of trademarks, registered design, copyright or patent right.

**Limit of Indemnity Libel and Slander**

**£5,000,000** in the aggregate for all claims in any one period of insurance including costs

**Location**

British Isles but extended to Worldwide (excluding United States of America, Canada and any territory within the jurisdiction for products supplied) for temporary official visits abroad by officials, employees or Members.

**Deductible**

**£50,000** each and every claim

**Annual Aggregate Required**

Yes across entire Lot 2

**Cover to be included**

Indemnity to the insured in respect of liability arising:-

* From official visits abroad by officials and employees normally resident in the British Isles. Indemnity also to be provided for any liability incurred in a personal capacity by the official/employee or any family member travelling with him/her
* Under any agreement or contract entered into with a principal including indemnity to the principal
* From Canteens Sports and Social Clubs and Welfare Organisations provided for the benefit of employees
* From vehicles not owned or provided by the insured when used in connection with their business
* In connection with mechanically propelled plant whilst being used as a tool
* For loss or damage to employees/visitors personal effects or vehicles on their premises
* Under the Defective Premises Act
* Legionella liability – Indemnity Limit of **£50,000,000**
* TUPE Regulations 2006
* From the operation of mechanically propelled vehicles, including loading and unloading other than liability which is required to be insured by RTA legislation or which is insured by a motor policy
* From the provision of advice, designs, formulae, calculations, faulty workmanship, unsuitable materials, errors or omissions when given in a statutory capacity or as part of the Authority's usual duties
* From maintenance and minor building work carried out on premises
* From damage to goods accepted into the Authority's custody (excluding liability arising under contract unless it would have attached anyway) e.g. homeless persons property
* From the acts of contractors
* From temporary hiring out or loan of employees to others.
* From sudden and accidental pollution including clean up and remediation
* From Partnership working
* 12 months discovery period in respect of Libel and Slander claims
* Personal indemnity to Members and Employees at Councils request
* Costs and expenses incurred with the written consent of the Insurer in the defence or compromise of any proceedings for libel or slander
* At the request of the Council, indemnity to Members
* "Publications" for the purposes of this cover to include any notice, agenda, minutes and reports of meetings of the Council, correspondence, other written or recorded matter and statements broadcast on television or radio

**Indemnity to:**

* WBC (Holdings) Ltd and Subsidiary Companies
* Any Officials/Members/Employee
* Young Mayor and his/her panel of young advisors
* Any canteen, sports, social or welfare organisations, and any fire/ambulance service
* Any Principal with whom the insured have entered into a contract
* Environmental Health Inspectors within the provisions of the Health and Safety at Work Act 1974
* Any official or employee and their families accompanying them for personal liability arising out of the business trips
* Elected Members and any co-opted Members of any committee or sub-committee
* Any persons voluntarily assisting the Council
* Officials/Members/Employees appointed to outside bodies
* Council tenants in respect of injury to home help care workers
* Returning Officer & Deputy Returning Officer (Acting) at any Elections or Referenda. The Personal Indemnity for Returning Officers to be at £Nil Deductible
* Registrars of births, deaths and marriages; land registrars; rent officers
* Work Experience Placements
* First Aiders
* Indemnity in respect of employees working from home
* Activities of Councillors when acting in an official capacity
* Governors and Governing Bodies and any Manager and Head Teacher and Trustee(s) and employee of any school for which the Council is responsible
* Governors and Governing Bodies and any Manager and Head Teacher and Trustee(s) and employee of any of Voluntary Aided Schools
* Parent Teacher Associations (and any similar such organisation) of schools (the Limit of Indemnity to be £5 million and a £nil excess)
* Foster parents, respite carers, adult carers and similar carers approved by the Council to provide fostering and respite care of children and adults in the care of the Council
* Participants in/organisers of/members of the Duke of Edinburgh Award Scheme and similar
* Teachers, TAs and similar staff organising games and activities that are complementary to their usual duties but do not form part of their official duties
* Tenants’ Representatives
* Any OFSTED or similar inspector
* Coroners acting on behalf of the Authority
* Any lay visitor or official visitor
* Anyone supervising or controlling a Community Service or similar offenders scheme, including members of the Youth Offenders Team

**Cover for Legal Expense Costs Rising from:-**

* Health and Safety at Work Act
* Data Protection Act
* Consumer Protection Act
* Corporate Manslaughter Act

**Underwriting Information**

***Children's Services* Child Sexual Exploitation Information**

|  |  |
| --- | --- |
| Is there a known exposure to Child Sexual Exploitation (CSE) within the council’s area? | There is an ‘exposure’; exploitation and abuse does exist. The reality is that it happens and the Wokingham Borough is no different from anywhere else. However, it is nowhere near the level of urban/deprived areas. It should be noted that Wokingham sits between two large urban areas (Reading and Slough) and close to outer London Boroughs. As such, any abuse, exploitation etc. is not necessarily constrained within the Borough’s boundaries; it is likely to be of a ‘transient’ nature – we may be an area through which such abuse passes. This exposure may include trafficking, drug use, but it is not widespread as far as we know. 11 children had been identified at various levels of exposure, but included a number of ‘Looked After Children’ of other areas. |
| Are there any current police investigations into CSE within the authority’s area being undertaken? | Neighbouring authorities are affected more than Wokingham. The Council intel-gather through the ‘County Lines’ scheme, monitoring London gangs, drug trafficking (which may involve the exploitation of children, and may include a sexual element), through Reading and Bracknell too. There is constant ongoing monitoring of child protection issues. |
| Are you aware of any claims, or possible incidents, or allegations of failure against the council which might give rise to any claim(s) against the council? | The Council are unaware of any formal criminal proceedings. |
| Approximately how many children in the Wokingham area have been identified as being at risk of CSE? | Currently 27. |

|  |  |
| --- | --- |
| What is the council doing to identify the level of CSE in the area? What is the council doing to monitor CSE? How long has this been taking place? | This is an absolute priority of the Local Childrens Safeguarding Board (LSCB). We have refreshed our action plans around this issue and other forms of abuse/exploitation, such as grooming, and have a robust data-set enabling us to identify children who might be at risk, identify trends etc. The police have a clear pathway for carrying out disruption activities and making arrests. We have clear procedures in place for sharing intelligence with appropriate authorities.  We have a refined audit-tool applied to all children 10 years old and over where they have been presented to us for any reason – we screen them for any issues.  Further training has been provided for schools. Early Support Workers have all been been re-trained. There is an awareness campaign. Significant and successful work has been undertaken by the council’s Health team to help educate GPs and pharmacies. The police are running awareness campaigns targeted at taxi operators, fast food outlets and establishments/places where children may congregate.  The council does not have its own distinct CSE team, but work is carried out across Berkshire and there is a pan-Berkshire strategic CSE group, which will disseminate information. A multi-agency approach is in place with CSE Operational Group meetings taking place. The CSE Operational Group’s role is to take a holistic approach to understanding the level of CSE in the area, as well as patterns and prevalence. It is responsible for monitoring and reviewing ongoing cases to ensure effective information sharing and advice on best practice. Members of the group continue to build a knowledge and understanding of CSE risk identification and effective strategies for intervention which supports the core safeguarding processes.  Police and Children’s Social Care undertake scoping work; this identified that the key trends for our council are the link between girls going missing, from home or care, and the CSE risk. There is no clear evidence or information to suggest that there are patterns of systematic exploitation involving identified children, or potential risk from CSE across the borough. Cases have to be considered on an individual basis, identifying individual risk and vulnerabilities and then the appropriate and effective response for all partners and any agency that can have a positive impact upon these actions.  The CSE Operational Group has been in place since October 2013. It answers to the CSE Strategic Group which in turn reports to LSCB (Local Safeguarding Children Board). All partner agencies are represented at the Operational Group and are responsible for monitoring activities within their area of work. The CSE Indicator Tool is used by all agencies to identify and report concerns relating to CSE with referrals going straight to Children’s Social Care’s Duty, Triage and Assessment Team for decision-making and thresholds to be applied. The council hosts the Early Help Hub, which went live in September 2014. The Early Help Hub delivers on the strategic objective to identify earlier children at risk of CSE. |
| Does the council policy on CSE follow the recommendations outlined in the National Working Group (NWG) Recommendations? Describe the steps being taken and the stage of progress in implementing these recommendations. Have multi-agency CSE Teams been established following MASH development work? | The National Working Group (NWG) Summary of Recommendations 2014/01 was used to inform part of the LSCB’s CSE Strategy. However, the NWG is now quite old: Wokingham continues to learn and improve and follow the latest guidance, recommendations and good practice from the Jay Report, Operation Bullfinch, Oxfordshire, and best practice from other authorities, as well as recent Joint Targeted Area Inspection (JTAI) regulator’s findings. The CSE Operational Group is a multi-agency group that is responsible for assessing and managing children identified to be at risk of CSE. Awareness-raising takes place within the community.  As above, the police, Children’s Social Care and Licensing Department target hotels, B&Bs, taxi services/private hire companies and fast food outlets with specific training to raise their awareness. Multi-Agency training on CSE is offered. The Youth Offending Service led work with private children’s homes to increase awareness and support across their workforce. |
| With regard to the council’s policy on CSE, what evidence can the council provide to show the policy is actually implemented and adhered to? | Work continues to go into the implementation and development of the council’s policy on CSE. The Early Help Hub was developed to strengthen processes and practices and has given Early Help Workers the tools and skills to identify CSE concerns at the earliest possible moment.  The National Youth Advocacy Service commissioned in March 2015 conducts return interviews for young people who went missing; processes and pathways have been developed to enable this. This is key in identifying any CSE concerns and establishing a link between CSE and Missing Children.  Following a University of Kent ‘Train the Trainer’ programme in March 2015, 39 participants from key agencies who successfully completed the course became licensed trainers. They deliver training and raise awareness in their respective Agencies.  Work continues to specifically engage the voluntary and faith sectors in development work. CSE cases are audited and any identified areas of development inform the strategy and that it meets the training and development needs of the workforce. The CSE Operational Group ensures a clear audit trail of reviews and action through the recording of action taken as a result.  Policy is subject to scrutiny and monitoring by the CSE Strategic Group and the Children’s Social Care Senior Management Team (SMT). These groups ensure that all partner agencies continue to resource and strengthen the CSE work currently underway under the auspices of Wokingham Safeguarding Children’s Board. A new policy has been sponsored by the LSCB and this provides for ‘deliverables’ and outcomes. We do identify children in a timely manner; the police carry out successful disrupting activities; CSE is much more widely understood in schools and by professionals. |
|  | ***Revised 2017*** |

**Specific Management Information**

**Children’s Services**

Pre-employment and on-going employee/volunteer vetting. [For schools, children’s centres, social workers, etc.]

* *DBS checks 🡪 are checks undertaken before appointment?*

Yes, DBS checks are always carried out before appointment.

* *What factors would make a candidate unsuitable for employment?*

This falls within the exercise of individual managers’ discretion and judgement.

* *How often are DBS checks subsequently undertaken for each employee/volunteer?*

DBS checks are carried out only prior to appointment.

* *Are references taken prior to appointment?*

HR always requests employment references before appointment.

Safeguarding performance/external audit findings.

* *Ofsted reports – safeguarding report from 2015.*

An inspection of services for children in need of help and protection, looked after children (LACs) and care-leavers, and a review of the effectiveness of the Local Safeguarding Children Board was undertaken during the period 12 October 2015 to 5 November 2015.

During the inspection, the following positives were highlighted.

* Children and young people who are at risk of actual or likely harm are appropriately identified and responded to by the duty assessment and triage team.
* A specialist team works with disabled children and provides appropriate chid-focused work from skilled practitioners.
* The arrangements for responding to the needs of children and young people who go missing have been strengthened, with an operational panel in place and a commissioned service providing independent return interviews.
* The emergency duty service is effective and shared with six neighbouring unitary authorities across Berkshire.
* Arrangements for responding to allegations about risk presented by adults in a position of trust in relation to children are satisfactory.

However, Inspectors identified the following areas as requiring improvement.

* When child protection referrals lead to strategy discussions, they generally take place between police and social care only. This means that information from other agencies is not always available to inform decision-making. The local authority, in partnership with police and other partners, has now started to address this.
* The local authority’s foster carers are well supported. However, the number of local carers is insufficient, despite extensive efforts to recruit more.
* When children go missing from care, return home interviews are not completed quickly enough to understand the child’s experience and to reduce the risk of further ‘missing incidents’.
* Performance information is not yet sufficiently developed to provide a clear picture of practice and to identify where action needs to be taken to address shortfalls.

As a result, a In order to address the report’s findings, a full Quality Improvement Plan has been put in place to address the areas that require improvement and bring them up to ‘good’.

The QIP focuses on 4 broad strategic priorities:

1. Achieve a stable workforce of well trained and capable staff and managers with whom children and their families can develop meaningful working relationships.
2. Ensure all children in care are provided with safe and consistent care, their needs identified and met and plans for permanence are timely.
3. All care leavers will be supported to have the highest personal ambition through personal advisors who keep in touch to ensure young people have access to appropriate accommodation, education, training or employment and that their health needs are met.
4. Effective transition planning and education, health and care planning ensure that we meet the needs of children and families and maximise independence.

The Plan is continuously monitored, with the identified priorities being worked on. Progress is reported to the People Services Leadership Team Quarterly. By way of example, by March 2017 it was progress was such that it was identified that 100% of care leavers had a n Allocated Personal Advisor and 91% of children in care aged 16+ had a ‘Pathway Plan’ in place and an Allocated Personal Advisor.

A Joint Targeted Area Inspection (JTAI) of the multi-agency response to abuse and neglect was also carried out between 22 May and 26 May 2017.

This inspection included an evaluation of the multi-agency ‘front door’ for child protection, when children at risk of harm first become known to local services. This is a part of all JTAIs and, in this inspection, the evaluation of the multi-agency ‘front door’ focused on children of all ages who are being or have been neglected. The local partnership involves: Children’s Services at Wokingham Borough Council; National Probation Service; Thames Valley Community Rehabilitation Company, The Clinical Commissioning Group; health providers in Wokingham; and the Thames Valley Police.

This inspection highlighted the following positives.

* Strong and visible leadership by the Wokingham Director of Children’s Services, promoting a clear and shared direction with partner agencies in safeguarding children and young people at risk of neglect.
* The social work team offers a high level of service, such as advice to parents and professionals, child protection enquiries and brief interventions while assessments are ongoing so that children do not have to wait for a service.
* The council is committed to further improving outcomes for children, including those with complex needs and who have experienced neglect.
* The Youth Offending Service (which is managed within children’s social care) demonstrates a commitment to keeping children safe from harm.

However, there were areas identified as needing improvement, such as the following.

* In a small number of cases, where there were clear grounds for an investigation into neglect or other offences, and where a joint investigation between the police and children’s social care should have been considered, this did not take place.
* Information on the outcome for children is not routinely shared by children’s social care with other agencies. This means that partner agencies may be unaware of what current plans are in place to ensure children’s safety.
* Practice by social workers in identifying needs and risk, including the risk of neglect among minority populations, is not always child focused, and the unique identity of a child is not explored or addressed in assessments and plans.

A written Statement of Proposed Actions to improve these areas has been sent to Ofsted by the multi-agency group and it is being progressed.

*Are there any particular successes or achievements Children’s Services can highlight as evidence of excellent working practices?*

There is a library of good practice examples that, because of the confidentiality of the information, is currently generally only available to Team Managers, Assistant Team Managers, and Practice Consultants within the Children’s Social Care team. The documents are split into sections referring to different parts of Children’s Services and new examples are continually added. This will, as part of Phase 2 of the ‘21st Century Council’ programme, appear on the Children’s Services area of the intranet and all social care staff will then have access to the protected area. As such, good practice will be shared more widely, and be permanently available to all whom it will benefit.

**Youth Service**

The council itself operates 2 youth centres: Woodley Airfield and Wokingham. There are currently 3 targeted youth projects in operation: Duke of Edinburgh, Explorers Extreme and ‘#Me’.

#ME is a targeted group aimed at those young people suffering from social isolation and social anxieties. The group is designed to give those young people the opportunity to interact with peers and build their confidence in social settings. Sessions allow free time as well as constructive games geared towards communication and team building skills. There are also sessions during the group tackling particular topics such as: Confidence, What a good friend looks like, Relationships, Who helps us, Having a voice, How we present ourselves to others.

Around 130 - 140 young people take part in the The Duke of Edinburgh's Award each year.

Explorers Extreme is a weekly group aiming to support the emotional, educational and physical development of some of Wokingham’s most targeted/deprived young people, providing evening sessions, a summer fun day, a trip of 3 days/2nights in October and a trip of 5 days/4 nights in February. Weekly sessions are pre-planned to deliver a differing agenda of things to enable young people to have experiences like that of their peers, when in some cases they are not able in a mainstream setting.

**Adult Services**

1. *Policies and procedures.*

There is a significant number of policies and procedures that apply to both the council and to Optalis. When they come up for review, they are reviewed by WBC staff. The Impact and Inspection Officer updates the library and then sends the new version to Optalis to put onto their intranet.

In support of this, the following policies and procedures apply to both organisations:

* Records Management Procedures and Guidelines for Adult Social Care
* Waiver Process and Write-Off Procedures for Adult Social Care
* Guidelines for Charging Clients for Aftercare Arrangements - Section 117 Mental Health Act 1983
* Guardianship Policy - Mental Health Act 1983
* Appointment and Duties of Appropriate Adult
* Guidance to Staff faced with Abusive Behaviour by Members of the Public
* Retention and Destruction Handbook for Adult Social Care Customer Records
* Access to Adult Social Care Records
* Internal Deferred Payment and 12 Week Property Disregard Process for Care Home Placements
* Lifting of Loads and Equipment Regulations - L.O.L.E.R. 1998 - Procedure for Occupational Therapy
* Practitioners' Guide to Support and Accommodation Options for Older People
* Domestic Abuse - A Practice Guide for Staff
* Guidance for Adult Social Care Staff on Emergency Resuscitation
* IP - Intelligent Purchasing – Procedures
* Transport for Adult Social Care Services - Guidelines and Flowchart
* Removals Policy - Corporate Transport Unit
* Guidelines for Adult Social Care Staff where the Official Solicitor becomes involved
* Criteria and Management of Key Safes provided by Adult Social Care Services
* Procedure for the Installation and Removal of Key Safes
* Policy and Practice Guidance for Direct Payments (Adult Social Care)
* Procedures and Guidelines for Staff where the Coroner becomes involved
* Deprivation of Liberty Safeguards (DOLS) Operational Policy
* Deprivation of Liberty Safeguards (DoLS) - Mutual Exchange Protocol
* Framework for Positive Risk Taking, Personalisation and Managing Complex Cases
* Welfare Benefit Team Handbook
* Protocol for accessing Joint Legal Team service by Optalis staff
* Access to Restricted Records - Guidance for Adult Social Care Staff
* Standards and Procedures for Training, Authorisation and Supervision of Best Interest Assessors
* Criteria for Issue of Riser-Recliner Chairs
* Ceiling Track Hoists Process
* Young Carers Protocol - Needs assessment and referral
* Advice Note - Respite Care and Deprivation of Liberty
* Care Act 2014 - Guide for practitioners
* Carers Assessment - Guidance Notes for completion of FWi form
* Self Directed Assessment - Guidance Notes for completion of FWi form
* Care Act - Eligibility at a Glance
* Template for Adult Safeguarding Strategy Meetings
* Adult Social Care Market Failure Protocol 2015-2016
* Advice Note - The interface between the Mental Health Act 1983 and the Deprivation of Liberty Safeguards
* WBC Internal Safeguarding Adults Procedures
* Adult Safeguarding Easy Read Process
* Social Care Pathway for COAMHS

1. ***Pre-employment and on-going employee/volunteer vetting. [For social workers, service managers etc.]***

* **DBS checks 🡪 are checks undertaken before appointment?**

Yes, candidates must submit their DBS before appointment.

