

Community Services Committee

Thursday 4 January 2018 at 7.30pm

**Council Chamber
Runnymede Civic Centre, Addlestone**

Members of the Committee

Councillors Miss M N Heath (Chairman), P J Waddell (Vice-Chairman), Mrs D V Clarke, Mrs M T Harnden, Miss D Khalique, N M King, S A Lewis, S M Mackay, B W Pitt and Mrs G Warner.

In accordance with Standing Order 29.1, any Member of the Council may attend the meeting of this Committee, but may speak only with the permission of the Chairman of the Committee, if they are not a member of this Committee.

AGENDA

Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Miss C Pinnock, Democratic Services, Law and Governance Business Centre, Civic Centre, Station Road, Addlestone (Tel. Direct Line: 01932 425627). (Email: clare.pinnock@runnymede.gov.uk).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.

4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.

5) **Filming, Audio-Recording, Photography, Tweeting and Blogging of Meetings**

Members of the public are permitted to film, audio record, take photographs or make use of social media (tweet/blog) at Council and Committee meetings provided that this does not disturb the business of the meeting. If you wish to film a particular meeting, please liaise with the Council Officer listed on the front of the Agenda prior to the start of the meeting so that the Chairman is aware and those attending the meeting can be made aware of any filming taking place.

Filming should be limited to the formal meeting area and not extend to those in the public seating area. The Chairman will make the final decision on all matters of dispute in regard to the use of social media, audio-recording, photography and filming in the Committee meeting.

LIST OF MATTERS FOR CONSIDERATION

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b) Confidential Information

(No reports to be considered under this heading)

1. FIRE PRECAUTIONS

The Chairman or a nominated Member of the Committee will read the Fire Precautions which set out the procedures to be followed in the event of fire or other emergency.

2. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP

3. MINUTES

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 9 November 2017, previously circulated by email in December 2017 to all Members of the Council.

4. APOLOGIES FOR ABSENCE

5. DECLARATIONS OF INTEREST

If Members have an interest in an item please record the interest on the form circulated with this Agenda and hand it to the Legal Representative or Democratic Services Officer at the start of the meeting. A supply of the form will also be available from the Democratic Services Officer at meetings.

Members are advised to contact the Council's Legal Section prior to the meeting if they wish to seek advice on a potential interest.

Members are reminded that a non pecuniary interest includes their appointment by the Council as the Council's representative to an outside body and that this should be declared as should their membership of an outside body in their private capacity as a director, trustee, committee member or in another position of influence thereon.

Members who have previously declared interests which are recorded in the Minutes to be considered at this meeting need not repeat the declaration when attending the meeting. Members need take no further action unless the item in which they have an interest becomes the subject of debate, in which event the Member must leave the room if the interest is a disclosable pecuniary interest or if the interest could reasonably be regarded as so significant as to prejudice the Member's judgement of the public interest.

6. COMMUNITY DEVELOPMENT UPDATE (COMMUNITY DEVELOPMENT)

Synopsis of report:

To update Members on work that has been undertaken in the Community Development team in 2017. This will include a presentation by staff in Community Development on the Living Well Week.

Recommendation(s):

None. This report is for information

1. Context of report

1.1 The work of the Community Development team is wide ranging and includes sports, arts, community safety, activities for older people, community facilities, community engagement and Chertsey Museum.

- 1.2 This report provides an overview of the work that has taken place in 2017 in the various areas highlighted above.
2. **Report**
- 2.1 Sports activity for young people in the borough is focussed on the Surrey Youth Games, sponsored by Specsavers.
- 2.2 The Surrey Youth Games took place on the weekend of 17 - 18 June 2017 at the Surrey Sports park in Guildford following 8 weeks of free training at venues across Runnymede in the following sports; Badminton, Boxing, Girls Cricket, Girls Football, Hockey, Judo, Lacrosse, Girls Netball, Squash, Swimming, Table Tennis and Tennis. The competition is targeted at players below County level and aims to introduce children new to the sport. This complements the focus of Sport England's strategy to create a more Active Nation.
- 2.3 Planning for the Runnymede sessions started at the beginning of the year, giving clubs in the borough the opportunity to host the sessions wherever possible as a development opportunity to recruit new members. In sports for which there is no club in the borough, individual coaches are recruited to hold training sessions at community venues. The Council's Community Development Officer for Sport and Health attended school assemblies to promote training and the competition.
- 2.4 There were 404 young people who registered for the training sessions from 25 schools in Runnymede, of which 201 were selected to compete on the weekend. Runnymede won medals in the following sports: Junior Girls Rugby (Gold), Senior Boys Judo (Gold), Senior Table Tennis (Gold), Junior Girls Judo (Silver), Girls Hockey (Silver), Senior Girls Rugby (joint team Silver), Non-Contact Boxing (Bronze). As a result of the training, many of the young people registered continue to take up membership with the sport clubs. A new boxing club emerged from the 2016 games which has continued to develop and expand through increased attendance.
- 2.5 To celebrate the performance of the competition team a presentation evening was held at the Hythe Centre on the 13 July. Medals and certificates were presented to every team member by the Deputy Mayor, Councillor Mrs Dolsie Clarke. The evening also presented an opportunity to thank the clubs, coaches and parents that supported our teams.
- 2.6 Members are advised that for 2018, the number of sports will be reduced, owing to a shortfall in funding. However, the event is still seen as an excellent sports development tool.
- 2.7 The 'Get Active 50+' programme started in 2016 as a County wide initiative led by Active Surrey using the 'Community Sport Activation Fund'. The programme launched new activities and courses across the County at reduced prices for residents aged over 50 to try something new and improve their health and wellbeing. This programme was expanded for 2017 to include: Badminton, Swimming, Walking Sports, Jogging, Cage Cricket, Bowls, Dance/Exercise Classes, Community Golf, Skiff and Punting and Fall Prevention. As at September 2017, 235 had attended the sessions against a target of 459. It is worth noting that these are all new participants.
- 2.8 Activities operated out of the Social Centres continue to be provided with the swimming and walking activities still proving to be very popular. The swimming continues to utilise River Bourne Health Club. The development of the new Leisure

Centre in Egham will provide future opportunities to work with Achieve Lifestyle on community initiatives and these will be developed over the coming year.

- 2.9 Parkrun has been going in this borough for over a year. Initially located at Homewood Park, it was moved in early 2017 to Ottershaw Memorial Fields. The event takes place every Saturday at 9am and is organised by a team of volunteers. The run averages over 100 runners per week and over 170 people have volunteered since the event started.
- 2.10 The first Runnymede Sportability Festival took place in March 2017 at Royal Holloway University. 8 sports providers delivered inclusive sessions targeted at students with special educational needs and disabilities. The aim was to showcase the inclusive opportunities available locally and all participants received a booklet with details of a range of sports clubs in the local area offering sessions for young people with disabilities. 16 schools attended the event with a total of 148 participants. The event will take place again in 2018 and we are hoping to offer a wider range of activities.
- 2.11 Work has started on the playing pitch strategy for Runnymede. The consultants engaged to do this work aim to have a report ready for the March meeting of this Committee.
- 2.12 Chertsey Museum hosted a number of new exhibitions including the annual fashion exhibition in September 2017 and the St Ann's Hill exhibition was installed in May 2017. Planning is also underway for the 2018 World War I exhibition.
- 2.13 The Museum has continued to develop its outreach work with local schools. Throughout the year, staff are busy delivering sessions linked to the national curriculum, both at the Museum and in schools. Over 80 schools are affiliated to the Museum from inside and outside the Borough.
- 2.14 The Living Well Week ran from Monday 23 September to Sunday 1 October. This coincided with the National Older people's day on 1 October. A full report on the week is attached at Appendix 'A'.
- 2.15 There were 77 activities held during the week, ranging from taster sessions in new activities to poetry workshops and information and advice sessions. A full list of the organisations who participated is included in the appendix. A total of 478 individuals attended an activity which was fewer than last year. However, as there were also fewer activities in the centres this accounted for much of the difference.
- 2.16 Details of feedback from participants, partner organisations and where those who participated came from in Runnymede are included in the appendix. There was very positive feedback on the event and bearing in mind the cost of just under £1,000 this was very good value for money. There was a significant amount of work undertaken by Officers behind the scenes to organise the week and all the organisations provided activities either free of charge or at a nominal cost.
- 2.17 There will be another Living Well Week event in 2018. Officers have already started to consider how this could be improved. For example by opening the activities up to a wider range of age groups. Additional funding might be required in order to facilitate this. Therefore, sponsorship will be sought from local companies like Hodder's Estate Agents who supported the launch event.
- 2.18 The Council is a member of the Arts Partnership which includes Surrey County Council and a number of other Boroughs. This year a range of projects have been

delivered in Runnymede supported by the partnership. This included 'singing picnics', where local primary schools spent a day at Runnymede Pleasure Grounds.

- 2.19 The Junior Citizen event took place in November at Thorpe Park. All the local primary schools sent along their year 6 pupils. Over 700 children took part over the two weeks. The aim of the event is to raise children's awareness of some of the dangers they may face, especially as they step up into secondary schools. Topics covered included first aid, electrical safety, internet safety, stranger danger and water and railway safety. The event was again very well received by the children and teachers and shows the value of partnership working with the Police.
- 2.20 Throughout the year a number of weeks are dedicated to specific community safety topics. This year we again focused on domestic abuse to raise awareness of the problem and encourage more reporting. There has also been support for the Alcohol Awareness Week in November. The Water Safety Awareness launch and campaign took place in June 2017 at Runnymede Pleasure Grounds. Three water safety signs are to be installed at Runnymede Pleasure Grounds in 2018.
- 2.21 Anti-Social Behaviour (ASB) Awareness Week across the county took place in July, where a number of activities were arranged. Runnymede Borough Council and Surrey Police worked in partnership and covered areas of concern during this week.
- 2.22 The Community Development team have helped with the organisation, support and promotion of a number of other events and projects including the Greenfingers competition supported by Squires, Hythe Park picnic and stands at the Chertsey Goose Fair and Black Cherry Fair.
- 2.23 The Partnership and Policy Development Officer has continued to work across the Borough on a range of projects with a number of local organisations. Details of the work carried out under Community First is included in a separate report on this agenda.

3. **Resource implications**

- 3.1 Funding the services and activities identified in this report is provided through the General Fund.

4. **Legal implications**

- 4.1 There are no legal implications identified.

5. **Equality Implications**

- 5.1 There are no equality implications identified.

(For Information)

Background papers

None stated.