* **What ‘infractions’ are considered as unsuitable for employment?**

This falls within the manager’s discretion and judgement.

* **How often are DBS checks subsequently undertaken for each employee/volunteer?**

Once, prior to employment.

* **Do we ask for employment references before appointing someone?**

Yes – in the selection process, the council takes into consideration references from previous employers.

**Risk assessment programme(s).**

Risk assessments are completed as required, by all operational ASC staff; these are relevant to safeguarding, social work assessments, and occupational therapy assessments. They are completed for any vulnerable person where risk is identified. Evaluating and assessing risk forms part of, and is considered for, all assessments; and the services provided address this.

Care homes and domiciliary care services complete their own risk assessments in line with CQC Requirements and these will be reviewed in a care home monthly or when a change occurs. Guidance to care homes could be given by the CQC as part of an inspection, can be provided by the Care Home Support Service, and can also be given by staff if they are reviewing a case and find the information is not up to date or relevant, or if they are reviewing paperwork as part of a Quality Assurance visit.

**Provider/Service Risk Assessments**

**Pre-Contract Checks**

Contracts are issued for either 2 years with an optional extension of 1 year, or 3 years with an optional extension of up to 2 years in total. Prior to issuing or extending all contracts, the following pre-contract checks are undertaken:

* Check provider/service status on WBC Care Governance Cautions Log to ensure there are no known concerns with the provider/service;
* CQC/Ofsted registration and latest report;
* Out of area reference (where applicable);
* Financial standing of organisation via Credit Safe or latest audited accounts checked by WBC Finance team;
* Request copies of current insurance arrangements – Employers Liability, Public Liability for £5m; Medical Malpractice (where appropriate to service) for £2m; Professional Indemnity (where appropriate to service) for £1m.

**On-Going Provider/Service Checks Once Contract in Place**

Where WBC are aware of any concerns, from whatever source, with a provider/service it is added to the Care Governance Cautions Log with appropriate and proportionate monitoring of the risk, i.e. Quality Assurance visits, Serious Concerns meetings, embargo on new placements etc.: whatever is considered appropriate by Senior Managers.

WBC are re-introducing a regular pro-active contract monitoring programme, with the frequency and type of monitoring to be determined by a risk assessment of all contracts, which will be continuously updated as/when circumstances change.

WBC communicates any updates to policies, guidance etc. to providers via email and/or regular provider forum sessions.

**Procedures for managing abuse allegations.**

Wokingham have been a partner in the Berkshire Multi-Agency Safeguarding Policy and Procedures since April 2016 – the participating councils are Slough, Bracknell, Reading, West Berkshire, the Royal Borough of Windsor and Maidenhead, and Wokingham.

These procedures are updated regularly as ‘live’ documents and there are nominated, experienced representatives from each borough who are tasked to do this with oversight by the Safeguarding Adult Board and its business manager. The most recent update was in June 2017.

Wokingham Borough Council is notified via ‘The Hub’ which is based at the Old Forge (the ‘front door’ to Adult Social Care) in Wokingham.

Any concerns from the Hub are forwarded to the Adult Safeguarding Team (who are qualified social workers) for triage/processing and screening.

The concern that is raised (whether by professionals, the affected individual, care providers etc.) is screened to determine if the referral is an appropriate one for safeguarding under the Care Act. If it is, information is then gathered to decide whether to proceed to an enquiry (S.42 of the Care Act).

Is a multi-agency approach taken? Are MARACs (Multi-Agency Risk Assessment Conferences) part of the process?

Yes – relevant agencies are involved as required.

**Safeguarding performance/external audit findings.**

For residential adult social care services, inspections will usually be unannounced. In a few instances, where there are very good reasons, they may let the provider know an inspection will take place.

For community adult social care services, inspections of domiciliary care agencies will usually be announced 48 hours in advance.

Hospice services – these inspections are usually unannounced.

* *What were the latest findings of the council’s overall provision of services for adults?*

WBC Adult Services are not inspected under the current CQC regime. However, the trading arm Optalis who provide the service delivery for care on behalf of WBC is subject to inspection in regards to those services which are registered and regulated. For example, registered care homes and domiciliary services.

Under the Safeguarding Adults Board policy Wokingham undertake a self-assessment audit each year as a method of ensuring safeguarding practice is meeting the needs of residents.

The council operates in accordance with the Safeguarding Adults Policy and Procedures, and also follows the Health and Well Being Care Governance Protocol (document available if requested).

The West Berkshire Safeguarding Adults Board and its sub-groups have oversight of safeguarding effectiveness and consistency of approach across the participating boroughs (i.e. Reading, West Berkshire and Wokingham).

The performance data from each borough, regarding safeguarding, is scrutinised at the sub-group which then reports to the Board via auditing. In accordance with the Berkshire West Safeguarding Adults Board Quality Assurance Framework, the SAB direct partner agencies and providers to undertake ‘safeguarding adults’ audits to ensure Care Act compliance and provide quality assurance measures in its discharge of safeguarding duties and prevention principles as defined under the Care Act 2014.

The Board will direct a minimum of two audits per annum across the three Localities of West Berkshire.

(The Safeguarding Adults Board ‘Multi-Agency Auditing Framework Strategy’ is available if requested.)

**Legionella**

The council’s statutory servicing contractor Aquacare monitors the water system throughout Wokingham Borough Council and follow the recommendations laid out in L8 ‘Approved Code of Practice for the Control of Legionella Bacteria in Water Systems’.

The council does not have water towers or evaporative condensers.

There have been no prior incidents of which the council is aware.

**Leisure Services**

The council currently has a long-term contract for the provision of leisure services with 1Life Management Solutions Ltd (previously Leisure Connection Ltd). It is worth between £250,000 and £500,000. The contract began on 1st April 1999 and is currently in the late stages of being re-tendered for commencement on 1st May 2018.

Four leisure centres are managed by the council under this contract. C-Salt, a charitable organisation created by 1Life, lease each of these buildings and 1Life manage their day-to-day operation on behalf of C-Salt and the council.

With effect from 1st May 2018, the new leisure service contractors will manage and run Loddon Valley Leisure Centre, Carnival Pool, St Crispin’s Leisure Centre, Bohunt Arborfield, Bulmershe Leisure Centre and Ryeish Green Leisure Centre.

The Bohunt centre is identified on the council’s property portfolio as the Gym Building, Bohunt School Wokingham.

Ryeish Green Leisure Centre is in the process of being completely renovated and is due to reopen in July 2018.

Bulmershe Leisure Centre is due to be demolished in Summer 2018: approval has recently been given for a new £4.5m centre to be built.

The new service operator will have complete control of all the services offered. Responsibility for specific aspects of property maintenance and repair, split between the operator and the council, are set out in the contract agreement. The council’s Leisure team carry out full contract monitoring and management of the service.

The operator receives the income from running the centres and will pay to the council revenue/income of approximately £2m p.a.

**Cemeteries**

The council is responsible for 3 cemeteries:

• Shinfield Cemetery, Grovelands Road, Shinfield

• St Sebastian’s Cemetery, Heathlands Road/Nine Mile Ride, Wokingham Without

• St Marys Cemetery, Church Lane, Shinfield

The first two Cemeteries are still open for new burials. St Marys is full so closed to new burials.

The council carries out inspections on a regular basis. We visit Shinfield and St Sebastian’s at least once a week and do a visual check for things like making sure the water taps are satisfactory, checking the benches etc. A copy of the dynamic risk assessment inspection sheet (which follows NPFA guidelines) is available if required. This is completed on site, filled in by hand and then scanned in for retention. Additionally, we inspect with either our contractor or a performance officer approximately every two months to discuss any work or issues identified.

As a matter of course we fill any depressions on grass graves when they start to subside – both for aesthetics and safety reasons.

The council’s current contractor is ISS Facilities who carry out grounds maintenance - cutting grass, shrubs and hedges; install benches; maintain footpaths; provide sexton duties and grave digging for out of hours service. They are also able to provide topple testing and training: such testing, which should be carried out every 5 years, is currently in the process of being arranged - all of our cemeteries are consecrated ground and consequently permission from the diocese is required. Note that most of our memorials are not high and as such do not pose any real threat. During one inspection we did discover that a stone cross was leaning; this was dismantled and laid flat on the grave.

We are in the process of putting together an entirely new cemeteries policy. We have arranged a professional risk management review to assist with this and with the specific management of memorials.

Example full risk assessments for the cemeteries are available.

**Highways**

In November 2016 the council developed a new Highway Asset Management (HAM) Policy and Strategy (which can be provided if requested).

The Policy and Strategy sit at the top of the HAM Framework and guide the development of the HAM Plan. In 2014 the Highway Assets team commenced a Peer Review with other Highway Authorities. Leading on from lessons learned, the team have supported and implemented key improvements, including:

* the implementation of a structures asset system to assist in delivering forward works programmes and monitoring of KPIs;
* organisation of asset data to support the centralised Geographic Information System (GIS) and major projects;
* delivery to new financial regulations in the sector (i.e. Whole of Government Accounts);
* joint DfT funding for street lighting LED upgrade;
* lifecycle planning;
* development of a carriageway skid policy and strategy.

In 2016, the service delivered the council’s first publically adopted Highway Asset Management Policy and Strategy and formed the ‘HAM Group’ to develop and achieve the council’s plans.

The group consists of representatives from the council’s asset-types teams, and has jointly developed a number of procedures. Progress is continuing, e.g.:

* achievement of additional funding through DfT Incentive Band grants;
* incorporating carriageway data into works-planning while advancing the use of newer materials;
* risk assessment and asset knowledge evaluation that will bring the safety barrier asset group into the managed asset system.

The council maintains detailed inventories of its assets. A new ‘Highway Asset Management System Webtool’ is currently being developed to capture and make available all such information on one digital platform.

The information contained in the webtool will follow the council’s seven lifecycle stages of asset management, planning, performance and maintenance:



The seven stages are expanded upon as follows.

Asset management represents the council’s overarching system for safeguarding and preserving the highway infrastructure. It includes our risk-based approach to maintenance planning and delivery and the way we integrate our asset groups and ensure consistency with neighbouring authorities. It also covers how the council manages its critical networks and responds to network emergencies.

Information management describes our network hierarchy, our asset group inventories and the way we manage our asset data using the Asset Register and system tools. It includes condition surveys we use to assess the performance of our assets and their deterioration.

Risk management is a key stage relying on our protocols, processes and system tools for managing network risks and how these align to our corporate risk management process. It includes our approach to network resilience and how we are adapting to climate change risks. It also includes our approach to defending claims under the Highways Act.

Key Risk Management factors include:

* **Corporate Level Risk Management Factors:** Risk Management Strategy & Policy, Corporate Risk Register, Quarterly Review Period, Escalation process
* **Tactical Level Risk Management Factors:** Annual Asset Condition Review, Lifecycle Planning / Investment, Monthly Review Period
* **Operational Level Risk Management Factors:** Daily/weekly/monthly inspections, Reactive response
* **Future Risk Factors:** Climate Change, Levels of Service, Cross asset prioritisation
* **Risk Compliance Requirements:** WBC Corporate Risk Policy, BS31000 Principles

Whole life, our fourth lifecycle stage, includes our approach to lifecycle planning and financial planning across all asset groups, including our consideration of environmental and carbon impacts in our decision making. It helps us to ensure consistency of character in our network hierarchy and minimise clutter. It also influences our approach to managing highway drainage.

Performance management represents our targets and measurement of asset group service levels and our framework for monitoring and measuring asset performance. It also includes our approach to engagement with external and internal stakeholders.

Works programming is our approach to developing asset maintenance programmes – using value engineering and value management as well as considering cross-asset priorities. The council has a prioritised forward-works programme on a rolling period of three-to-five years and it is developed and updated regularly.

The maintenance lifecycle stage includes our approach to maintaining asset groups and includes the inspection regime, defect response, asset maintenance and renewal, disposal and optimisation. These are detailed in our Highways Maintenance Management Plan (HMMP). The council’s inspection regime is risk-based and has always been so; as such the council was very well-prepared for the new Well Managed Highway Infrastructure code of practice.

Details of the Highways network are set out below. Note that a much more detailed set of statistics (with a complete breakdown of individual roads, traffic sensitivity, numbered roads, winter maintenance priority is available if required).

**Carriageways and Footways Overview**

**Introduction**: Wokingham is the Highway Authority for 734 km of highway, with an estimated value of £1,100 million (cost for a like-for-like replacement).

**Carriageway Classification**: The carriageway is classified into the following lengths of Road network:

|  |  |  |  |
| --- | --- | --- | --- |
| **Carriageway Classification** | **Urban** | **Rural** | **Total km** |
| Motorway - A329(M)\* | - | 8 | 8 |
| A Road | 42 | 32 | 74 |
| B Road | 38 | 20 | 58 |
| Classified unnumbered Road | 50 | 35 | 85 |
| Unclassified local road | 425 | 81 | 506 |

\* Note: the M4, including the slipways on and off the motorway, is managed by Highways England

We estimate that approximately 30km of our unclassified highways network consists of roads of concrete slab construction.

**Footway Classification:** Wokingham also maintain 786 km of footway network which are classified below:

|  |  |  |  |
| --- | --- | --- | --- |
| Footway Classification | Urban | Rural | Total km |
| 1A Busy urban | 0.3 | - | 0.3 |
| 1 Medium use | 8.0 | 1.0 | 9.0 |
| 2 Linking | 81.3 | 3.9 | 85.2 |
| 3 Low use | 143.4 | 1.9 | 541.3 |

**Footway Construction details:** Based on the survey results of a quarter of the footway network:

|  |  |
| --- | --- |
| **Construction Type** | **Percentage network** |
| Bituminous | 97.90 |
| Modular Slabs | 0.81 |
| Modular block paving | 1.04 |
| Other (mass concrete) | 0.25 |

**Cycleway Network:** The 62 km of cycleway network is currently maintained as either carriageway or footway depending on surface construction type.

Additional notable information includes the following.

1. The council has an estimated 27,000 gullies all of which are inspected and cleaned each year; any identified as ‘problem gullies’ will be cleaned on a 6-monthly cycle.
2. In 2016 the council started a major 2 year programme to replace ageing lamp columns and lanterns with new dimmable LED lighting and CMS control. This project received a 70% DfT "Challenge Fund" grant and was jointly procured with Reading Borough Council and Slough Borough Council. The contract is due to be completed by the end of March 2018.
3. The Street Furniture Asset Inventory identifies that the council owns and maintains more than 40 kilometres of Safety Barriers for vehicles.
4. The council owns and is responsible for the maintenance of more than 4,200 traffic management assets at signalised junctions. Most of these assets are connected to each other and to a main server used by the council’s maintenance contractor, Siemens. This means that as soon as a traffic light for example is failing, Siemens are instantly informed and can fix the fault with no delay, reducing public disruption to a minimum.

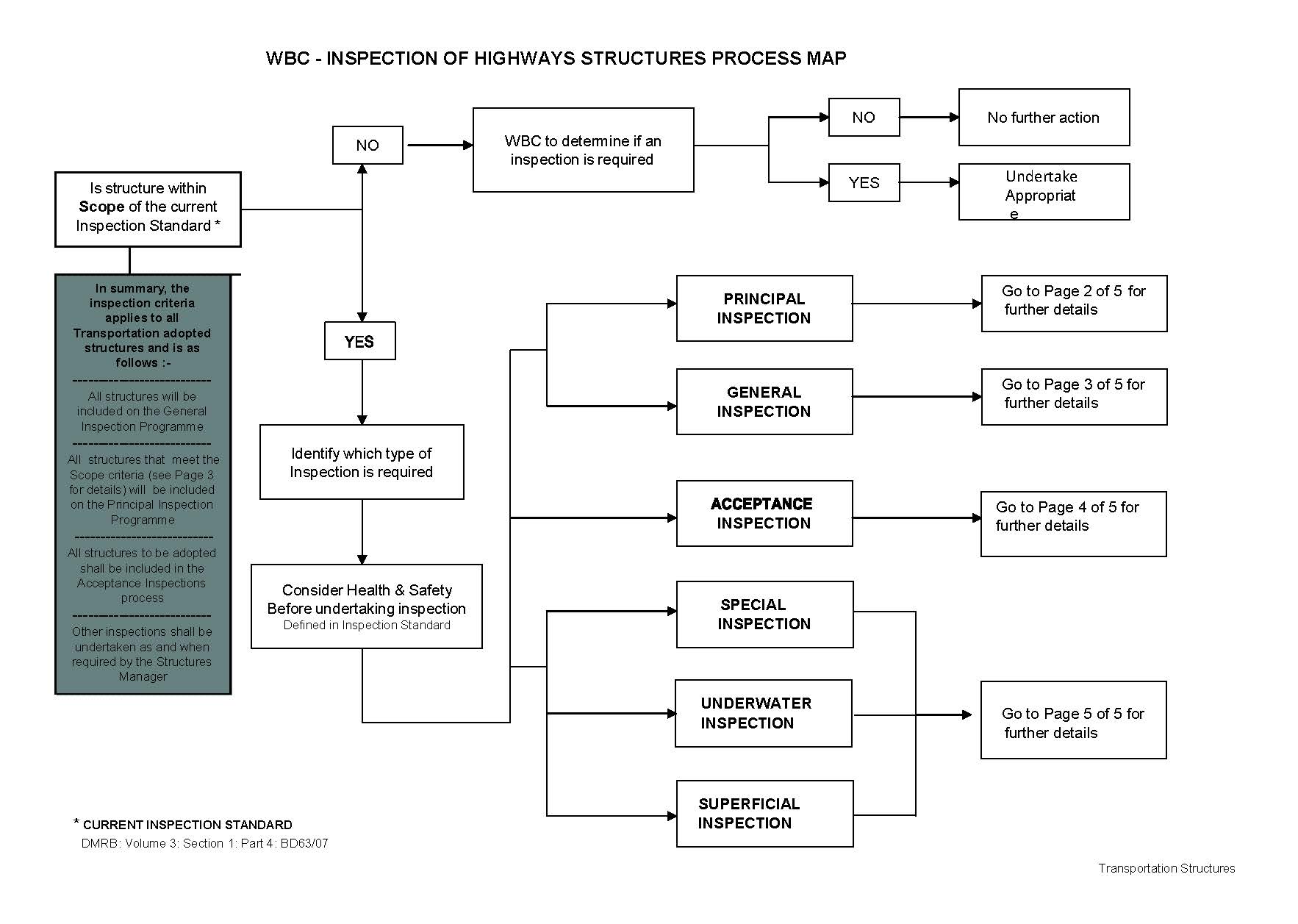
The council has an extensive Highway Maintenance Management Plan (HMMP). It includes, e.g., Winter Service Plan updated for 2017-’18, Highway Network Maintenance, Highway Drainage, Severe Weather and Emergencies. All documents and policies can be provided if requested.