7. **COMMUNITY FIRST UPDATE (COMMUNITY DEVELOPMENT)**

Synopsis of report:

This is a progress report on the expenditure to improve the four targeted areas of the Borough. The total funding of £65,000 is split between the HRA and the General Fund for 2017/18.

Recommendation(s):

None. This report is for information.

1. Context of report

- 1.1 The funding for Community First targets communities in Addlestone Bourneside and Addlestone North, Chertsey St Ann's/Chertsey Meads, Englefield Green West and Egham Hythe.
- 1.2 Funding projects from the Community First budget can be split between the General Fund and the Housing Revenue Account if it is working with identified housing residents or areas. If there is no impact on social housing sites then funding comes from the General Fund only.

2. Report

Egham Hythe

- 2.1 The improvements to the Pooley Green Shopping Parade as part of a joint Surrey County Council project has now been carried out for example the improved access to the public pay and display car park to increase usage by customers to the shopping parade. A camera is being installed to monitor anti-social behaviour and fly tipping at the rear of the shopping parade. Planters have also been provided. In addition, the first Frog Island Fair was held in Egham Hythe attracting over 1,000 residents and was well received, with residents asking for a larger fair next year. Pump priming money was provided for the start up of the fair, which will be self funding from 2018 and was organised with the Egham Chamber of Commerce. The wellbeing initiatives have continued to be supported at Magna Carta School which has resulted in the school being invited to the Houses of Parliament to give feedback on their work with pupils and families.

Englefield Green West

- 2.2 The Forest Estate Community Hub in Englefield Green West has just received the Queen's Award for Voluntary Service for all their work on the Forest Estate. Community First funding has helped with the provision of courses on back to employment and improvements to the roof, which was leaking into the kitchen, thus preventing any cooking taking place. For the anniversary of the First World War the memorial plaque in the hub, which was the former Royal British Legion Englefield Green branch, is being refurbished and a new plaque recognising the Royal British Legion Englefield Green branch's gift of the building to the community via Runnymede Borough Council is being provided.

Addlestone Bourneside/Addlestone North

- 2.3 The Parenting Puzzle course has been run at Sayes Court Children's Centre for Housing tenants and residents in Addlestone Bourneside/Addlestone North. Plans for a dementia booklet for Dementia Awareness Week 2018 is being progressed as part of the Addlestone Bourneside/Addlestone North Dementia Friendly Communities initiative.

Chertsey St Ann's/Chertsey Meads

- 2.4 A Door Steps Sports initiative is being provided free for young people in Chertsey and a very successful Goose Fair was also supported in Chertsey town centre to engage with local residents working in partnership with the Chertsey Business Guild. An engagement session was held with residents at Bridge Wharf. However, a proposed portacabin or workshop building for a community space at Chertsey Meads is not being pursued after 3 years of negotiation with A2 Dominion. Part of this saving has funded the emergency roof repairs at the Forest Estate Community Hub.

3. Resource Implications

- 3.1 The total cost of the proposed projects for 2017/18 fall within the £65,000 budget set aside from the HRA and General Fund. The split of the costs between the two budgets has yet to be determined as they are assessed on a case by case basis.
- 3.2 The entire proposed programme for 2017/18 along with the actual and expected outcomes of the projects is detailed in the following table. This may be subject to change if additional projects come in. Costs for some projects are currently only estimated.

Projects Completed	Outcome	Cost
Pooley Green Camera	The shopping parade has been suffering from anti-social behaviour i.e. fly tipping and the camera will provide additional security and reassurance for the shop owners and residents. The camera is currently being installed.	£4,500 (agreed April 2014)
Frog Island Fair	The Community fair was held on Pooley Green in May 2017 with the aim to improve local community cohesion. It was organised by volunteers but there was a need to fund equipment and activities for the day. Some funding has also come from County Councillor Mrs Yvonna Lay. Number of people was approximately 1,000.	£3,000 (agreed April 2017)
Egham Hythe Clubs	Including parent support groups, activity groups, cookery sessions to reduce obesity as the borough has the second highest child obesity rates in the County. The Headspace initiative will start in the New Year. The River Celebration Window Dressing Competition will also take place in the New Year.	£5,100 (£1,500 agreed for headspace in April 2017)
War memorial refurbishment/British Legion plaque	Current memorial is in a poor condition and needs work carrying out on it and re-hanging. The new plaque is to recognise the Englefield Green Branch of the Royal British Legion gifting the building to the community. The memorial is currently with the restorers.	£2,500 (agreed April 2017)

Doorstep Sports Club	Engaging with young people in Gogmore Park to encourage them to take up sports activities. Also filling a gap as the youth centre is currently not open. Up to 25 young people attended each session.	£600 (agreed April 2017 as a pilot)
Englefield Green Hub Roof	Funding towards the repair of the hub roof. Total cost is £10,500. £5,000 of the cost of the roof has come from the saving on the Chertsey Meads portacabin. The work will start in the New Year.	£8,000 (agreed November 2017)
Goose Fair	Contribution from the saving on the Chertsey Meads Portacabin towards the Goose Fair, Chertsey. To improve the sense of community and provide free event for local families and older people who may feel particularly isolated at this time of year. To talk to neighbours and enjoy a wide range of free festive activities and entertainment. Over 1000 people attended.	£1,430 (agreed November 2017)
Resilience Doughnut	Wellbeing Project with Magna Carta School Train parents to discover their own resilience and identify what is needed for their own health and wellbeing How to use language to help their children improve their resilience. How to raise resilient teenagers Parents will also be able to provide peer training to other parents in future years One staff member will be trained to deliver these workshops to future parents. These workshops will start in the New Year.	£2,250 (agreed November 2017)
Parenting Puzzle	Sayes Court Children's Centre parenting course took place in November 2018. The course (including crèche support) gave parents the skills to manage their children, reduce their feelings of isolation and stigma and create an informal network of support. We also have a significant number of referrals that require courses to support positive parenting.	£250 (agreed November 2017)
Total Cost		£27,630

Planned Projects	Outcome	Cost
Dementia Friendly Communities in Egham Hythe/Pooley Green	This will promote dementia awareness to local businesses providing information on how they can be involved. This project will include general information and training and link with the Pooley Green Shopping Parade Traders Association.	£3,900

Egham Hythe Drop In	Use of the Pop Inn Cafe in Egham Hythe to run groups and activities requested by residents at the Frog Island Fair. 250 – 500 people	£3,900
Forest Estate Community Hub events	The hub provides a number of regular activities i.e. cooking club that need funding to cover the cost of staffing and equipment. New activities are proposed for this year and the budget will be used to cover these set up costs. 500 people plus	£6,000
Dementia friendly community initiative in Addlestone	This will promote dementia awareness to local businesses providing information on how they can be involved. This project will include general information and training and link into the new Addlestone One development. 1,000 people plus	£6,000
Chertsey Meads Portacabin	If Chertsey Meads residents do not use the Chertsey Town hub the provision of a portacabin will be investigated on the Bridge Wharf housing development. There are discussions ongoing with A2 dominion on a suitable site.	NO FURTHER ACTION
Runnymede Upskilled	Continue to develop the training and workshops for unemployed people in Runnymede to obtain new skills. Logo competition successfully completed with Magna Carta School.	£6,750
Runnymede Job Club	We continue to support the job club who provide advice and support to unemployed people in the Borough. On average 35 people use the job club each week.	£3,000
River Celebration	Planning for an event in 2018 to celebrate the events and activities that take place along the River Thames throughout the year. Particular focus on Egham Hythe and Chertsey area. 3000 – 5000 people plus. Work has already started on the film on the use of the river for the event and an exhibition will take place at Chertsey Museum	£5,000
Total		£34,550
Overall Cost		£62,180

4. Legal implications

4.1 There are no identified legal implications

5. Equality Implications

5.1 The work in the targeted areas complies with the Council's Equalities Policy and assists marginalised groups.

6. Policy Framework Implications

6.1 The Corporate Business Plan 2016-2020 priorities are:

- To support local people by improving the quality of their lives through developing healthier and safer communities, improving life chances, as well as listening to and representing local people.
- To develop joint working with the voluntary sector, and provide more funding as resources allow
- Improving our economy – including helping older people and families increase their income
- To continue to develop community facilities

6.2 All the Community First projects meet the above priorities.

(For information)

Background papers

Community First Report January 2017

Community First Update June 2017

Task Group Action Plans

8. RUNNYMEDE COMPACT AND STRENGTHENING THE VOLUNTARY SECTOR (COMMUNITY DEVELOPMENT)

Synopsis of report:

The Runnymede Compact with the voluntary sector was established with the approval of the former Community Services Review Board in March 2001. The compact was made with Runnymede Association of Voluntary Services (RAVS) now Voluntary Support North Surrey.

The Runnymede Compact has been reviewed and a new action plan developed.

Recommendation(s):

that the updated Runnymede Compact with the Voluntary Sector be approved and an elected Member be appointed as the Councillor Voluntary Sector Champion for a period of 3 years.

1. Context of report

1.1 The Government published its policy on the Compact with the voluntary sector in November 1998 to provide a framework for the relationship between Local Government and the voluntary sector. The policy on the Compact was updated in 2010 to achieve the following outcomes:

- i) A strong, diverse and independent civil society
- ii) Effective and transparent design and development of policies, programmes and public services
- iii) Responsive and high-quality programmes and services
- iv) Clear arrangements for managing changes to programmes and services
- v) An equal and fair society

- 1.2 The Runnymede Compact with the voluntary sector was established in 2001 with Runnymede Association of Voluntary Services (RAVS), now Voluntary Support North Surrey. Voluntary Support North Surrey represents 303 voluntary and community organisations in Runnymede.
- 1.3 The Government then followed up with a guide for local authorities on Understanding Social Value, which is attached at Appendix 'B'.
- 1.4 The Compact has been reviewed regularly with the voluntary services. However, in view of the current economic climate and the closure of 5 voluntary organisations at the end of March 2017, it was agreed to set up a task group to identify ways to strengthen the voluntary sector in Runnymede and Spelthorne. The task group is chaired by Councillor Mrs Linda Gillham as the need for the task group was identified by the Runnymede and Spelthorne Health and Wellbeing Task Groups, with a few representatives from the voluntary and statutory sector and from the two Health and Wellbeing Groups.

2. **Report**

- 2.1 The revised Runnymede Compact agreement is attached at Appendix 'C' and the task group action plan to strengthen the voluntary sector in Runnymede and Spelthorne is attached at Appendix 'D'.
- 2.2 The Committee is asked to appoint a Member as the Councillor champion for the voluntary sector for three years. They would attend key voluntary meetings (no more than 5 a year). The Champion need not be a Member of this Committee.
- 2.3 Subject to approval, the Runnymede Compact will be reviewed annually with Voluntary Support North Surrey, the Councillor Voluntary Sector Champion and the Partnership and Policy Development Officer in Community Development.