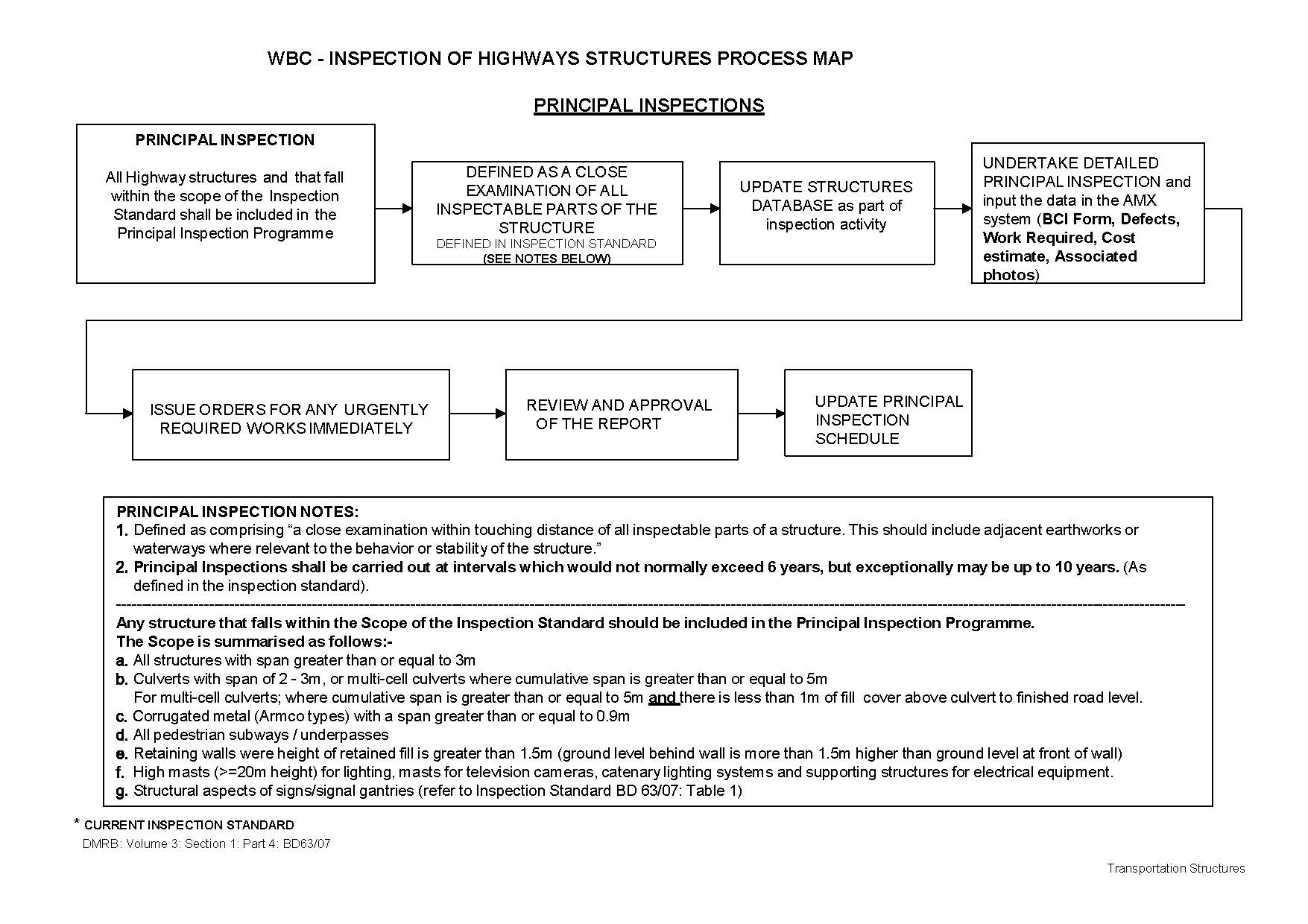
**Bridges**

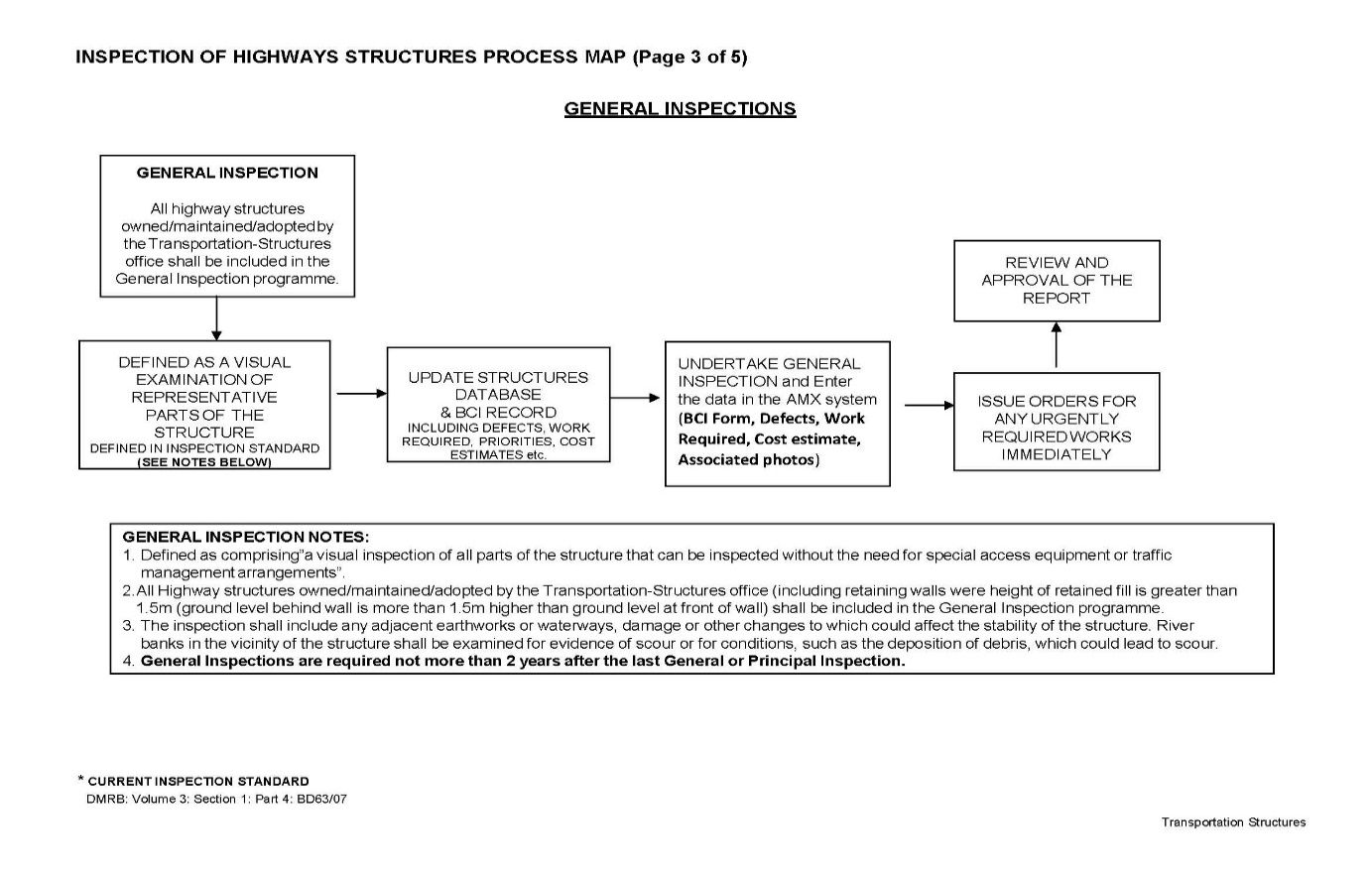
The council maintains a full inventory of the bridge structures that it owns and undertakes routine inspections of structures every two years and six years – General Inspections and Principal Inspections respectively. In addition, the council carries out annual routine maintenance and programmed remedial repair works and these are based on the priority given to any identified defect(s).

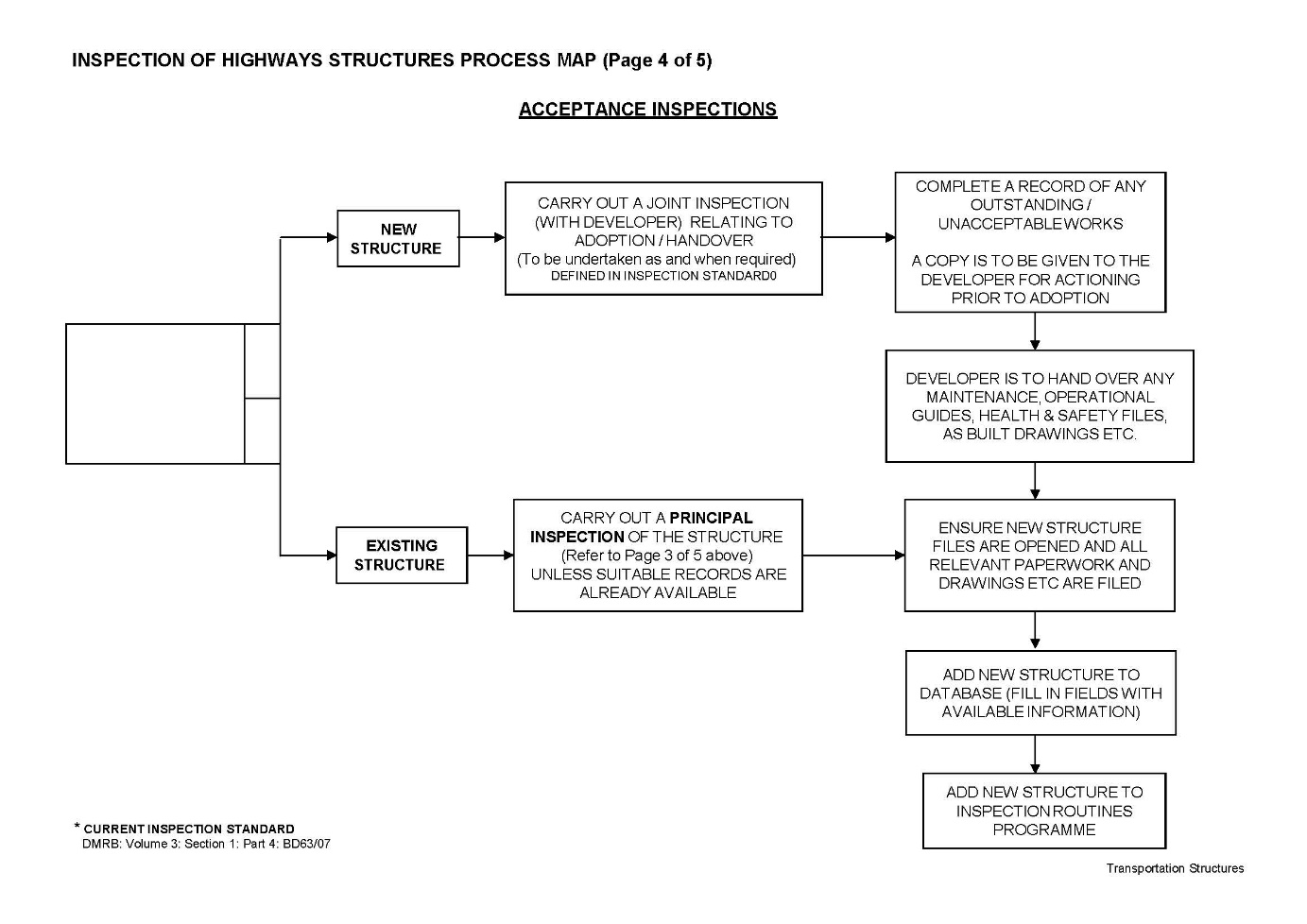
The council would specifically draw underwriters’ attention to the Coppid Beech Flyover and the Loddon Bridge Viaduct (North and South): these are major structures and were insured under the council’s programme for Fire and Terrorism only until 2016, at £50,000,000 each.

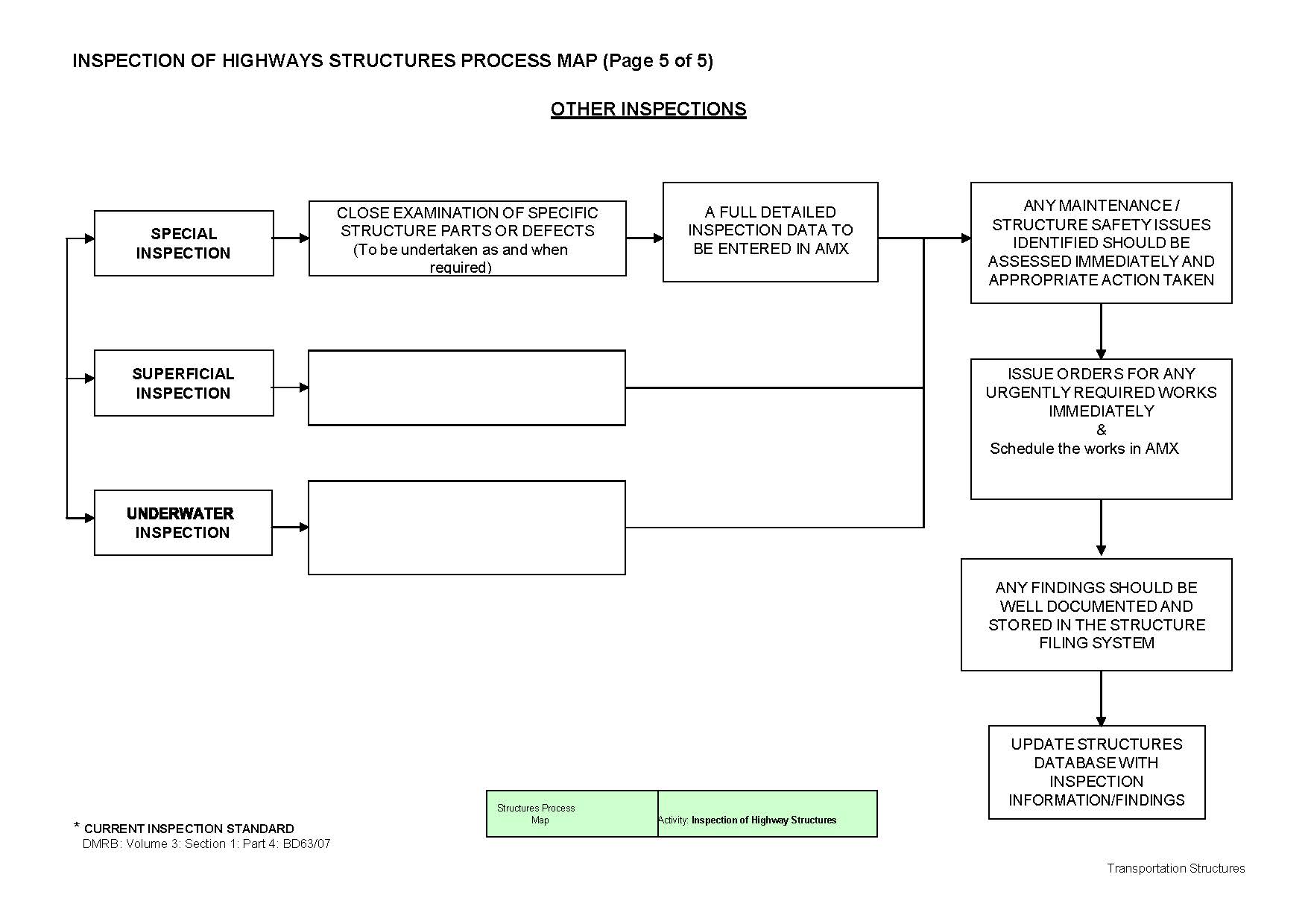
A copy of the inventory can be supplied if requested. In support of the robust procedures in place for managing highways structures, the inspection and maintenance ‘process map’ is detailed below.











**Asbestos**

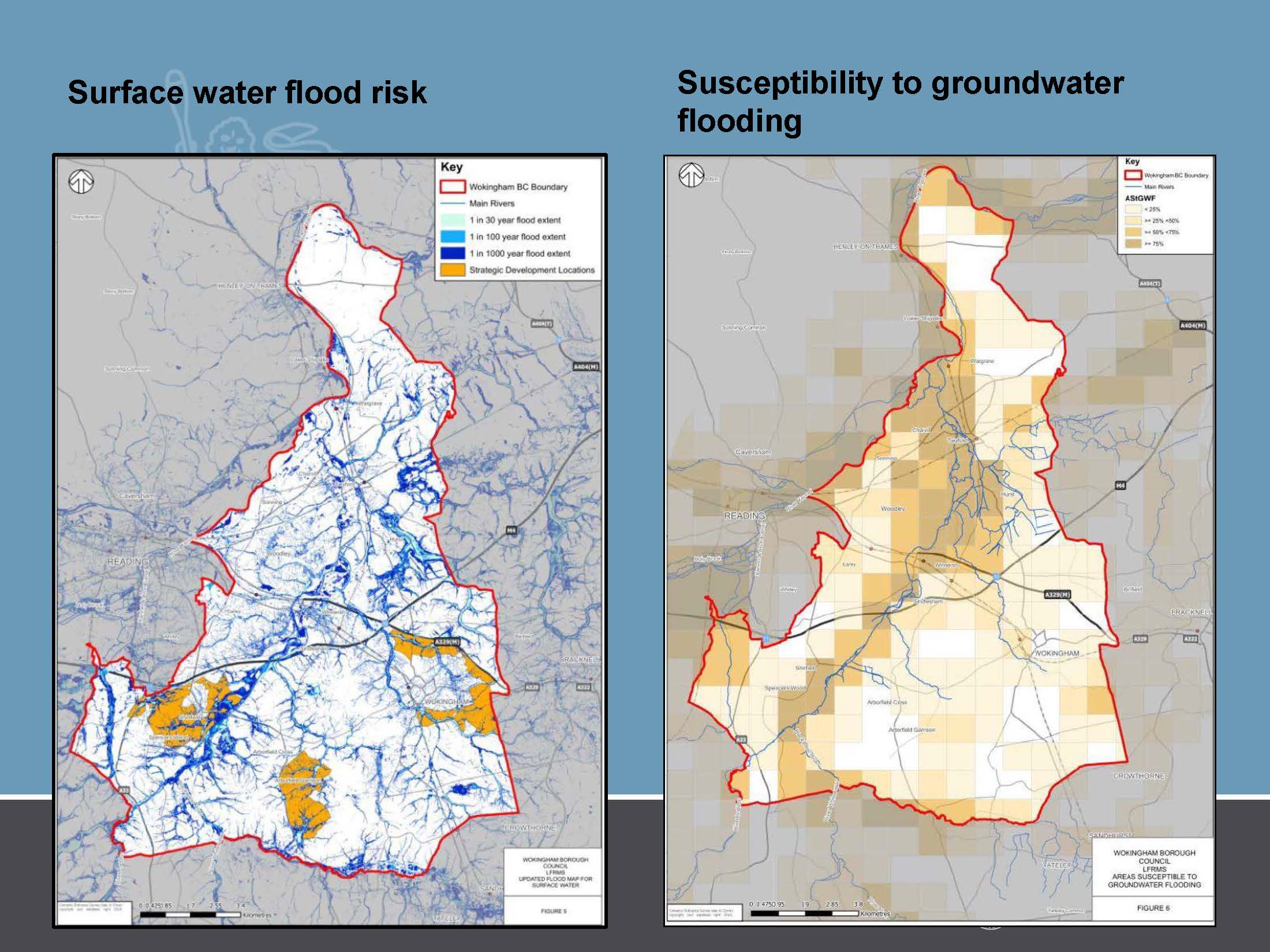
All work involving asbestos is carried out by specialist contractors.