3. **Policy framework implications**

- 3.1 The most vulnerable residents in Runnymede benefit from the services from voluntary and community organisations, for example low income families and older people. The Runnymede Compact supports the following priorities in the Corporate Business Plan 2016 – 2020:
 - support local people by improving the quality of their lives through developing healthier and safer communities, improving life chances, as well as listening to and representing local people
 - To develop joint working with the voluntary sector, and provide more funding as resources allow.
 - Improving our economy – including helping older people and families increase their income
 - To continue to develop community facilities

4. **Resource implications**

- 4.1 The only resource implications are the time commitments from the proposed Councillor Champion for Voluntary Services (five meetings a year), and the Partnership and Policy Development Officer.
- 4.2 By strengthening voluntary and community organisations there will be more services that are volunteer led in Runnymede. Currently over 12,000 residents are registered with voluntary and community organisations supported by Voluntary Support North Surrey.

5. **Legal implications**

5.1 None identified.

6. **Equality implications**

6.1 The Runnymede Compact complies with the Council's Equalities Policy and many of the relevant voluntary and community organisations assist people with the protected characteristics of age and disability in particular.

7. **Conclusions**

7.1 The voluntary and community sector in Runnymede needs to be strengthened after the closure of five Runnymede and Spelthorne voluntary organisations on the 31st March 2017, including Age UK Runnymede and Spelthorne. The review of the Runnymede Compact and the updated action plan is a partnership response with the voluntary sector to help address the reduction in funding available to local voluntary and community organisations and the Council's continued commitment to support the community sector in other ways, not solely financially.

(To resolve)

Background papers

Report to the former Community Services Review Board 15 March 2001.

9. **RUNNYMEDE PLEASURE GROUNDS DRAFT ESTIMATES 2018/19 (RESOURCES)**

Synopsis of report:

To recommend the draft annual estimates under this Committee's remit for 2018/19.

Recommendation(s):

that the proposed financial projection set out in Appendix 'E' be approved.

1. **Context of Report**

1.1 The Committee is asked to consider both the probable budget for 2017/18 and the proposed budget for 2018/19.

1.2 Runnymede Pleasure Grounds (RPG) is a public open space on the banks of the River Thames, mid-way between Egham and Old Windsor. It is held by the Council as Trustee and the Trustee function is delegated to this Committee. It therefore falls upon Members of this Committee to exercise that function in accordance with the terms of the Trust and in its best interests.

1.3 The Council manages the Trust land using the same staff and resources as the Council's own parks and open spaces.

2. **Report**

Budget Setting

- 2.1 The budget is the expression in financial terms of the Trust's policies over the next year and is a statement of intention against which achievement can be compared. The revised 2017/18 and proposed 2018/19 budget for the Trust is set out at Appendix 'E'.
- 2.2 In preparing the budget for the Trust, the same assumptions have been made as those used to prepare the Council's own budgets.
- 2.3 The 2017/18 budget was agreed by this Committee in January 2017.
- 2.4 Nothing has been assumed for the income/expenditure resulting from and proposed redevelopment of the area, as submitted to the meeting of this Committee in September 2017.

Reserves

- 2.5 The Trust currently runs at a surplus as a result of the car parking and other income producing activities located on the land. These surpluses are held in a separate reserve to cover for any unexpected urgent expenditure requirements (for example, for safety reasons). The Trust's reserves were £142,237 as at 31 March 2017.
- 2.6 At its meeting in January 2011, the former Leisure and Environment Committee was informed that it was unlikely to be necessary to carry a reserve in excess of £20,000, but there was some flexibility provided the Council did not allow reserves to simply accrue, whilst legitimate needs of the charity are going unmet. In addition, since the floods of 2014, it was agreed that £40,000 of the existing reserve be restricted in case of future flooding.
- 2.7 At that same meeting, Officers set out a list of potential works that had been outstanding and that could be undertaken using the build up of reserves, subject to future Committee approval. These works have all been put on hold pending the proposals to improve the site.
- 2.8 The £10,000 included in the current and following financial years relating to Professional Fees are for the ongoing consultations with regard to the future improvements to the site.

Fees and Charges

- 2.9 The Trust generates most of its income from Car Parking. Car parking charges have been frozen since 2014/15. It is proposed once again to freeze the charges in 2018/19. The current and proposed fees and charges are set out below:

FEEES AND CHARGES			
PARKS AND OPEN SPACES			
		2017/18	2018/19
		£	£
Car Parking at Runnymede Pleasure Grounds (Includes VAT)			
<u>Per Hour</u>			
Motor Cars/Motorcycles		1.50	1.50
Coaches		2.00	2.00
<u>Per Day</u>			
Motor Cars		6.00	6.00
<u>Per Season (Residents Only)</u>			
Monday to Friday Only, excl. Bank Holidays		50.00	50.00

3. Legal Implications

- 3.1 The Council must clearly differentiate between its role as a local authority and its role as charitable Trustee. In managing a charitable Trust, it must act in the best interests of the charity and must not allow its aspirations as local authority to result in decisions which are not in the best interests of the charity.

(To resolve)

Background papers

None stated.