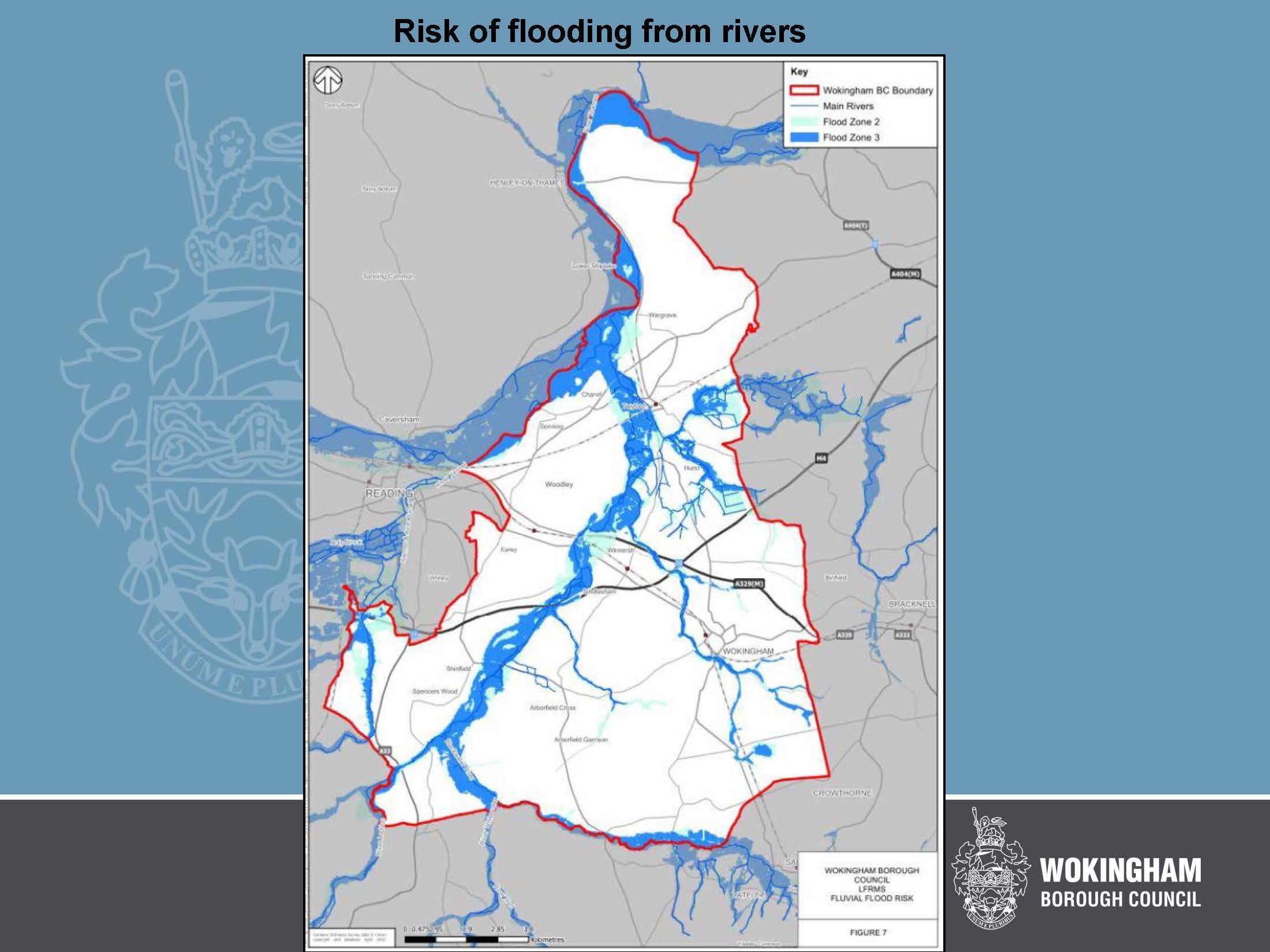
The council has in place a full asbestos management policy. This was thoroughly revised in March 2017 and a copy will be provided for inspection if requested.

**Flooding**

Within the borough, some areas are susceptible to surface water flooding (run off from impermeable surfaces or lack of capacity within the drainage systems to cope); some are susceptible to fluvial flooding (when the rivers burst their banks); and some are susceptible to groundwater flooding (when there is so much rain over a sustained period that the groundwater table rises and floods properties and infrastructure from below). Some areas are unfortunate enough to be at risk from all three.

The council has updated flood risk maps for all three types of flooding which give a clear idea of the areas at risk, and these are shown below.





In the last 5 years there have been numerous incidents of flooding – most of which are documented in the flood investigation reports on the council’s website.

Under section 19 of the Flood and Water Management Act 2010 we are required to produce a report if properties have flooded internally or we have to close a road. Our consultant, WSP, is in the process of producing more reports following the significant storm we had on 18th July 2017 which flooded over 50 properties.

The council has undertaken a significant amount of pro active action to protect areas, and properties, against flooding. This includes capital drainage schemes, flood alleviation schemes and maintenance regimes such as the recent completion of capital drainage schemes in Basingstoke Road and Church Lane, Shinfield, as well as Wellingtonia Avenue and Reading Road. We have also submitted a bid for £100,000 for a large flood alleviation scheme in Shinfield and are working with our consultants on a design for natural flood risk management along the whole of the lower River Loddon. Over the next 2 financial years we will be conducting capital schemes along Wilderness Road, Emmbrook Road, the A329M, and Grovelands Avenue (to name just a few).

Additionally, the council has a 3-year capital drainage scheme in place, as well as a 3-year flood alleviation scheme. Furthermore, the EA have plans for flood risk management and most of our major infrastructure that is being implemented will incorporate flood betterment where possible.

There are contingency/emergency arrangements in place to protect flood-prone properties in the borough and to respond to flash-flooding, such as caused by localised storms. We have a flood emergency response plan which details how we will respond:

* initiate the Flood Response Plan following flood warning or notification of flood;
* set up an Emergency Operations Centre (EOC);
* our contractor will deliver sandbags/clear gullies/pump water/put up flood signs and road closures;
* Highways Inspectors and Duty Officers on the ground investigating flooded areas and helping residents;
* set up temporary refuge locations;
* work in partnership with other authorities to ensure that residents are kept safe and the borough recovers from flooding.

Furthermore, there are arrangements in place when certain areas of the borough flood – such as the main ‘Showcase Cinema’ roundabout – and our contractors Balfour Beatty and FM Conway will be available to pump water away, clear gulleys, and deliver sandbags.

We also have a number of flood wardens from across the borough whose responsibility is to communicate with the council what’s happening out on the ground during major flood events so that we can direct resources where required.

The council is the Lead Local Flood Authority for the area. We:

* prepare and maintain a strategy for local flood risk management in our areas;
* maintain a register of assets;
* investigate significant local flood incidents and publish the results of the investigations;
* act as a statutory consultee for SUDS on planning applications;
* issue consents for altering, removing or replacing certain structures or features on ordinary watercourses;
* play a lead role in emergency planning and recovery after a flood event.

**Reservoirs/Dams**

The council has 3 bodies of water that are officially classed as reservoirs, with ‘dams’, under the Reservoirs Act 1975. These are:

* Southlake, ‘Category A’
* California Country Park (Longmoor), ‘Cat. B’
* Dinton Pastures Country Park (Black Swan Lake), ‘Cat. C’

New Off-Site Emergency Plans are scheduled to be prepared by the council’s Emergency Planning team, commencing in 2018.

Annual monitoring and 10-yearly inspections are carried out, involving the appropriate council officers, representatives from the council’s grounds maintenance contractors, the Country Parks team and our expert supervising engineer (the council’s consultant is currently Jacobs). The Supervising Engineer’s Report is received annually and all findings/recommendations identified in the reports prepared following inspections are implemented.

Full risk assessments are in place and the risks are managed via the relevant Service Risk Registers: they therefore remain high-visibility/high-priority risks.

Copies of the: Supervising Engineer’s Annual Statements 2016/’17 for each of Southlake, Longmoor and Black Swan Lake; 2017 Reservoirs Act Report for Black Swan Lake are available for inspection.

The full annual inspection of Southlake was carried out in September 2017 and the report is due. The council’s Insurance Officer attended this inspection in order to observe all that was carried out, in support of the tender. Detailed inspections were carried out of, e.g.: vegetation along the dam; water levels; general security; pathways; access; the condition of the ground making up the dam. A great deal of work has been carried out in removing vegetation and seal up any animal burrows/holes in order to maintain the integrity of the ground.

**Procurement**

In the past 10 years there have been no formal challenges to any tenders made under any Public Contracts Regulations. Further, there have been no concerns or complaints that could be regarded as ‘serious’; and no issues have been raised where the council was not confident of its ability to successfully justify/defend itself.

**How many procurement specialists/experts are there in the council’s Procurement team?**

3 currently (1 vacancy)

*What qualifications do they hold?*

1 holds CIPS Level 1 and 1 holds Level 4 (Diploma in Procurement and Supply) working towards Level 5

**Trees**

Wokingham is a rural borough with a significant tree stock, as estimated in the table below.

|  |  |  |
| --- | --- | --- |
| **Risk Zone** | **Zone examples** | **Number of trees estimate in WBC** |
| 1 | Highway principal | 5000 |
| 1 | Parks near play area | 7000 |
| 1 | Open space on or adjacent to sites with identified risks | 3,000 |
| 2 | Highway other | 5000 |
| 3 | Parks general | 10,000 |
| 6 | Open spaces high risk near paths | 10,000 |
| 6 | Open spaces low risk | 10,000 |
| 6 | Woodland | 13,000 |

The council has recently adopted and is proactively putting in to operation a new ‘Trees Policy’ and a new ‘Tree Inspection Framework’. These have been specifically designed to:

1. ensure that the council’s tree stock is maintained in a safe and healthy condition and minimise associated health and safety risks; and
2. bring about significant improvements in the management of the council’s trees in relation to proactive inspections and the formal training of all staff and contractors who are involved in tree management.

In order to ensure that inspection regimes are fully embedded, trees have been categorised in to zones with specific allocated inspection frequencies, as set out below.

|  |  |  |
| --- | --- | --- |
| **Risk Zone** | **Zone examples** | **Pro-active Expert Level 1 Inspection - frequency** |
| 1 | Highway principal | 3 years |
| 1 | Parks near play area | 3 years |
| 1 | Open space on or adjacent to sites with identified risks | 3 years |
| 2 | Highway other including Car Parks | 5 years |
| 3 | Parks general and open spaces high risk near paths or adjacent to private properties. | 7 years |
| 6 | Open spaces low risk | Reactive |
| 6 | Woodland | Reactive |

It is expected that this new system will make significant improvements in maintaining trees in a sound and healthy condition; the council will take all reasonable measures to alleviate a foreseeable incident from occurring that could cause injury or damage.

(Note that copies of the policy and the framework are available if requested.)

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.14 – 2.17 for full Claims information

**Claims Handling**

Claims handling will be required below the deductible

**Officials Indemnity**

**Cover Required Officials Indemnity (including Land Charges and Public Health Act)**

Legal liability to pay damages claimants costs and financial/loss/compensation for financial loss (other than arising from bodily injury, illness, loss or damage to property) arising from claims first made and notified during the period of insurance resulting from a negligent act, accidental error or accidental omission committed, or alleged to have been committed, by an employee in the pursuit of the business of the Authority.

Indemnity in respect of financial loss, including claimants' costs and expenses and defence costs in respect of claims first made and notified during the period of insurance in respect of errors or omissions or negligent acts omissions by the Authority or its employees in connection with searches of the land register occurring after the retroactive date.

Legal Liability to pay compensation to third parties for accidental errors or omissions or negligent acts committed by the Council in connection with:-

* Information on questions of fact concerning land or buildings in respect of which the Council is required or is empowered to maintain registers or records.
* Replies to questions added to the approved printed form of enquiry and issued at the same time as the certificate of search in the register of Local Land Charges.

Legal Liability to pay compensation to third parties in respect of all sums, including loss of earnings, for any acts for which the Council are negligent under the Public Health Act (Control of Disease) Act 1984

Defence costs where agreed

**Retroactive Date**

1st January 1992

**Location**

Anywhere in the British Isles and as described in any extension below.

**Limit of indemnity**

**£5,000,000** in the aggregate for all claims made during any one period of insurance

Inner Limit of **£5,000,000** in respect of Land Charges Indemnity

Inner Limit of **£5,000,000** in respect of Public Health Act

**Deductible each and every Event**

**£25,000**

**Nil** in respect of election officials

**Annual Aggregate**

Yes across entire Lot 2

**To be included in cover / Extensions**

* Public Health Act 1994/1988 - Control of Disease
* Data Protection Act 1984
* Indemnity from the provision of advice, designs, formulae, calculations, faulty workmanship, unsuitable materials, errors or omissions when given in a statutory capacity or in the usual course of Council duties
* Indemnity to Bailiffs acting a contract of service with the Council including bankruptcy of bailiffs
* Indemnity for incidents arising out of the organisation / administration of any election or referenda including costs or re-running elections
* Officials/Members/Employees appointed to outside bodies
* Trademarks & Copyrights
* Returning Officer Liability
* Consumer Protection Act 1987
* Compensation for Court Attendance
* Food Safety Act 1990
* Public Health Legislation
* GDPR

**Underwriting Information**

**Land Charges 2016/2017**

* 1,416 ‘standard’ land charges were undertaken, comprising the basic land charges certificate and the Law Society’s 21 additional questions;
* 521 ‘extended’ land charges were undertaken, comprising the basic land charges certificate plus the 21 additional questions and the Law Society’s optional further questions;
* the average cost was £124.90;
* the total search income was £241,932

**The following subsidiary companies shall be deemed to form part of the Public Authority**

* WBC (Holdings) Ltd and Subsidiaries

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.14 – 2.17 for full Claims information

**Professional Indemnity – Blanket Coverage is required – bids for non-blanket coverage will be disqualified.**

**Cover Required**

Legal liability to pay damages claimants costs and financial/loss/compensation for financial loss (other than arising from bodily injury, illness, loss or damage to property) arising from claims first made and notified during the period of insurance resulting from a negligent act, accidental error or accidental omission committed, or alleged to have been committed, by an employee during the course of their employment in providing professional services as specified in the table below and occurring after the retroactive date in relation to:

* Breach of professional duty arising out of any error occurring or committed in good faith
* Dishonesty arising out of any dishonest or fraudulent act or omission on behalf of any person directly employed by the insured

**Limit of Indemnity**

**£5,000,000** any one claim, and in the Aggregate any one Period of Insurance

**Deductible each and every Event**

**£25,000**

**Schedule of services currently insured. It is understood that these services may fall under either the Officials Indemnity or Professional Indemnity coverage.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity Description and Details Officials Indemnity & Professional Indemnity** | **Retro-active Date** | **Contract Period** | **Estimated Fees/ Hours** |
| 1. Building Control services. | 01.07.02 | Ceased | In run-off |
| 1. Estates Unit – some property management and advice (including valuations) to Optalis Ltd. (OL) and Wokingham Housing Ltd. (WHL) and other WBC-owned companies (e.g. Wokingham Enterprises Ltd., Loddon Homes Ltd.) as appropriate. | 01.05.10 | Ongoing | No fees; a few days’ work p.a. |
| 1. Insurance Service – advice and placement of insurances: WEL, LHL, OL, WHL and other WBC-owned companies as appropriate. | 01.05.10 | Ongoing | No fees; several days’ work p.a. |
| 1. Access advice – compliance with the Disability Discrimination Act. | 01.07.02 | Ongoing | No fees; approx. 1 day p.a. |
| 1. H&S – advice to academy and free schools and to OL and WHL and other WBC-owned companies as appropriate. | 01.04.11 | Ongoing | Several days’ work p.a.: estimated at c. £5,000 fees annually |
| 1. Democratic Services – schools admissions, clerking and appeals panels – for academy schools. [Democratic Services provides a School Admission Appeal service to a number of academies and free schools.  The clerking is undertaken by members of the team and, on those occasions when workload is high, by temporary clerks.  They also use outside panel members to sit on the appeal panels. School Exclusion Appeals work is also offered to academies and free schools.  The amount of income is dependent on how many appeals are received which can be variable dependent on cohort and the number of places available.] | 01.04.11 | Ongoing | Several days’ work p.a.; up to £5,000 p.a. |
| 1. Childrens Services – Presenting Officers for academy and other schools admissions appeals including acting on behalf of the school at appeal; providing advice and guidance on admission arrangements; allocation services (transfer group and in-year) and management of waiting lists for academy schools (including investigation of council tax records to verify address for school admission purposes, ranking against the school’s oversubscription criteria and distance measurement to determine appropriate distance between home and school against whichever tiebreak is determined and adopted as policy). | 01.04.11 | Ongoing | Fees up to £14,000 p.a. from academy schools |
| 1. Property Services – general reactive maintenance etc. for academy schools, WEL, LHL, OL, WHL (and other WBC-owned companies as appropriate). | 01.04.11 | Ongoing | Several days’ work p.a. |

|  |  |  |  |
| --- | --- | --- | --- |
| 1. Property Services – project management for contract works (new builds, extensions etc.) at academy schools. | 30.06.12 | Ongoing | Several days’ work p.a. |
| 1. Registrars – naming ceremonies and renewal of vows ceremonies. | 01.04.11 | Ongoing | c. £2,000 p.a. |
| 1. Registrars – nationality checking service and joint nationality checking and passport application service (if the application fails because of an error on our part the fee of c. £1200 has to be refunded). | 01.04.11 | Ongoing | £33,000 p.a. |
| 1. Registrars – European Passport Return Service (similar to 11.above but fee is only c. £65). | 01.04.16 | Ongoing | £3,000 p.a. |
| 1. Development Management – pre-application advice and guidance; this service provides advice in advance of submission of a planning application and, depending on the amount of detail the applicant provides, will include what we expect to see submitted with any planning application, as well as an assessment of whether the scheme was likely to receive officer support. | 01.04.11 | Ongoing | c. £120,000 p.a. |
| 1. Development Management – general advice given, e.g.: through the Building Control and Planning duty officer(s) about general policies and guidance; by arboricultural team officers; in respect of enforcement matters. | 01.04.11 | Ongoing | Advice may be given on a daily basis |
| 1. Education Support Services – such as Early Years; School Improvement and Intervention; ICT Support and Advice; Targeted Learning/Youth Offending; Surveys; Inclusion (e.g. learning support, Travellers’ education, education welfare, education psychology service and training); Policy, Performance and Intelligence – all offered to academy schools. | 01.04.11 | Ongoing | Several days’ work p.a. |
| 1. Governor Support Services – advice, guidance and support on governance issues/queries; full training for governors to understand and enhance their role, including new governors induction training; various training courses, briefings and support for Clerks to Governors. | 01.04.11 | Ongoing | c. £10,000 p.a. |
| 1. ‘Digital Solutions’ – tailored service providing live scanning, document management, volume document printing, finishing, bespoke artwork, banners, posters etc. This is a shared/traded service with Bracknell Forest Borough Council (and BFBC schools) that is hosted by Wokingham Borough Council. | 01.01.14 | Ongoing | c. £235,000 |
| 1. HR – general HR services (advice, guidance and support) traded to academy schools and OL; Learning and Development ‘brokered’ training provided to third parties such as academy schools and charities on an ad hoc basis; provision of access to e-learning platform. It is anticipated that all services will also be provided to town and parish councils, charities and voluntary organisations. | 01.04.11 | Ongoing | c. £75,000 |
| 1. Shared Audit & Investigation Service (approx. £246 per day Audit; approx. £299 per day Investigations). | 01.04.11 | Ongoing | 1. ‘Shared internal audit service’ with RBWM w/e/f 01.10.14: WBC are hosting and are the employer of all staff and selling the service back to RBWM at an annual fee of c. £310,000. 2. ‘Shared Investigations service’ with RBWM w/e/f 01.12.14: WBC are hosting and are the employer of all staff and selling the service back to RBWM at an annual fee of c. £115,000. 3. Approx. 120 days’ audit work for Bracknell Forest BC (c. £30,000 in total). 4. Approx. 48 days’ audit work (£13,000 fees) for Rushmoor Borough Council. 5. Ad hoc audit work is to be carried out for other authorities. 6. Investigations work will be carried out for Oxfordshire County Council, Bucks. County Council, Bracknell and some others upon request. 7. Audit/investigation services are being offered to academies and free schools. |
| 1. Countryside Services: Dinton Activities Centre. Training, instruction, advice and tuition in respect of outdoor activities, safety and provision of such activities (e.g. kayaking, canoeing, dinghy sailing, powerboating, paddleboarding and climbing) and technical advice to external organisations and private individuals. | 01.04.11 | Ongoing | Fees approx. £10,000 p.a. |
| 1. Resources/Energy Team – administration of a central energy-buying contract and provision of an energy bureau service; involves checking/validating bills to ensure there is no over-spending on energy and that bills are correct.  The service is provided to academy schools, town and parish councils, registered social landlords and charitable organisations. | 01.04.11 | Ongoing | Estimated fees c. £500 p.a. |
| 1. ‘Building Control Solutions’ – shared (traded) Building Control service between Wokingham Borough Council, the Royal Borough of Windsor and Maidenhead, West Berkshire Council. All staff directly employed by Wokingham Borough Council. | 01.04.15 | Ongoing | Total fees c. £1.5m p.a. (split approx. 20% statutory work, 80% non-statutory) |

|  |  |  |  |
| --- | --- | --- | --- |
| 1. ‘Shared Building Service’/Property Services – shared (traded) property service hosted by Wokingham Borough Council, provided to the Royal Borough of Windsor and Maidenhead and academy and free schools. Includes: general consultancy and project management for capital works and planned projects; management of statutory servicing and other statutory work (e.g. inspections of boilers, lifts, fire alarms etc.); compliance works; fire risk assessments; asbestos management; gas testing; Legionella management; reactive and planned maintenance (excl. RBWM facilities). All staff directly employed by Wokingham Borough Council. | 01.01.16 | Ongoing | Fees c. £450,000 to £500,000 p.a. |
| 1. Community Development – consultation support to external groups. | 01.04.15 | Ongoing | Ad hoc support to external groups |
| 1. Community Development workers – advice to residents. | 01.04.15 | Ongoing | Day-to-day advice to residents in areas of deprivation |
| 1. ‘Assets of Community Value’ – general advice. | 01.04.15 | Ongoing | Provision of support to local community groups making ACV nominations |
| 1. Community Development – ‘Twyford Community Hub’ – general support to the Polehampton Trust. | 01.04.15 | Ongoing | Periodic advice to Polehampton Trust on establishing a Community Hub |
| 1. Community Development – general support to Shinfield Parish Council. | 01.09.15 | Ongoing | Support to Shinfield Parish Council in building and operating a new community centre as part of the ‘South of M4 Strategic Development Location’ |
| 1. Community development – general support to Christchurch Wokingham. | 30.06.16 | Ongoing | Continuing advice on establishing and operating a community facility |
| 1. Cleaner & Greener Services – recommendations to outside bodies, residents, businesses and parish/town councils to directly appoint preferred contractors to carry out waste and recycling collections, cleansing operations and grounds maintenance work; forestry inspection service provided to schools. | 01.04.11 | Ongoing | Support to schools, external bodies, residents, businesses and parish/town councils and day-to-day advice to residents and businesses |
| 1. Children’s Services – registering, approving, advising on, ‘oversight’ of school trips being undertaken by academy schools, using the ‘Evolve’ software system. [N.B. Approval is carried out by a third party contractor with own insurance covers.] | 01.04.17 | Ongoing | Fees approx. £5,000 p.a. (£850 secondary; £280 primary) |
| 1. Sports and Leisure Team – Advanced first aid training (Nuco Training) provided by qualified first aider(s) to external sports and leisure instructors. | 01.04.17 | Ongoing | Fees approx. £3,000 p.a. |
| 1. Other services – many of the other services that the council currently provides to LEA schools will also be provided to, or traded to, academy schools in the borough. | 01.04.11 | Ongoing | Several days’ work p.a. |

**If any areas above fall outside of insurers blanket coverage please ensure this is clearly noted in your tender response and confirmation is given that these services are given but on a specified services basis.**

**Annual Aggregate Required**

Yes across entire Lot 2

**Retroactive Date**

As per chart above

**Underwriting Information**

**The following subsidiary companies shall be deemed to form part of the Public Authority**

* WBC (Holdings) Ltd and Subsidiaries

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.14 – 2.17 for full Claims information

**Medical Malpractice Liability**

**Summary of Cover**

Indemnity in respect of claims from Third Parties arising from the Council's provision of the following:-

* The provision of care/treatment to students at 2 Special Schools by suitably trained staff.
* The provision of care/treatment to students& staff at all Schools
* The provision of care/treatment in Wokingham (Population 159,100)

**Limit of Indemnity**

* £5,000,000 each and every claim or series of claims subject to the aggregate policy limit of indemnity and inclusive of defence costs

**Deductible**

* £50,000 each and every claim including defence costs

**Underwriting information**

**Medical Malpractice Insurance Information**

**General**

The Borough’s total population is approximately 160,000 (159,097 at last ‘calculated estimate’) and rising.

**Schools**

Wokingham currently has 53 ‘mainstream’ schools of which approximately 6 are in line to convert to Academy status by June 2018.

The mainstream schools include Foundry College which is a Pupil Referral Unit (PRU) that was created in September 2011 from an amalgamation of local authority services. It provides placements for pupils who have been permanently excluded from schools, as well as support services to prevent exclusion. It also fulfils the authority’s statutory requirement to provide support to pupils with medical needs who cannot attend school regularly. The college creates bespoke programmes for young people who face challenges and/or barriers to their education and offers academic, vocational and alternative educational programmes with the aim of ‘aiding young people to re-engage with education’. Pupils attending the college might have been excluded, or be at risk of permanent exclusion. They might face challenges such as poor attendance or non-attendance or have behavioural, social or emotional problems.

We have one ‘special’ school: Addington. This school caters for children aged three to 19 years who have significant learning difficulties. Many children also have additional needs such as medical problems, physical disabilities or challenging behaviour. It provides small class teaching and specialist teacher input, as well as additional services such as physiotherapy, speech and language therapy, and sensory therapies.

Southfield Special School converted to an Academy on 1st January 2017 and was removed from the council’s insurance programme from that date.

Schools follow the council’s ‘model policy for supporting pupils who have medical conditions’ and the first aid Health and Safety policy. A copy of this can be provided on request.

**Other**

Bridges Resource Centre provides a service for disabled children and young people aged 8 to 18. Services are flexible and include tea visits, overnights and weekends. The ethos is to “… provide a safe, fun and stimulating environment in which children are encouraged to develop daily living skills”. The young people using the service may have: social needs; additional needs with learning and communication; multi-sensory impairment; emotional needs; mobility problems; physical impairment; autism spectrum conditions; medical and other long term conditions; dietary needs.

BRC operate to the Berkshire West Community Health policy for the use of clinical procedures by staff and carers in childrens health, social care, community and educational settings.

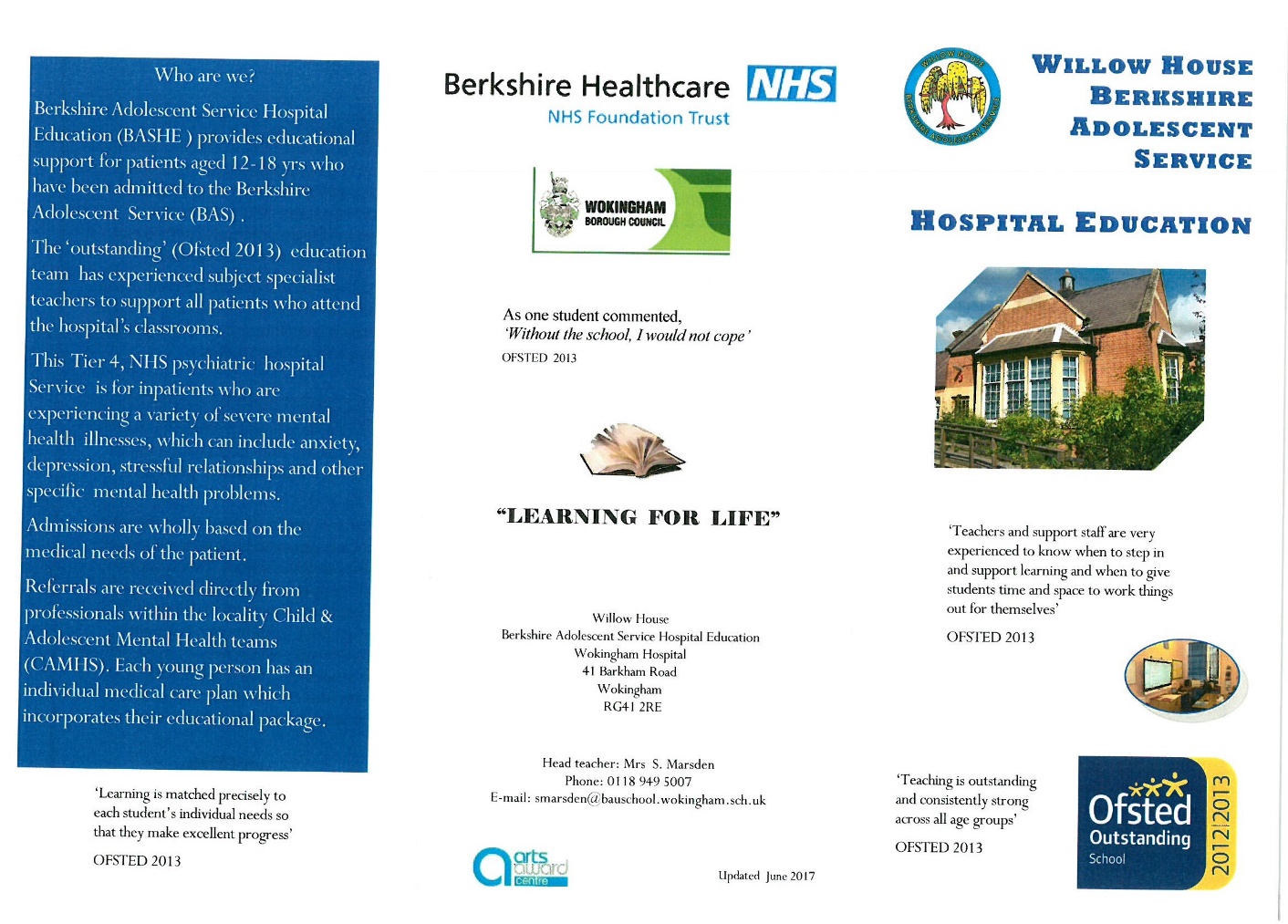
The centre received a number of ‘outstanding’ ratings/judgements in its 2015 Ofsted inspection.

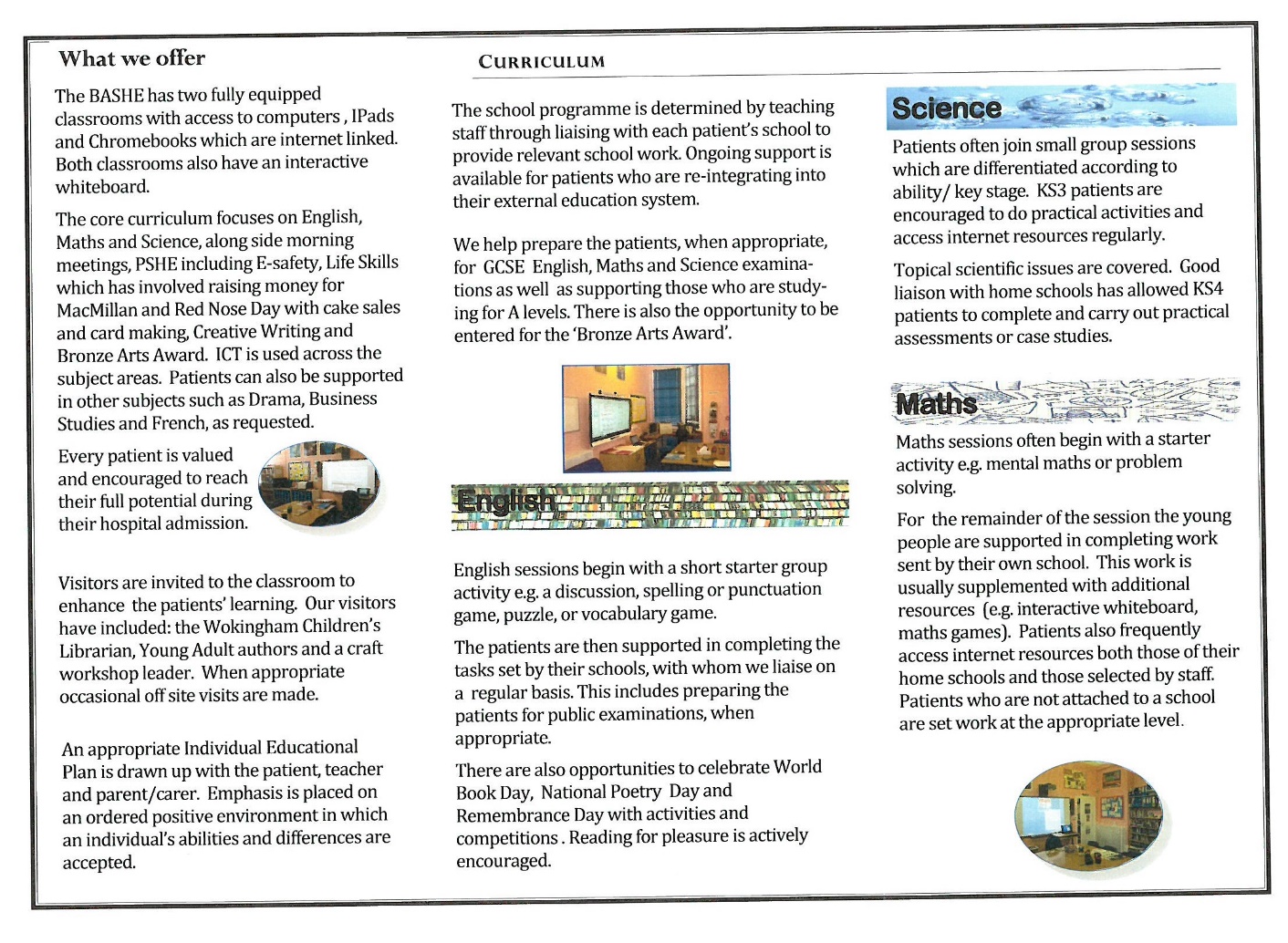
It currently provides a service to c. 53 children but this may increase or decrease each month.

Signed consent from parents/guardians and the service manager is obtained and work is to agreed care plans produced by qualified NHS staff.

Most routinely Buccal Midazolam is administered to treat epileptic seizures. Gastrostomy tube feeding may be carried out. In the past, staff have carried out suctioning within the mouth only. Epipens will be used to treat acute allergic reactions, along with blood sugar testing and insulin injections. However, any of the procedures outlined in group one (point 7.1.1.) of the Berkshire West policy document may be carried out provided there is appropriate training and support.

The Willow House Berkshire Adolescent Unit (BAU) situated at Willow House is a ‘tier 4’ NHS adolescent psychiatric unit that covers Berkshire (occasionally also Oxfordshire, North Hants., Surrey and/or Bucks.) for patients aged 12-18 years. The unit is situated in Wokingham – historically, it had been in Reading – and the teachers are paid by WBC. The wider team of doctors, nurses and health professinals are paid by the NHS. The BAU provides an education provision of up to 7 hours for some young persons who have education as part of their treatment package. In respect of WBC, there are about 3 teachers employed, including 2 part-time subject specialist teachers, and 1 TA. Additional information is copied below.





**Public Health**

A variety of services are carried out by GPs and pharmacies, all under contract. Service providers are required to hold their own insurances and be CQC registered as appropriate; evidence of relevant insurance cover is obtained at the commencement of any contract. The council is purely the commissioner of services.

Commissioned services include:

* An extensive pan-Berkshire sexual health service to which WBC contributes c. £600,000 p.a.;
* drugs and alcohol rehabilitation – substance misuse recovery service undertaken by an organisation called SMART;
* needle exchange service;
* ‘CALM’ – Campaign Against Living Miserably – which provides a helpline targeted at males;
* adult and child weight monitoring programme for primary schools and the over 16s;
* HIV and chlamydia online service, where a pack may be requested and a saliva test can be returned to a GP provider for results;
* The Berkshire Healthcare Foundation Trust undertakes the £1.7m p.a. health-visiting contract and £350,000 p.a. school nursing contract.

We also carry out an annual ‘Corporate Manslaughter Audit’ to ensure lifeguards at swimming pools have current qualifications and up-to-date certification.

Some WBC staff within the Public Health area are trained to conduct health checks (most of which are carried out by commissioned pharmacists/GPs) which involves obtaining a tiny blood sample from a pin-prick using a retractable ‘cassette’-type implement. The environment is kept sterile, gloves are worn, waste is placed in a clinical yellow bag and disposed of by a specialist service. The checks focus on losing weight, stopping smoking etc.; results will indicate trigger points (e.g. cholesterol) and those tested would accordingly be referred to their GP.

**Occupational Health**

* Does the council provide any occupational health services to its own employees?
* Yes.
* If ‘yes’, approximately how many employees have been referred in the last 12 months?
* 61 referred, 269 pre-employment checks.
* Does the council provide any occupational health services to anyone *other than* its own employees, for a fee?
* No.  The contract is an umbrella contract that schools can use but we do not charge a fee.
* If so, what was the fee income for the last 12 months?
* N/a.
* Are any occupational health services provided directly by the council or are they all provided by an external third party provider?
* External third Party.
* What is the approximate percentage breakdown of occupational health medical assessments for: pre-employment checks (%); fitness to work (%); fitness to drive (%); well man/woman (%); any other (%) – please specify?
* 18% Fitness to Work/82% Pre-employment.
* Is our contractor’s professional indemnity/medical malpractice insurance cover checked annually and evidence retained?
* Yes.

**Adult Social Care**

WBC continues to discharge its ASC statutory duties. As soon as an assessment has been made and a personal budget set, the case transfers to Optalis Ltd. for brokerage, support, long term social work, therapy support and reviews (these are a delegated responsibility).