10. EXCLUSION OF PRESS AND PUBLIC

OFFICERS' RECOMMENDATION that -

the press and public be excluded from the meeting during discussion of the following report under Section 100A(4) of the Local Government Act 1972 on the grounds that the report in question would be likely to involve disclosure of exempt information of the description specified in paragraphs 1 and 3 of Part 1 of Schedule 12A of the Act.

(To resolve)

PART II

Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection

- | | | |
|-----|---|--------------|
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| b) | <u>Confidential Information</u>
(No reports to be considered under this heading) | |

Community Services Committee

Thursday 4 January 2018

Appendices

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Runnymede's Living and Ageing Well Week 2017

Project Sponsors: Surrey County Council and North West Surrey CCG (via PPPF)

Project Managers: Azra Mukadam and Chantal Noble (Community Development Officers, Runnymede Borough Council)

Project background: Surrey County Council developed a programme of work called Living and Ageing Well in Surrey, working closely with partners in health, borough and district councils, voluntary, community and faith organisations, and local people with shared guiding principles and values: to make Surrey the best possible place to live and age well.

To support this, Runnymede put on its first Living and Ageing Well Week (LAWW) in 2015. From the success of the 2015 event, Runnymede has continued to support this event. Now into its third year, the event has developed to take into account partners and participant feedback as such, it was felt that the word 'ageing' be removed from the title to make the event more inclusive. The event was therefore rebranded as 'Living Well Week.' The aim of this event is to increase awareness of the vast array of health and wellbeing focused services in the Borough.

Living Well Week 2017 ran from Monday 23 September to Sunday 1 October, which coincided with National Older People's Day on Sunday 1 October.

Objectives:

- To run a week-long event called Living Well Week from Saturday 23 September to Sunday 1 October
- To use our existing facilities e.g. social centres/halls, local leisure centres, and outdoor spaces for free or as little cost as possible
- To link the successes of last year's intergenerational activities by holding a family fun day to support closing the gap between the generations
- To promote RBC services in areas of deprivation by organising a series of roadshows with information, advice and signposting to our services (e.g. Community Development events, Community Services products, recycling and Get Active 50+)
- To give partners the chance to showcase existing services by providing opportunities to trial tasters sessions
- To work with new partners to expand the range of activities on offer and develop connections with local businesses/organisations
- To source sponsorship to support running of the event
- To produce a booklet detailing all the activities and events on offer during the week and promote across the Borough
- To keep to the allocated budget

Key deliverables:

- To improve awareness of the services available in Runnymede specific to health and wellbeing

- To increase the number of new users to Runnymede Borough Council and partners services or activities
- To keep to the budget
- To close the gap between generations.

Summary of the Event:

In total there were 77 activities across six days ranging from taster sessions to information and advice to afternoon tea and chat, to roadshows. Of these, 31 activities already exist and are well established, and 14 activities were new and were introduced to give variety across the week, and 32 were a combination of information stands and signposting events.

Activities included a cream tea and jazz music event at the Bourne Valley Garden Centre, a led walk and lunch at Manor Farm, intergenerational activities during the launch day, poetry workshop run in partnership with Surrey Arts, Ki Gong, a low impact martial arts exercise class, and a roadshow for more remote areas in the borough.

The remaining activities included information and advice stands, health checks, swimming and low impact exercise sessions, at locations such as Egham Leisure Centre, Addlestone Leisure Centre, Social Centres and community halls.

The following organisations were involved in Living Well Week 2017:

Runnymede Borough Council	All about taste	Surrey Public Health
Surrey County Council	Hodders	The River Bourne Health Club
Sight for Surrey	Salvation Army	Tesco's Addlestone & Egham
Revive Coffee Shop	Children's Centre Bus	Bourne Valley Garden Centre
Body & Brain Yoga & Tai Chi	Voluntary Support North Surrey	Squires
Forest Estate Community Hub (Journey Church)	Chertsey Museum	Gi Kong
St Peters Hospital	Surrey Community Action	Runnymede Arts Society
Knit and Natter	Corner House Runnymede	Arts Partnership Surrey
Stroke Association	James & Thomas Funeral Director	Parkland Manor Nursing Home
Alzheimer's Alliance	Orchid Dementia Centre	Chertsey Friendship Club
St Paul's Church, Addlestone	Achieve Lifestyle	Surrey Fire and Rescue Service
Walking for Health	Wraysbury Skiff & Punting Club	Beacon Church

Marketing and Communications:

Booklet

A 16 page booklet was produced detailing all the activities taking place during the week. 7500 booklets were printed, with approximately 3500 distributed across social centres, GP surgeries, local supermarkets, garden centres, churches, libraries, community halls and leisure centres. The Surrey County Council Localities team were given 500 booklets to take on their visits and Woking Borough Council were sent 200 booklets. 1000 booklets were distributed at the launch day. 2000 booklets were distributed amongst sheltered housing, independent residential homes, civic office staff and partners.

Feedback from partners on the booklet was that it was well designed and easy to read. The questionnaire feedback indicated that the booklet was the most popular method (47.73%) of finding out about what was happening in the week the second was 'word of mouth' (26.52%).

This is a change from the previous year where the booklet and word of mouth were almost equal.