WBC *owns* the following residential premises but they are *operated* by Optalis:

1. **Suffolk Lodge, Rectory Road, Wokingham**: accommodation for elderly people with dementia, including a secure environment for up to 36 people who need a higher level of care;
2. **Cockayne Court, 109 Arnett Avenue, Finchampstead**: 24 flats and 19 bungalows for people with dementia/Alzheimers and who might use a wheelchair, with 24 hour tailored care/assistance available;
3. **‘Woodley Age Concern’, Southlake Crescent, Woodley**: a residential home for 65 service users a small number of whom may have advanced dementia.

**Records Retention**

The council’s records retention policy is set out below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Department** | **Type of Records** | **Retention Time** | **Reason** |
| Client Services | Children’s home: record of any medicinal product administered to any child (including date, circumstances and by whom administered) | 50 years | Children's Homes Regs 1991 (Regulations 17) Schedule 3 |
| Public Protection | Infectious disease information | 10 years | Operational Need |
| Education | Psychiatric files | From their 18th birthday + 7 years = 25 years of age. | Operational Need |
| Education | Pupil welfare files | From their 18th birthday + 7 years = 25 years of age. | Operational Need |
| Education | Pupil files (special educational) | From their 18th birthday + 17 years = 35 years of age. | Legislation |

**Occupational Health**

**Additional Information:**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| Does the council provide any occupational health services to its own employees?  If ‘yes’, approximately how many employees have been referred in the last 12 months | Yes  61 referred 269 pre-employment checks. |
| Does the council provide any occupational health services to anyone other than its own employees, for a fee? | No. The contract is an umbrella contract that schools can use but we do not charge a fee. |
| Are any occupational health services provided directly by the council or are they all provided by an external third party provider? | External third Party. |
| What is the approximate percentage breakdown of occupational health medical assessments for: pre-employment checks (%); fitness to work (%); fitness to drive (%); well man/woman (%); any other (%) –  Please specify? | 18% Fitness to Work/82% Pre-employment |
| Is contractor’s professional indemnity/medical malpractice insurance cover checked annually and evidence retained? | Yes. |

**Records Retention**

|  |  |  |  |
| --- | --- | --- | --- |
| The council’s records retention policy is set out below. **Department** | **Type of Records** | **Retention Time** | **Reason** |
| Client Services | Children’s home: record of any medicinal product administered to any child (including date, circumstances and by whom administered) | 50 years | Children's Homes Regs 1991 (Regulations 17) Schedule 3 |
| Public Protection | Infectious disease information | 10 years | Operational Need |

**Hirers Liability**

**Insured**

Hirers of premises / grounds owned by the Insured

**Cover Required**

Indemnity in respect of legal liability to pay damages and claimants costs and expenses, for

1. Accidental bodily injury to any person (other than employee of the Hirer)
2. Accidental damage to the premises or the contents
3. Accidental damage to other property not belonging to nor in the custody or control of the Hirer or of any person in the Hirer's service

Occurring during the Period of insurance arising out of the activities of the Hirer at the Premises Costs and expenses to defend claims payable

**Limit of Indemnity**

**£5,000,000**

**Excess**

**£100**

**Estimated Fees 2016/2017**

|  |  |
| --- | --- |
| **Property Type** | **Hiring Fees** |
| Schools | £17,500 |
| Other Public Halls | £2,500 |

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.14 – 2.17 for full Claims information

**LOT 3 – Motor Fleet Insurance and Uninsured Loss Recovery Services and Motor Legal Expenses Insurance (excluding Broker Services)**

This Lot incorporates the following classes of business:

* Motor Fleet
* ULR

**LOT 3 - Motor Fleet Award Criteria**

Each Tender submission will be evaluated as detailed below.

* Stage 1 - Validity and Completeness of Submission to ensure the Tender is compliant.

Validity: This is to ensure that all Tenders received are valid in accordance with the Instructions for Tendering.

Completeness: A complete Tender shall include all documents required in accordance with the Instructions for Tendering. Incomplete submissions may result in your submission being excluded

* Stage 2 - Financial security check

**ALL INSURERS MUST BE AT LEAST “A-” RATED BY STANDARD AND POOR'S (OR EQUIVALENT) AND/OR APPROVED BY THE JLT MARKET SECURITY COMMITTEE, OTHERWISE THEIR SUBMISSION WILL BE AUTOMATICALLY REJECTED. Please note if the rating of the Insurer drops below the acceptable minimum standard during the life of the contract, the Authority can make alternative arrangements at their own discretion.**

* Stage 3 - Detailed Consideration of Tenders to determine the Most Economically Advantageous Tender (MEAT) to the Council in terms of price and quality. In accordance with Section 5 of the Public Contracts Regulations 2015, we have set out below the criteria and weightings for the award criteria.
* Stage 4 - Contract Award / Acceptance of Tender

The Authority reserves the right to request additional information which may be necessary to assist in the evaluation of Tenders and any such information must be provided in writing within a maximum period of **three working days** of receipt of a written request.

Stage 3 - Detailed Consideration of Tenders

The award criteria are set out in the following pages. They comprise both Financial (price) and Non-Financial (policy cover, claims service and ease of administration) criteria.

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| **Price for Insurance cover**  Maximum points will be awarded to the lowest priced bidder taking into account any Long Term Agreement discount. A formula will be used to adjust the scores of all remaining bidders to reflect the percentage difference in prices. Although please note that the minimum possible score is Zero. | 50% |
| **Assessment of Policy Cover**  Marks will be awarded for insurers able to offer cover as per the specification. Where cover enhancements or policy benefits can be provided within standard policy wordings at no additional charge to the Council, additional points will be awarded. Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification and / or onerous policy conditions and exclusions are applicable  **If there are serious omissions in the policy cover no points will be awarded and the tender will be rejected. An example of this might be if there is no cover provided for own vehicle damage**  All bidders are required to include a document which compares the cover they are offering against the cover being requested within this specification | 25% |
| **Claims Service**  This will be evaluated against the criteria shown within this Tender Document. Scores will be adjusted to take into account the difference between the services offered and those requested together with the quality of claims and the claims management data available. | 20% |
| **Added Value and Innovation** | 5% |

Each of the four Criteria detailed above will be scored as follows

The Maximum points available for the whole Lot is 1000

**Price for insurance cover**

The maximum points available for this section is 500 this will be allocated as shown below

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| **Lowest price bidder**.  Maximum points will be awarded to the lowest price bidder A formula will be used to adjust the scores of all remaining bidders to reflect the percentage difference in price. For each 1% higher the premium is than the lowest price quoted 5 points will be deducted. Although please note that the minimum possible score is Zero. | 500 |

**Assessment of Policy Cover**

The maximum points available for this section is 250 this will be allocated as shown below

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| **Insurance Cover offered**  A tender that meets the requirements of the ITT will be awarded **250 points**  Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification or additional restrictive terms, conditions, exclusions or endorsements are imposed.  The value of the points deducted will be based upon the potential financial impact on the Authority.  The points will be reduced in multiples of 10 for minor differences i.e. one minor difference would result in a 10 point reduction. More significant differences would result a point reductions of 50 to 100 points, for example an unacceptable vehicle accumulation limit.  **Please remember if there are serious omissions in the policy cover the tender will be rejected. An example of this might be there is no cover provided for own vehicle damage** | 250 |

**Claims Service**

The maximum points available for this section is 200 this will be allocated as shown below

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| **Claims Service**  A tender that meets the requirements of the ITT will be awarded **200 points**  Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification  The value of the points deducted will be based upon the potential service impact on the Authority.  The points will be reduced in multiples of 10 i.e. one minor difference would result in a 10 point reduction. An example could be response times on new claims being 1 day longer than requested. A more significant difference would result in a point reduction of 25 points. This might be that Motor engineers on large claims are not available within 24 hours or monthly claim listing reports are not available. | 200 |

**Added Value and Innovation**

The maximum points available for this section is 200 this will be available where the specification requirements have been exceeded and those extra items are of interest/value to the Authority.

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| Under this section **50 points** are available  **Added Value**  Up to 50 points are available for items that improve the quality of the service/product requested. These improvement/benefits must be of interest/value to the Authority examples could include:   * Cover enhancements * Risk Management Services * Training support   Points would be awarded to reflect the value provided by improvement/benefit. | 50 |

**Motor Fleet & Uninsured Loss Recovery Services and Motor Legal Expenses Insurance**

**Vehicles Insured**

* Vehicles owned and operated by the Authority including vehicles on hire or loan for which the Insured becomes responsible.

**Cover Required**

* **Comprehensive cover**
* **Cover to include whilst driving for domestic and pleasure purposes in addition to the business of the insured**
* **Use in connection with the business of any voluntary charitable or welfare group whilst on hire or loan by the Policyholder**

**Limits of Indemnity**

Death or Bodily Injury Unlimited

Damage to Third party Property - **£5,000,000**– applicable to any Commercial vehicle.

**£50,000,000** – applicable to any car

**Deductible**

**£100** each and every loss for Accidental Damage, Fire, and Theft. (Limited £400 per event)

**Nil** Windscreen

|  |  |  |
| --- | --- | --- |
| **Vehicle Type** | **Quantity** | **Sub-Total** |
|
| **Cars and Vans** | **15** | **15** |
| **Minibuses** | **7** | **7** |
| **Tractors** | **2** | **5** |
| **Trailer** | **1** |
| **Ride-on Mower** | **2** |
| **Quad-Bikes** | **1** | **1** |
| **Mobility Scooter** | **1** | **3** |
| **Golf Buggy** | **1** |
| **Golf Buggy w/Trailer** | **1** |
| **Refreshment Trailer** | **1** | **2** |
| **Hydraulic Trailer (Climbing Wall)** | **1** |
|  |  |  |
| **Registered Vehicles** | **26** |  |
|  |  |  |
| **Unregistered Vehicles and Trailers** | **7** |  |
|  |  |  |
| **Total** |  | **33** |

A schedule of vehicle types is shown in Appendix 3.1

**Motor Extensions**

* Continuing Hiring Charges - £5,000
* Cross Liabilities
* Indemnity to Owner
* Indemnity to Principals
* Foreign Travel
* Legal defence for Manslaughter or causing Death by Dangerous or Reckless Driving
* Movement of third party vehicles
* Occasional Business Use
* Contingent Liability - Vehicles belonging to Members, employees and volunteers
* Contingent Liability - Vehicles Hired with Driver
* Repairs / Spare Parts
* Hire Purchase Agreements
* Trailers, attached and detached
* Towing Disabled Vehicles
* Unauthorised use
* Spanish Legal Charges
* Theft of keys - £1,000
* Personal Effects - £2500
* Medical Expenses Limit - £250
* Personal Accident Limit - £10,000
* Radio, Audio and Telephone equipment - £500

**Quotations to include the following**

Cover to be provided for:-

* Damage to vehicles resulting from riot or civil commotion in the British Isles and Europe (but excluding Northern Ireland).
* Passengers to be protected in respect of their acts of negligence.
* Liabilities assumed by contract or agreement but excluding liability under any penalty clause or in respect of liquidated damages.
* Driving by unlicensed drivers in circumstances where a licence is not required by law.
* Use authorised by the insured, of vehicles for business purposes other than the insured's own business.
* Liability for loss, damage or injury arising from parking or movement by Insured's employees of vehicles belonging to visitors to their premises.
* Legal liability arising from the use on the insured's business of vehicles not owned or provided by the policyholder including vehicles hired in with drivers.
* Loss or damage to demountable containers whilst attached to any vehicle or trailer, and during the mounting/demounting process.
* Liability for loss, damage or injury caused by disqualified drivers providing insured is unaware of the disqualification.
* Indemnity to be given to any owner of a vehicle used by the insured.
* Cover for removal and destruction of abandoned vehicles.
* Liabilities arising from loading refuse vehicles.
* Provision of a mechanism to update the Motor Insurers Database.

**Underwriting Information**

The council does not generally permit employees to use vehicles for SD&P purposes, but there may be occasions when a vehicle has to be taken home by an employee or where permission for a specific purpose is granted by a manager.

The council no longer generally hires its vehicles to voluntary/charitable/welfare organisations. There was a period when our Youth and Community Team were regularly hiring out vehicles, but this practice was stopped several years ago. However, it has always been recognised that we have vehicle assets that might not be used at, e.g., weekends, and therefore if we were to be approached by a local charity to use one of those assets we might agree to the request.

There is no repair, service or maintenance of other parties’ vehicles.

There is no accumulation of vehicles other than approximately half a dozen small vans/minibuses sometimes being parked overnight in the council offices open air car park. This is likely to change in future following the regeneration of the town when the council car park is partly built over and therefore is reduced in capacity. We expect the Foundry College minibuses to continue to be parked in the council car park (they are also secured with wheel clamps) in order to prevent repeat incidents of vandalism/theft which occurred over a concentrated period of time when they were parked at the college.

From June 2011 to March 2017 Optalis Ltd’s fleet of vehicles was insured under the WBC motor fleet policy; the policy was issued in joint names. With effect from 3rd April 2017 Optalis – having become 55% owned by WBC and 45% owned by RBWM – have had their own separate motor fleet policy in place, with ZM. Because of this, the claims history is complicated as it combines both WBC and Optalis claims. We have worked with ZM to identify as far as possible the Optalis claims within the policy claims history; these claims are detailed in **Appendix 2.3**.

Our analysis indicated that although Optalis had approximately 40% of the vehicles on the fleet, the company was responsible for about 70% of the claims volume. We therefore believe that going forward the fleet now being presented to the market is a much better risk than it has ever been:

* it is fundamentally different from the motor fleet risk presented over the last 6 years;
* the higher-risk part has now gone;
* it is much smaller (the council side having reduced from c. 45 vehicles in 2013-’14 to just 31 in 2018);
* there are no ‘high risk’ or large vehicles (e.g. the mobile library, community play bus, CCTV van have all gone) and there are no refuse or similar vehicles;
* there is robust management oversight of the use of vehicles within the council;
* regular and frequent enquiries are made of the council’s Insurance team;
* new procedures have been put in to place to ensure that every temporary or hire vehicle is notified to Insurance and immediately entered on the MID prior to its use, thereby capturing all vehicle use, and ensuring none slip thorough the net.

Wokingham Borough Council issue guidelines on driving council vehicles to all employees.

The conditions for driving vehicles **other than minibuses** (to which other conditions, detailed below, apply) are that drivers **should**:

* be over 21;
* be medically fit.

Drivers **must**:

* have held the appropriate full – and ‘relatively’ clean – licence for at least 12 months (although 2 years is preferred).
* ‘Relatively’ clean means that a minor speeding offence or similar will be ‘forgiven’, but a serious offence will have to be taken in to consideration. Every individual will be considered on his or her own merits.
* A ‘minibus’ will include any vehicle that has 8 or more seats (i.e. the driver plus 7 or more passengers). This can therefore include certain car-based MPV-type vehicles.
* However, a vehicle can have fewer than 8 seats but still be considered a minibus. Vehicles that are part-van/part-minibus (e.g. have some space for seats and some space for a wheelchair or for luggage) need to be treated as a minibus with those guidelines applying. This is because:
* they will have a higher centre of gravity than a ‘normal’ car, making them less stable and more susceptible to crosswinds or sudden changes of direction;
* they do not handle as well as a car;
* they take longer to stop;
* the potential for an accident is that much higher – and the consequences of an accident are likely to be far worse.
* The conditions for driving **minibuses** are that drivers **should**:
* be over 25;
* be medically fit;
* have held a full driving licence for at least 2 years;
* have no claims or convictions for drink or dangerous driving;
* have passed the relevant test for driving minibuses (such as provided by the IAM).

Drivers **must**:

* hold the appropriate driving licence that legally permits them to drive minibuses.
* We also advise that another person – a council helper, escort, volunteer etc. – be in the minibus to help look after passengers.

The number of accidents that a driver has had may also be taken in to consideration. However, driver training might be the appropriate solution rather than a ‘ban’ on driving.

If in any doubt about whether there are factors that might influence whether a particular driver should be permitted to drive a vehicle under the council’s motor fleet policy, advice should be sought from the Insurance Service.

Convictions for ‘drink driving’ must be declared to the council’s motor insurance company.

A copy of Wokingham Borough councils Fleet Guidelines and Health and Safety Manual is available upon request.

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

Please see Appendix 2.14, 2.19 & 2.20 for full Claims information

**Uninsured Loss Recovery Services and Motor Legal Expenses**

**Cover Required**

Reimbursement of Legal Costs and Expenses incurred in pursuit of uninsured losses or damages from a negligent third party after a road accident causing death or bodily injury to an Insured Person or damage to an Insured Vehicle or property therein/thereon occurring within the policy period

**Limit of Indemnity**

£100,000 any one incident

**Cover to Include**

* 24 hour legal helpline
* Preferential car/commercial vehicle hire facility following a non-fault accident

**Vehicle Numbers**

Vehicle Numbers 31

A schedule of vehicle types is shown in Appendix 3.1

**LOT 4 – Group Personal Accident and Travel Insurance (excluding Broker Services)**

This Lot incorporates the following classes of business:

* Personal Accident
* Business Travel

**LOT 4 – Personal Accident and Travel Award Criteria**

Each Tender submission will be evaluated as detailed below.

* Stage 1 - Validity and Completeness of Submission to ensure the Tender is compliant.

Validity: This is to ensure that all Tenders received are valid in accordance with the Instructions for Tendering.

Completeness: A complete Tender shall include all documents required in accordance with the Instructions for Tendering. Incomplete submissions may result in your submission being excluded

* Stage 2 - Financial security check

**ALL INSURERS MUST BE AT LEAST “A-” RATED BY STANDARD AND POOR'S (OR EQUIVALENT) AND/OR APPROVED BY THE JLT MARKET SECURITY COMMITTEE, OTHERWISE THEIR SUBMISSION WILL BE AUTOMATICALLY REJECTED. Please note if the rating of the Insurer drops below the acceptable minimum standard during the life of the contract, the Authority can make alternative arrangements at their own discretion.**

* Stage 3 - Detailed Consideration of Tenders to determine the Most Economically Advantageous Tender (MEAT) to the Council in terms of price and quality. In accordance with Section 5 of the Public Contracts Regulations 2015, we have set out below the criteria and weightings for the award criteria.
* Stage 4 - Contract Award / Acceptance of Tender

**Please note a Tender that does not satisfy the requirements of a given stage will be rejected.**

The Authority reserves the right to request additional information which may be necessary to assist in the evaluation of Tenders and any such information must be provided in writing within a maximum period of **three working days** of receipt of a written request.

Stage 3 - Detailed Consideration of Tenders

The award criteria are set out in the following pages. They comprise both Financial (price) and Non-Financial (policy cover, claims service and ease of administration) criteria.