Method of Promotion used	2016	2017
Banners	1.44%	3.03%
Posters	15.11%	6.82%
Booklets	43.17%	47.73%
Website	6.47%	2.27%
GP's Surgery	0.72%	0.76%
Word of mouth	42.45%	26.52%
Social media	4.32%	3.03%
Other e.g. noticeboards, residents assoc. newsletters	1.44%	6.82%

Web Page

A webpage was created on the Runnymede Borough Council website using a friendly, easy to access URL www.runnymede.gov.uk/livingwell. The URL went live from 7 August to 1 October. The main page was designed to be used as a landing page to encourage users to access subsequent pages for each day of activities. Weekly viewing rates varied from week to week but could be linked to the promotional activities that occurred leading up to the event week. Views began to increase from week commencing 4 September; this is when leaflets were posted to IRLs, social centres and partners. Views increased further during the 'roadshow' event. The week before the event, there was a final push to promote the event and this is reflected in the increase of views to the webpage.

Week commencing	Total views	Other promotional activities
21/08/17	10 Viewers	Promoted on E-Letter
28/08/17	2 Viewers	Distribution of Leaflets, booklets
04/09/17	58 Viewers	Distribution of Leaflets, E-Letter, Social Media promotion, banners
11/09/17	99 Viewers	Week of the Roadshow
18/09/17	214 Viewers	Posters & leaflet distribution continued, Twitter, Nextdoor, Hodders posts
25/09/17	73 Viewers	Week of event
Overall total views	456 viewers*	Desktop & Mobile

*All views exclude RBC staff

Twitter, YouTube & Newsletter

Both RBC Twitter pages and the RBC sports and leisure Twitter pages were actively used to push activities across the week. Continual reminders and updates of various activities were tweeted mainly from the sport account.

A montage of events were recorded and shared with residents and partners on the Runnymede website, Facebook page and newsletters post event.

Posters

An A4 poster was produced and some key events and activities were highlighted. 100 posters were printed and placed on council community noticeboards, in GP surgeries, supermarket community boards, coffee shops, community halls, Church noticeboards, village halls and all the social centres.

Banners

8 Banners which were produced last year were displayed in key locations in Runnymede. This included on railings in Addlestone Town, Eileen Tozer, Egham Leisure Centre, Chertsey Museum, outside Sainsbury's Chertsey, River Bourne Health Club, Victory Park, Forest Estate Community Hub and The Hythe hall.

Photography

A Flickr album of photos was taken throughout the week, which can be accessed via the www.runnymede.gov.uk/livingwell URL. Photos were taken by members of the Community Development team and Communications team. Photos can be used for future marketing.

Press releases

An initial press release was sent out in August but was not published. However an article was published featuring the Runnymede Art Society as attending the Runnymede Living Well Week launch event. This was a half-page feature, published in the Surrey Advertiser. The article was published during the week of the Living Well Week on the 29th September.

Local radio

Promotional adverts were posted on Eagle Radio's online community event board.

Local Resident's Association magazines

An A4 advert was placed in the Addlestonian Residents Magazine which was distributed to over 800 residents in Addlestone and a further 200 electronic copies to local organisations and social groups. An A5 advert was taken out on the back cover of the Thorpe Ward Residents Magazine which was distributed to 2,200 houses in the Thorpe Ward.

Sponsorship

We received sponsorship and funding support from Hodders a local estate agent with branches in Chertsey, Ottershaw, Addlestone and Egham. 30 posts were distributed across the borough at a wide range of locations, promoting the event, displaying both Hodders logo, but also with a yellow band with details of dates. Hodders also funded cakes, helium, balloons and bunting that all equated to approximately £100, towards the Launch Event.



All About Taste, a local catering company provided the tea and coffees for free of charge in return for a donation. A total of £183.29 was raised, which has been donated to The Orchid Dementia Centre, a local charity chosen by All About Taste.

Attendance:

The overall attendance was good with approximately 478 individuals attending an activity or event across the week. This includes the Launch Event day activities, information & advice sessions, and the roadshow. This was significantly lower than last year's attendance rate at 740. There were fewer activities this year as we expanded the event to include the Launch Event day and the roadshow. The number of activities the Social Centres offered was also reduced. The justification for this was due to the lack of new membership uptake after the LAWW 2016. Most Centre Managers felt that the impact on the staff and work involved in organising these events did not result in an increase of new membership, and therefore an open day would be more impactful and more focused on new members.

Organiser's feedback

A feedback form for partner organisations was created and made available in paper form and online via Survey Monkey. A total of 40 surveys were sent out with 26 responses.

Partners were asked if they felt that they would be happy to be involved in the event next year, 75% of service providers said 'Yes'.

Organisers were asked for feedback on how the event could be improved in the future; the following response was the most popular:

- Increase promotion and advertising
- More partners involved to appeal to a wider group of people
- Increase the duration of the Launch Event, to attract more people
- A wider range of activities/workshops on offer throughout the week

Participant Feedback

Feedback forms were created for participants of the activities. Returned feedback forms were collated onto Survey Monkey. Of the 478 participants across all activities there were 132 completed surveys.

When asked if participants felt that events like the Living Well Week were beneficial for residents, 100% said 'Yes'.

When asked if participants would continue to take part in activities on a regular basis after attending the Living Well Week 94.5% said 'Yes'.