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| **Price for Insurance cover**  Maximum points will be awarded to the lowest priced bidder taking into account any Long Term Agreement discounts. A formula will be used to adjust the scores of all remaining bidders to reflect the percentage difference in prices. Although please note that the minimum possible score is Zero. | 55% |
| **Assessment of Policy Cover**  Marks will be awarded for insurers able to offer cover as per the specification. Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification and / or onerous policy conditions and exclusions are applicable  **If there are serious omissions in the policy cover no points will be awarded and the tender will be rejected. An example of this might be if there is no cover provided for members.**  All bidders are required to include a document which compares the cover they are offering against the cover being requested within this specification | 30% |
| **Claims Service**  This will be evaluated against the criteria shown within this Tender Document. Scores will be adjusted to take into account the difference between the services offered and those requested, together with the quality of the claims service and the claims management data available. | 10% |
| **Added Value and Innovation** | 5% |

Each of the four Criteria detailed above will be scored as follows

The Maximum points available for the whole Lot is 1000

**Price for insurance cover**

The maximum points available for this section is 550 this will be allocated as shown below

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| **Lowest price bidder**.  Maximum points will be awarded to the lowest price bidder A formula will be used to adjust the scores of all remaining bidders to reflect the percentage difference in price. For each 1% higher the premium is than the lowest price quoted 5.5 points will be deducted. Although please note that the minimum possible score is Zero. | 550 |

**Assessment of Policy Cover**

The maximum points available for this section is 300 this will be allocated as shown below

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| **Insurance Cover offered**  A tender that meets the requirements of the ITT will be awarded **300 points**  Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification or additional restrictive terms, conditions, exclusions or endorsements are imposed.  The value of the points deducted will be based upon the potential financial impact on the Authority.  The points will be reduced in multiples of 10 for minor differences i.e. one minor difference would result in a 10 point reduction. More significant differences would result a point reductions of 50 to 100 points, for example there is an unacceptable inner limit for individual employees.  **Please remember if there are serious omissions in the policy cover the tender will be rejected. An example of this might be if there is no cover or an unacceptable inner limit for provided for members.** | 300 |

**Claims Service**

The maximum points available for this section is 100 this will be allocated as shown below

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| The Authority expects all claims will be handled in a prompt professional manner.  **Claims Service**  A tender that meets the requirements of the ITT will be awarded **100 points**  Reductions will be made for areas where the insurer is unable to meet the full requirements of the specification  The value of the points deducted will be based upon the potential service impact on the Authority.  The points will be reduced in multiples of 10 i.e. one minor difference would result in a 10 point reduction. An example could be response times on new claims being 1 day longer than requested. A more significant difference would result a point reduction of 20 points. This might be that 24 hour emergency contacts are not available. | 100 |

**Added Value and Innovation**

The maximum points available for this section is 50 this will be available where the specification requirements have been exceeded and those extra items are of interest/value to the Authority.

|  |  |
| --- | --- |
| **Evaluation Methodology** | **Points available** |
| Under this section **50 points** are available  **Added Value**  Up to 50 points are available for items that improve the quality of the service/product requested. These improvement/benefits must be of interest/value to the Authority examples could include:   * Initiatives for traveller Support whilst abroad * Cover enhancements   Points would be awarded to reflect the value provided by improvement / benefit. | 50 |

**Group Personal Accident and Travel**

**Cover Required**

Accidental Death or Bodily Injury or assault including attack by animals and Assault due to Position with Insured, explosion including Terrorism sustained by the Insured Person(s) during the operative time as detailed below.

**Territorial Limits**

Worldwide

**Insured Persons**

|  |  |  |
| --- | --- | --- |
| **Category** | **Description** | **Operative Time** |
| **Category A** | Employees of the insured including Teachers, Lecturers and Youth Leaders | Whilst an *Insured Person* is carrying out their occupational duties for the *Insured* either on or away from the *Insured’s* premises.  — At any time while an *Insured Person* is on the *Insured’s* premises.  — Whilst an *Insured Person* is travelling between their place of residence and place of work.  — Whilst an *Insured Person* is travelling between their places of work where the travel is at the expense of  the *Insured*.  — Whilst an *Insured Person* is getting in and out of, travelling in, loading or unloading, carrying out emergency road-side repairs to and re-fuelling a motor vehicle owned, hired by, or leased to the *Insured* or an *Insured*  *Person* (for an *Insured Person*, where travel is at the expense of the *Insured*), or any vehicle temporarily  replacing it.  — At any time where *Bodily Injury* is suffered by an *Insured Person* and is the direct result of an unprovoked malicious assault by another person or where *Bodily Injury* is the direct result of theft or attempted theft of the *Insured’s* or an *Insured Person’s* property. |
| **Category B** | Members of the Insured including Consorts and the Mayor and Consort | While an *Insured Person* is carrying out their official duties for the *Insured*.  At any time while an *Insured Person* is on the *Insured’s* premises to carry out their official duties for the *Insured*.  While an *Insured Person* is travelling between their place of residence and place of work for the *Insured*.  While an *Insured Person* is travelling between their places of work for the *Insured* where the travel is at the expense of the *Insured* |
| **Category C** | Volunteers of the Insured including Parent Partnership Volunteers | While an *Insured Person* is carrying out their official duties for the *Insured*.  At any time while an *Insured Person* is on the *Insured’s* premises to carry out their official duties for the *Insured*.  While an *Insured Person* is travelling between their place of residence and place of work for the *Insured*.  While an *Insured Person* is travelling between their places of work for the *Insured* where the travel is at the expense of the *Insured* |
| **Category D** | Governors and PTA Members of the Insured | While an *Insured Person* is carrying out their official duties for the *Insured*.  At any time while an *Insured Person* is on the *Insured’s* premises to carry out their official duties for the *Insured*.  While an *Insured Person* is travelling between their place of residence and place of work for the *Insured*.  While an *Insured Person* is travelling between their places of work for the *Insured* where the travel is at the expense of the *Insured* |
| **Category E** | Pupils and Children on Cycling Proficiency Schemes of the Insured | Whilst an Insured Person attends and participates in the Insured’s cycling proficiency courses or initiatives on behalf of, and with the consent of the Insured. |
| **Category F** | Members of Youth Clubs of the Insured | While an Insured Person is participating in official activities organised by the Insured including travel organised by the Insured to attend these activities, cover starting from the time of leaving their designated departure point until return to their designated drop off point. |
| **Category G** | Foster and Respite Carers of the Insured | Whilst an *Insured Person* is carrying out their occupational duties for the *Insured* either on or away from the *Insured’s* premises.  — At any time while an *Insured Person* is on the *Insured’s* premises.  — Whilst an *Insured Person* is travelling between their place of residence and place of work.  — Whilst an *Insured Person* is travelling between their places of work where the travel is at the expense of  the *Insured*.  — Whilst an *Insured Person* is getting in and out of, travelling in, loading or unloading, carrying out emergency road-side repairs to and re-fuelling a motor vehicle owned, hired by, or leased to the *Insured* or an *Insured Person* (for an *Insured Person*, where travel is at the expense of the *Insured*), or any vehicle temporarily replacing it.  — At any time where *Bodily Injury* is suffered by an *Insured Person* and is the direct result of an unprovoked malicious assault by another person or where *Bodily Injury* is the direct result of theft or attempted theft of the *Insured’s* or an *Insured Person’s* property. |
| **Category H** | Employees and Members of the Insured and their accompanying Spouse/Partner and/or Children | While an *Insured Person* is on a *Business Trip*, cover starting from the time of leaving their place of residence or place of work, whichever occurs last, until return to their place of residence or place of work, whichever occurs first.  If an *OP2 - All Occupational Related Cover Operative Time* also applies, cover is extended to include any  time between leaving an *Insured Person’s* place of residence at the start of the *Business Trip* and return to place of residence at the end of the *Business Trip*. |
| **Category I** | Pupils of Education Establishments and Youth Clubs administered by the Insured | While an *Insured Person* is carrying out their occupational duties as part of their designated work experience or training which has been organised by the *Insured* with external employers or organisations and is not on the *Insured’s* premises cover starting from the time of arrival at the designated place of work or training until the time of departure from the designated place of work or training. |
| **Category J** | All Tenants Representatives of the Insured | While an *Insured Person* is carrying out their official duties for the *Insured*.  At any time while an *Insured Person* is on the *Insured’s* premises to carry out their official duties for the *Insured*.  While an *Insured Person* is travelling between their place of residence and place of work for the *Insured* where the travel is at the expense of the *Insured*.  While an *Insured Person* is travelling between their places of work for the *Insured* where the travel is at the expense of the *Insured* |

**Basis of Rating**

|  |  |  |
| --- | --- | --- |
|  | **Description** | **Number** |
| **Category A** | **Employees of the insured including Teachers, Lecturers and Youth Leaders** | **6,400** |
| **Category B** | **Members of the Insured including Consorts and the Mayor and Consort** | **54 Members** |
| **Category C** | **Volunteers of the Insured including Parent Partnership Volunteers** | **Unknown** |
| **Category D** | **Governors and PTA Members of the Insured** | **664 & 600 (1264 total)** |
| **Category E** | **Pupils and Children on Cycling Proficiency Schemes of the Insured** | **1700** |
| **Category F** | **Members of Youth Clubs of the Insured** | **450** |
| **Category G** | **Foster and Respite Carers of the Insured** | **75** |

**Benefits**

|  |  |  |  |
| --- | --- | --- | --- |
| **Persons Insured** | **Capital Benefits** | **Temporary Total Disablement** | **Temporary Partial Disablement** |
| A | 5 x Annual Salary | 50% weekly wage | Nil |
| B | £75,000 | £ 200 per Week | Nil |
| C | £50,000 | £ 200 per Week | Nil |
| D | £25,000 | £ 100 per Week | Nil |
| E | £25,000 | £10 per Week | Nil |
| F | £25,000 | £10 per Week | Nil |
| G | £25,000 | £ 100 per Week | Nil |
| H | £75,000 | Nil | Nil |
| I | £25,000 | £10 per Week | Nil |
| J | £35,000 | £200 per Week | Nil |

**2 Highest Concentrations of Employees**

|  |  |
| --- | --- |
| **Details of Address including Postcode** | **Number of Employees** |
| **Shute End** | **800 circa** |
| **Waterford House** | **100** |

**Continental Scale of Permanent Partial Disabilities**

|  |  |  |
| --- | --- | --- |
|  | **Injury Type** | **Percentage of Benefit Paid** |
| A | Loss of one or more limbs | 100% |
| B | Loss of sight in one or both eyes | 100% |
| C | Loss of speech | 100% |
| D | Loss of hearing in both ears | 100% |
| E | Loss of intellectual capacity | 100% |
| F | Loss of hearing in one ear | 25% |
| G | Post-Traumatic Stress Disorder | 20% |
| H | Total loss of use of: |  |
|  | i) the back or spine below the neck with no damage to the spinal cord | 35% |
|  | ii) the neck or cervical spine with no damage to the spinal cord | 35% |
|  | iii) a shoulder, elbow | 25% |
|  | iv) wrist, a hip, knee or ankle | 20% |
| I | Loss of or total loss of use of: |  |
|  | i) a thumb | 30% |
|  | ii) a forefinger | 20% |
|  | iii) any other finger | 10% |
|  | iv) a big toe | 15% |
|  | v) any other toe | 5% |
| J | Payment for any Permanent Disabling Injury not noted above will be calculated on a medical assessment by Insurers of the degree of disablement relative to this scale. No account shall be taken of the Insured Person’s occupation. | |

**To be Included in the Policy**

Cover to include the following: -

* Assault cover to be 24hrs in respect of assault occasioned as a result of the insured persons position with the Council.
* If death/loss of eye(s) loss of limb(s) etc. occurs within 24 months after an accident, there is a valid claim.
* Disappearance to constitute a valid claim (after a reasonable time etc.)
* Bodily injury to include exposure to the elements
* Pregnancy exclusion to be deleted
* Loss of limb(s) to include loss of use
* The definition of loss of eye(s) to include:
  + Loss of effective use of one or both eyes resulting in addition to the Register of Blind Persons on the authority of an Ophthalmic Specialist
  + Vision of 3/60 or worse
* Permanent Total Disablement to mean disablement which has lasted for 12 months and will probably prevent the Insured Person engaging in his/her usual occupation for the remainder of his/her life
* For any non-employees the Permanent Total Disablement is in respect of any occupation
* Automatic extension of cover for up to 12 months for any insured person suffering hi-jack
* War risks exclusion to be restricted to war between the major powers.
* Dental costs
* Persons Personal Effects arising during the Operative Time of Cover up to a maximum of £400 where such loss or damage is as a result of the Insured or Insured Person being the victim of robbery or assault.
* Out of pocket expenses - £50 per week
* Assault cover extends to include attack by animals

|  |  |
| --- | --- |
| **Item** | **Benefit Limit** |
| Paraplegia | £50,000 |
| Quadriplegia | £125,000 |
| Hemiplegia | £25,000 |
| Triplegia | £75,000 |
| Partner and Child Disability Benefit - Paraplegia | £25,000 |
| Partner and Child Disability Benefit - Quadriplegia | £100,000 |
| Visitors to Premises | £25,000 |
| Burns benefit (maximum benefit) | £10,000 |
| Executor Expenses | £1,000 |
| Funeral Expenses | £10,000 |
| Dependant Child Benefit (per Dependant Child) | £5,000 |
| Lifesaver (Per person Max £100,000) | £25,000 |
| Retraining Expenses | £15,000 |
| Partner Training Expenses | £15,000 |
| Prosthesis cover | £10,000 |
| Disability Assistance Expenses | £25,000 |
| Relocation Expenses | £25,000 |
| Domestic Assistance Expenses (per week. Max £5,000) | £50 |
| Childcare Expenses (104 weeks, Max £5,000) | £5,000 |
| Travel for out-patient expenses (per week. Max £1,000) | £100 |
| Travel to Hospital Expenses (per week. Max £3,000) | £100 |
| Travel to work Expenses (per week. Max £10,000) | £100 |
| Visiting Expenses | £2,500 |
| Personnel Replacement Expenses (per week. Max £5,000) | £2,500 |
| Recruitment Expenses | £10,000 |
| Coma Benefit (per day for 104 weeks) | £50 |
| Facial scarring benefit   * 1. to 5 centimeters in length or square centimeters in area £1,500   2. over 5 centimeters in length or square centimeters in area £2,500 | Max £10,000 |
| Cosmetic surgery (Max £7,500) | £7,500 |
| Hospital Confinement Benefit (per day for 52 weeks) | £50 |
| Dental Expenses | £2,000 |
| Accidental Medical Expenses | £20,000 |
| Medical Expenses following Workplace Assault | £5,000 |
| Accidental Damage to Property | £1,000 |
| Post-Traumatic Stress Disorder – witness of Terrorism | 50% of TTD |
| Independent Financial Advice | £2,000 |
| Return to Residence Expenses | £500 |
| Alteration Expenses (Max benefit £10,000) | £10,000 |
| Fracture Benefit (Max benefit £5,000) | £5,000 |
| Dependant Adult Benefit (per Dependant Adult) | £25,000 |
| Workplace Experience Placement | £10,000 |

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

**No Claims reported in the last 5 years.**

**Travel - Business Travel**

**Category of Insured Persons/Operative Time/Benefits**

**Insured Person**

Members of the Insured, Employees of the Council, and accompanying spouse and children and spouse and children travelling separately on official business of the Authority outside the United Kingdom.

**Operative Time**

Whilst undertaking an Insured Journey including incidental Holidays, with destinations outside the Insured Person's Country of Permanent Residence or Country of Secondment. Cover shall commence from the time of leaving home or place of employment (whichever occurs last) and continue until arrival back at the residence or at the place of work (whichever occurs first)

**Benefits**

|  |  |  |
| --- | --- | --- |
| **Section** | **Description** | **Benefit** |
| **Medical** | Medical Expenses | Unlimited |
| Hospital confinement (Daily Benefit) | £50 per Day |
| Foreign Travel and accommodation Expenses | Unlimited |
| Emergency repatriation Expenses | Unlimited |
| Domestic Travel Expenses | Unlimited |
| Funeral Expenses | £10,000 |
| Search and Rescue Expenses | £50,000 |
| Continuation of Medical Expenses | £50,000 |
| Childcare Expenses | £5,000 |
| Foreign Coma Benefit | £50 per Day |
| **Personal Belongings** | Personal Belongings | £10,000 |
| Personal Belongings – single Article Limit | £2,500 |
| Personal Belongings delay (£75 per hour Max £1,000) | £1,000 |
| Loss, theft or Delay of Keys | £2,000 |
| **Business Equipment** | Business Equipment | £3,000 |
| Business Equipment – Single Article limit | £3,000 |
| **Money** | Money | £5,000 |
| Cash Limit | £2,500 |
| Financial Card Misuse | Inc. in Money |
| Cheque Misuse | Inc. in Money |
| Emergency replacement of passport, visa, travel documents or driving licence | £2,000 |
| **Disruption** | Cancellation Expenses | £10,000 |
| Disruption Expenses | Inc. above |
| Curtailment Expenses | Inc. above |
| Rearrangement Expenses | Inc. above |
| Replacement Expenses | Inc. above |
| Travel Delay per 4 hours | £1,000 |
| Maximum payable any one journey | £1,00 |
| **Personal Liability** | Personal Liability | £5,000,000 |
| **Legal Expenses** | Legal Expenses | £50,000 |
| Travel and accommodation expenses to attend court | £1,00 |
| **Political and Natural disaster evacuation** | Evacuation Expenses | £50,000 |
| Where evacuation not possible - daily benefit for accommodation | £150 |
| Aggregate Limit per Insured Event and period of Insurance | £50,000 |
| **Hijack Kidnap Ransom and extortion** | Kidnap Extortion Consultant Costs | £250,000 |
| Kidnap Extortion Expenses | Inc. Above |
| Kidnap extortion Payment | Inc. Above |
| Daily Benefit - for up to 50 days | £500 |
| Hi-jack | £25,000 |
| **Assistance** | Support and Assistance in emergency | Unlimited |
| Government Advice | £50,000 |
| **Vehicle** | Rental Vehicle Excess | £1,000 |
|  | Pet Care | £300 |
|  | Hotel Convalescence (Max 60 days) | £50 per day |

The maximum journey duration is 6 months

Policy cover to include:-

Emergency travel expenses including additional accommodation expenses incurred for:

* + Travel and accommodation of friends who must remain with the Insured Person
  + Compassionate Travel Expenses
  + Funeral Expenses
  + Transporting a deceased person to the UK
  + Travel and accommodation expenses of the Insured Person
  + Return to the UK for the funeral of close relative
  + Return to the UK in the event of burglary at the insured person's residence

Cancellation expenses or additional accommodation/travel expenses in the event of a journey being cancelled or curtailed by reason of:

* + - * Accident or sickness of the insured person
      * Death injury or illness of a relative or close business colleague
      * Quarantine, jury service, subpoena or hi-jacking of the insured person, relative or close business colleague
      * Cancellation or curtailment of scheduled public transport services consequent upon strike riot or civil commotion

Emergency Rescue repatriation service

Age of Traveller – upper Limit to be 75

Expenses incurred to replace an insured person disabled for more than 14 days

Terrorism cover

Travel delay compensation

Baggage/personal effects cover to include:-

Replacement basis of settlement

General average and salvage

Delayed baggage compensation

Business samples

Money cover to include:-

Bank and credit cards

Travellers cheques, passports, driving licences, green cards, travel tickets and petrol coupons

Cover 72 hours prior to departure and subsequent to return

**Indicative Travel Pattern**

**Please note that there is no planned travel for the 2018/2019 peropod of inaurancel**

**Underwriting Information**

The travel aspect is ‘contingency’ only: *no travel* is anticipated.

Wokingham Borough Council are purchasing it only as requested by their Emergency Planning team e.g., there were an emergency affecting a group of school children on a trip and the Council felt it necessary to fly out some staff/teachers/helpers etc. to provide support.

There are no proposed trips to the following areas:

* Afghanistan
* Israel (West Bank, Gaza and the Occupied Territories only)
* Somalia
* Iraq
* Chechnya

There are no planned trips on non-scheduled Aircraft or Helicopters.

**Claims Experience**

|  |  |
| --- | --- |
| **Date of Preparation:** | **(As per CCE)** |
| **Source of Information:** | **AIG** |
| **Date of Last Claim:** | **From Claims Listings or CCE** |

**There have been no claims since the Account moved to AIG.**

**Claims Handling Service – All Lots**

All bidders should include as part of their submission a narrative method statement detailing how they intend to deliver the claims service, specifically addressing the requirements listed below including those itemised in the ‘Additional Requirements Table’.

1. The Authority requires the winning bidder(s) to provide a full claims handling service for all claims, including those falling below the deductibles, on the CASUALTY, MOTOR and PA/TRAVEL programmes.
2. The Authority requires the winning bidder(s) to handle MATERIAL DAMAGE/PROPERTY claims for all School Contents claims, ‘All Risks’ claims and Computer claims. All communication is to go through the Authority’s insurance team.
3. The Authority handle in-house MATERIAL DAMAGE/PROPERTY claims (other than those detailed in point 2 above) falling below the deductible. At the Authority’s discretion an independent loss adjuster is appointed to oversee claims exceeding £15,000. Where MATERIAL DAMAGE/PROPERTY claims exceed the deductible, the Authority would like the insurer to handle such claims. The Authority will require to be kept informed of progress on a regular basis.

The Insurer/Claims Handler is required to provide:

1. a high quality claims service;
2. clear and concise correspondence specifically tailored and appropriate to each individual claimant;
3. claims handling staff who are fully experienced in dealing with the specific classes of business to be handled;
4. claims support, to include the vetting of letters to claimants where required;
5. named contact points, including telephone numbers and e-mail addresses on correspondence;
6. emergency contacts (e.g. for large losses that occur over a holiday/weekend etc.);
7. a full claims handling service applying Best Practice at all times, for all claims including those falling below the deductibles, on the CASUALTY, MOTOR and PA/TRAVEL programmes.
8. a full claims handling service applying Best Practice at all times, for MATERIAL DAMAGE/PROPERTY claims for all School Contents claims, ‘All Risks’ claims and Computer claims;
9. an ABI claims experience within 7 days of being requested by the Authority, together with an excel spreadsheet detailing all the claims split by class of business and policy year. This spreadsheet must include

* date of incident
* date reported
* details of incident
* £paid
* £outstanding
* £total
* status of claim
* any other data requested by the insured (provided it is recorded on the insurers claims handling system).

The Authority will use secure e-mail to provide claims handlers with information, as such information (claimants’ names, addresses, medical information etc.) is confidential. Secure e-mail works by directing the recipient of the e-mail to a secure password-protected web-link from which the main body of the e-mail and any attachments can be downloaded. It is a requirement of the Authority that claims handling teams are set up to fully and properly access and download all information sent by secure e-mail. This is particularly important if claims are to be submitted to a centralised administration or claims receiving/processing team and not directly to individual claims handlers.

It should be noted that because of the restructure of the Authority – the ‘21st Century Council Programme’ – and the emergence of Case Owners, there will likely be more departments and council officers involved in the reporting and handling of claims. As such, insurers should be aware that there will be more than one point of contact at the council.

**Additional Requirements**

|  |  |  |
| --- | --- | --- |
| **Category** | **Requirement** | **Applicable Classes of Business** |
| **Management Information/Housekeeping** | * Monthly management information to be provided in electronic format * Dormant claims to be closed within six months | Casualty  [For all other classes, quarterly management information to be provided in electronic format, or as and when requested by the Authority] |
| **Claims Recording** | * Real time claims database access to be provided where possible and at no additional fee | Casualty only |
| **Claims Reporting** | * No claim forms: electronic reporting only * NOTE THE REQUIREMENT ABOVE REGARDING THE USE OF SECURE E-MAIL | All classes |
| **Reserving Philosophy** | * Insurer to provide full details of reserving philoshophy | All classes |
| **Method of Payment** | * Claims to be settled in full by insurers direct to claimant/solicitors * Amounts falling within deductibles to be reimbursed to Insurer by the Authority on a monthly basis upon receipt of an itemised invoice * Payment to be made by electronic transfer * Any uninsured claims settled by the insurer on behalf of the Authority to be reimbursed in the same manner | All classes where applicable |
| **Response Times** | * General Claims Correspondence - within 5 working days * New Claims - set up and acknowledged within 2 working days (or sooner where requested for particularly contentious matters) * Telephone calls returned on the same day | All classes |
| **Claims Investigations** | * Specified contact to be provided for claims investigations * Claims investigator to be appointed for all casualty claims exceeding £50,000 reserve or as specifically requested by the Authority | Casualty only |
| **Litigation Management** | * Proceedings, Writs and Summonses and other litigation documents to be referred to agreed nominated solicitor within 2 working days | Casualty only |
| **Settlements/Repudiation** | * Agreement for settlement/repudiation to be obtained from the Authority prior to settlement of all claims | Casualty only |
| **Legal Suppliers, Loss Adjusters and Motor Repairers** | * The Authority would like to nominate solicitors, adjusters and repairers but will consider panel solicitors, adjusters etc. * Contact protocol to be agreed with solicitors and the Authority * Confirmation of procedures used to manage the quality of Suppliers | Casualty and Motor |
| **Fraudulent Claims** | * Confirmation that claims handlers will refer all suspected fraudulent claims to the Authority for further discussion | All classes |

**APPENDIX 1 - Property Schedules**

|  |  |
| --- | --- |
| Appendix 1.1 | Wokingham Property Portfolio v5 |
| Appendix 1.2 | Wokingham Housing Revenue Stock |
| Appendix 1.3 | Wokingham Non - Housing Revenue Stock |
| Appendix 1.4 | All Risks and Special Property Insured |

**APPENDIX 2 - Claims Experience**

|  |  |
| --- | --- |
| **Appendix 2.1** | AIG Property CCE |
| **Appendix 2.2** | AIG Property & Casualty Claims Listing |
| **Appendix 2.3** | IHH Wokingham Property Stop Loss Form - 30.06.12 to 29.06.13 |
| **Appendix 2.4** | IHH Wokingham Property Stop Loss Form - 30.06.13 to 29.06.14 |
| **Appendix 2.5** | IHH Wokingham Property Stop Loss Form - 30.06.14 to 29.06.15 |
| **Appendix 2.6** | IHH Wokingham Property Stop Loss Form - 30.06.15 to 29.06.16 |
| **Appendix 2.7** | IHH Wokingham Property Stop Loss Form - 30.06.16 to 29.06.17 |
| **Appendix 2.8** | IHH Wokingham Property Stop Loss Form - 30.06.17 to 29.06.18 |
| **Appendix 2.9** | IHH School Contents Claims Listing |
| **Appendix 2.10** | Munich Re Computer CCE |
| **Appendix 2.11** | Munich Re Contract Works CCE |
| **Appendix 2.12** | IHH Money |
| **Appendix 2.13** | AIG FG CCE |
| **Appendix 2.14** | ZM CCE Run Off and current Motor |
| **Appendix 2.15** | AIG Casualty CCE |
| **Appendix 2.16** | IHH Employers Liability |
| **Appendix 2.17** | IHH Public Liability |
| **Appendix 2.18** | IHH Officials Indemnity |
| **Appendix 2.19** | Motor Fleet Optalis Vehicle Claims Listing |
| **Appendix 2.20** | ZM Claims Listing – Run off and Motor |
| **Appendix 2.21** | AIG PA& Travel CCE |

**APPENDIX 3 - Motor Vehicle Schedule**

|  |  |
| --- | --- |
| **Appendix 3.1** | Motor Fleet Schedule |

**APPENDIX 4 - Council Information Requirements**

The following documents must be completed and returned with your response to tender. Any incomplete or not returned items may lead to your tender being disqualified.

**ANNEX 1: NON-COLLUSIVE TENDERING CERTIFICATE**

I / WE certify that in preparing and submitting this Tender we have not offered or agreed to offer to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or having done or forborne to do any action in relation to obtaining this Contract.

I / WE have not canvassed any person or offered any inducement in order to obtain confidential information in relation to the Contract and the Services to be undertaken either directly or indirectly.

I / WE certify that no one has been permitted to act on our behalf to offer such inducements or perform such acts set out above.

By this Certificate the word “person” includes any persons and any body or association corporate or non-corporate and offer or agreement includes any transaction formal or informal and whether legally binding or not.

|  |  |
| --- | --- |
| Print Name(s) in full: |  |
| Signed: |  |
| Date: |  |

|  |  |
| --- | --- |
| Print Name(s) in full: |  |
| Signed: |  |
| Date: |  |

|  |  |
| --- | --- |
| For and on behalf of (Registered Company Name) |  |
| Registered Address |  |

**ANNEX 2: NON-CANVASSING CERTIFICATE**

I / We certify that in preparing and submitting this Tender that we have not canvassed any member, officer or anyone in the employment of the Council.

In this Certificate:

“Person” includes any person and any body or association, corporate or non-corporate.

|  |  |
| --- | --- |
| Print Name(s) in full: |  |
| Signed: |  |
| Date: |  |

|  |  |
| --- | --- |
| Print Name(s) in full: |  |
| Signed: |  |
| Date: |  |

|  |  |
| --- | --- |
| For and on behalf of (Registered Company Name) |  |
| Registered Address |  |

**ANNEX 3: BONA-FIDE TENDER CERTIFICATE**

In recognition of the principle that the essence of Selective Tendering is that the clients shall receive bona-fide competitive tenders from all those tendering **I / WE** certify that:

1. The Tender submitted herewith is a bona-fide Tender intended to be competitive.

2. We have not fixed or adjusted the amount of the Tender under or in accordance with any Agreement or arrangement with any other person.

3. We have not done and we undertake that we will not do at any time before the hour specified for the return of the Tender any of the following acts: -

a) Communicating to a person other than the person calling for this Tender the amount or approximate amount of the proposed Tender (except where the disclosure in confidence of the approximate amount of the Tender was essential to obtain insurance premiums quotations required for the preparation of the Tender).

b) Entering into any Agreement with any other person that he shall refrain from Tendering or as to the amount of any Tender to be submitted.

c) Offering or paying or giving or agreeing to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender any act or thing of the sort described above.

In this Certificate: -

1. “Person” includes any person and any body or association, corporate or non-corporate.

2. “Any Agreement or arrangement” includes any transaction of the sort described above formal or informal and whether legally binding or not.

|  |  |
| --- | --- |
| Print Name(s) in full: |  |
| Job Title(s) |  |
| Signed: |  |
| Date: |  |

|  |  |
| --- | --- |
| Print Name(s) in full: |  |
| Job Title(s) |  |
| Signed: |  |
| Date: |  |

|  |  |
| --- | --- |
| For and on behalf of (Registered Company Name) |  |
| Registered Address |  |

**ANNEX 4: FREEDOM OF INFORMATION AND TRANSPARENCY**

The Council is committed to transparency and meeting its legal responsibilities under the Freedom of Information Act 2000 (“The Act”), and all information submitted may need to be disclosed in response to a request.

Organisations are asked to consider if any of the information supplied in this tender should not be disclosed because of its sensitivity under the Act and, if this is the case, provide the information, identifying specific reasons for its sensitivity. The Council will endeavour to consult with organisations about sensitive information before making a decision on any Freedom of Information request received.

Please detail pages that are exempt from disclosure and include reasons:

|  |
| --- |
|  |

The Council shall be responsible for determining in its absolute discretion whether any part of the Agreement or its Schedules is exempt from disclosure in accordance with the provision of the Act and the Council’s transparency commitments.

**ANNEX 5: CONFIDENTIALITY CERTIFICATE**

Please sign this document to confirm that the organisation agrees to keep all matters relating to the tender confidential.

|  |  |
| --- | --- |
| Print Name(s) in full: |  |
| Job Title: |  |
| Signed: |  |
| Date: |  |

**Annex 6: Mandatory Question Set**

1. **Supporting Information**

|  |  |  |
| --- | --- | --- |
| 1.1 **Supplier Details** | **Answer** | |
| Full name of the Supplier completing the ITT: |  | |
| Registered company address: |  | |
| Registered company number: |  | |
| Registered charity number: |  | |
| Registered VAT number: |  | |
| Name of immediate parent company: |  | |
| Name of ultimate parent company: |  | |
| Please mark “Yes” or “No” in the relevant box to indicate your trading status. | 1. a public limited company | **Yes / No** |
| 1. a limited company | **Yes / No** |
| 1. a limited liability partnership | **Yes / No** |
| 1. other partnership | **Yes / No** |
| 1. a sole trader | **Yes / No** |
| 1. other (please specify) | **Yes / No** |
| Please mark “Yes” or “No” in the relevant boxes to indicate whether any of the following classifications apply to you | 1. Voluntary Community and Social Enterprise (VCSE) | **Yes / No** |
| 1. Small or Medium Enterprise (SME)[[1]](#footnote-1) | **Yes / No** |
| 1. Sheltered workshop | **Yes / No** |
| 1. Public service mutual | **Yes / No** |

|  |  |
| --- | --- |
| 1.2 **Bidding Model** | |
| Please mark “Yes” or “No” in the relevant box to indicate whether you are: | |
| 1. Bidding as Prime Contractor and will deliver 100% of the key contract deliverables yourself. | **Yes / No** |
| 1. Bidding as a Prime Contractor and will use third parties to deliver some of the services   If Yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for. | **Yes / No** |
| 1. Bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver all of the services.   If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for. | **Yes / No** |
| 1. Bidding as a consortium but not proposing to create a new legal entity.   If yes, please include details of your consortium in the next column and use a separate Appendix to explain the alternative arrangements i.e. why a new legal entity is not being created.  Please note that the authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that it is necessary for the satisfactory performance of the contract. | **Yes / No**  **Consortium members**  **Lead member** |
| 1. Bidding as a consortium and intend to create a Special Purpose Vehicle (SPV).   If yes, please include details of your consortium, current lead member and intended SPV in the next column and provide full details of the bidding model using a separate Appendix. | **Yes / No**  **Consortium members**  **Current lead member**  **Name of Special Purpose Vehicle** |

|  |  |
| --- | --- |
| 1.3 **Contact Details** | |
| Supplier contact details for enquiries about this ITT | |
| Name: |  |
| Postal address: |  |
|  |
|  |
| Country: |  |
| Phone: |  |
| Mobile: |  |
| Email: |  |

|  |  |  |
| --- | --- | --- |
| 1.4 **Licensing and Registration (please mark “Yes” or “No” in the relevant box)** | | |
| 1.4.1 | Registration with a professional body.  If applicable, is your business registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annex XI of directive 2014/24/EU) under the conditions laid down by that member state). | **Yes / No**  If Yes, please provide the registration number in this box. |
| 1.4.2 | Is it a legal requirement in the state where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement? | **Yes / No**  If Yes, please provide additional details within this box of what is required and confirmation that you have complied with this. |

1. **Grounds for Mandatory Exclusion**

You will be excluded from the procurement process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).

If you have answered “yes” to question 2.2 on the non-payment of taxes or social security contributions, and have not paid or entered into a binding arrangement to pay the full amount, you may still avoid exclusion if only minor tax or social security contributions are unpaid or if you have not yet had time to fulfil your obligations since learning of the exact amount due. If your organisation is in that position please provide details using a separate Appendix. You may contact the authority for advice before completing this form.

|  |  |  |  |
| --- | --- | --- | --- |
| 2.1 | **Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?** | **Please indicate your answer by marking “X” in the relevant box** | |
| **Yes** | **No** |
| (a) | conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime; |  |  |
| (b) | corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906; |  |  |
| (c) | the common law offence of bribery; |  |  |
| (d) | bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010; or section 113 of the Representation of the People Act 1983; |  |  |
| (e) | any of the following offences, where the offence relates to fraud affecting the European Communities’ financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: |  |  |
| (i) | the offence of cheating the Revenue; |  |  |
| (ii) | the offence of conspiracy to defraud; |  |  |
| (iii) | fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978; |  |  |
| (iv) | fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006; |  |  |
| (v) | fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994; |  |  |
| (vi) | an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993; |  |  |
| (vii) | destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969; |  |  |
| (viii) | fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or |  |  |
| (ix) | the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act; |  |  |
| (f) | any offence listed— |  |  |
| (i) | in section 41 of the Counter Terrorism Act 2008; or |  |  |
| (ii) | in Schedule 2 to that Act where the court has determined that there is a terrorist connection; |  |  |
| (g) | any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph (f); |  |  |
| (h) | money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002; |  |  |
| (i) | an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996; |  |  |
| (j) | an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004; |  |  |
| (k) | an offence under section 59A of the Sexual Offences Act 2003; |  |  |
| (l) | an offence under section 71 of the Coroners and Justice Act 2009 |  |  |
| (m) | an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994; or |  |  |
| (n) | any other offence within the meaning of Article 57(1) of the Public Contracts Directive— |  |  |
| (i) | as defined by the law of any jurisdiction outside England and Wales and Northern Ireland; or |  |  |
| (ii) | created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland. |  |  |
| 2.2 | **Non-payment of taxes**  **Has it been established by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?**  If you have answered “yes” to this question, please use a separate Appendix to provide further details. Please also use this Appendix to confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and / or fines? |  |  |

**Appendix 5 - TENDER RETURN LABEL**

Tenders must be returned in a plain, sealed envelope which should not bear any name or mark indicating the sender (including any mark from a franking machine).

Tenders must be addressed using the following form below which should be printed in colour, at A5 or A4 size, and securely attached to the tender return packaging.

If you utilise a courier, you must ensure that the courier does not cover this form with their own delivery information.

Your tender may be rejected if the control information contained on this form is not visible.

**----------------------------------------------------**

**DEMOCRATIC SERVICES – TENDER RETURNS**

**WOKINGHAM BOROUGH COUNCIL**

**CIVIC OFFICES, SHUTE END**

**WOKINGHAM**

**BERKSHIRE**

**RG40 1BN**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TENDER**  **INSURANCE**  **To be returned NO LATER THAN:**  **12:00 noon**  On **5th February 2018** | **OFFICIAL USE ONLY:**   |  |  | | --- | --- | | Date Received |  | | Time Received |  | | Received By (Print) |  | | Received By (Sign) |  | |

**THIS DOCUMENT IS ONLY TO BE OPENED BY AUTHORISED OFFICERS**

**Appendix 6 – Tender Check List**

|  |  |  |
| --- | --- | --- |
|  | **Returned** | |
|  | ✔ | **X** |
| Lot 1 – Property Tender |  |  |
| Lot 2 – Casualty Tender |  |  |
| Lot 3 – Motor Tender |  |  |
| Lot 4 – Personal Accident & Travel Tender |  |  |
| ANNEX 1: NON-COLLUSIVE TENDERING CERTIFICATE |  |  |
| ANNEX 2: NON-CANVASSING CERTIFICATE |  |  |
| ANNEX 3: BONA-FIDE TENDER CERTIFICATE |  |  |
| ANNEX 4: FREEDOM OF INFORMATION AND TRANSPARENCY |  |  |
| ANNEX 5: CONFIDENTIALITY CERTIFICATE |  |  |
| Annex 6: Mandatory Question Set |  |  |
| Tender Return Label Affixed to Envelope |  |  |

1. See EU definition of SME: <http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/> [↑](#footnote-ref-1)