When asked where participants would like to see or hear the event advertised, the most common responses chosen from a given list were:

- Noticeboards
- Local newspapers
- Social Media

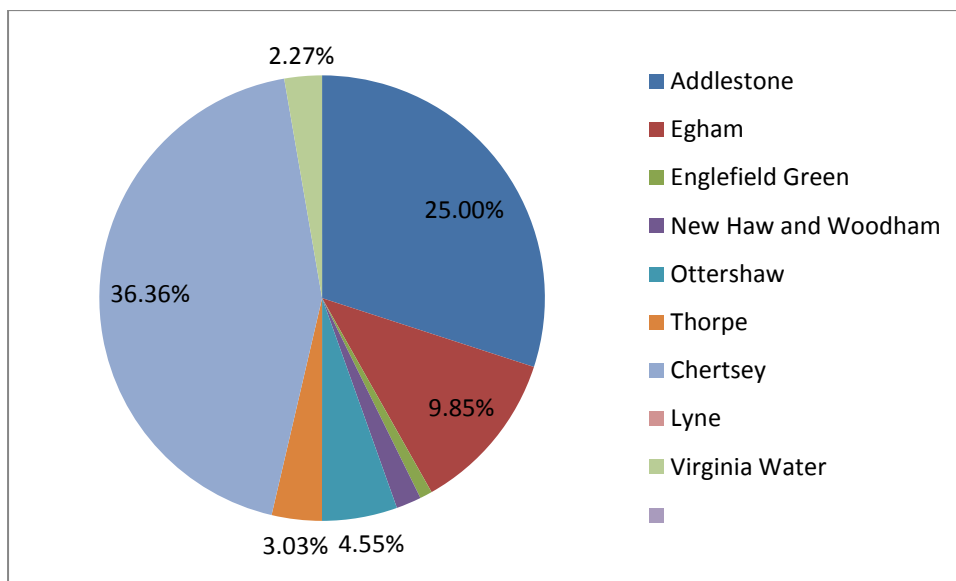
When asked how they felt the event could be improved for the future, the most common responses were:

- More promotion and advertising
- Wider range of activities

Demographics

The majority of our participants came from areas that had the highest number of activities such as Addlestone, Egham and Chertsey (see Fig. 1).

Figure 1. Participant's home own



Out of the 132 respondents 128 people answered the question of 'what age category' they fit into. The largest group of participants were from two age brackets, the 'below' 50s and the 66 -75 age group, both with 32.81%. This shows a shift with a younger age group engaging in this year's event. One of the reasons for this could be the introduction of the Launch Event, which was open to a wider group of residents, but also fewer activities were held at social centres, where most of the older age range would have been represented in previous years.

Age bracket	2016	2017
Below 50	n/a	32.81%
50-65	5.60%	5.47 %
66-75	29.08%	32.81%
76-85	36.22%	23.44%
Over 85	29.08%	5.47%

Budgets:

A total of £998 was allocated using carried over PPP funding, this was largely used for promotion and marketing costs to cover the booklets.

Total spend was as follows:

Photos	£22
Booklets	£625
Face Painter	£50
Banner Vinyl	£12
Uniform	£183
Banner Space (SCC)	£52
Thorpe Newsletter Ad	£55
Total	£998

This year's budget allocations were considerably lower than 2016(£3,000), with this in mind we reused some resources from last year and we also relied on sponsorship support from local businesses, in particular donations for cakes, refreshments and goody bags.

Achievements from Living Well Week 2017:

- Renaming the event to 'Living Well Week' to appeal to a wider demographic of residents; this was achieved and is evident in the survey evaluation
- Took the community transport bus for a roadshow a week prior to the event in areas that were under represented to promote our event but to also gather feedback on services
- Held a successful Launch Event with 21 partners and over 70 visitors participating
- Increased participation of services and activities amongst a younger group of adults (66-75 age groups), than in the past, as indicated in the survey data
- Established good links with Hodders for sponsorship and funding support
- Introduction of Ki Gong at Egham Leisure centre has seen an attendance of 6 members continuously coming to this session since the Living Well Week taster session. The Ki Gong is also due to be introduced to the new leisure centre in Addlestone
- Walking netball had 5 new members attend during the Living Well Week, and they continue to attend every week

- Otago Strength and Balance course was a great success. Funded from Get Active 50+ for 10 people. However, 16 people were interested and so River Bourne Health club are running a second course with their own resources
- River Bourne Health club have seen a slight increase in their Prime Time membership since the Living Well Week overall

Future events:

The consensus from partners was that, funding permitting, it is worth continuing this event in the future with another Living Well Week event during the equivalent week in 2018, with the vision to continue to be inclusive of all residents and age groups.

In principle the event would run with the same structure across the week, using the booklet as the main promotional tool, with the support of social media and resident & church newsletters.

Feedback from the debrief meeting held by the Community Development team concluded that the following points should be considered for future events:

- More support is needed to promote the Living Well Week
- There needs to be a separate campaign for the Launch Event
- With the success of Walk and Lunch at Manor Farm, more support needs to be given to create add-ons to existing classes to encourage new members.
- Local businesses need to be approached for sponsorship
- Promote a wider range of existing activities e.g. self-defence, clubercise, cycling etc.
- Engage with more key partners e.g. GP's and St Peters hospital
- Continue the roadshow to engage with existing groups and partners for example; GP practice managers, Chertsey friendship group, faith groups
- Extend the Launch Event and invite more partners to support the wider remit
- Consider budgeting and sponsorship for more targeted promotions e.g. Facebook campaigns and Royal Mail direct mailing service.

Suggestions from the survey for activities in the future include:

- More purposeful activities that have an outcome i.e. knit poppies for Remembrance Day, knit blankets for new-borns etc.
- Activities to suit all ages
- More arts related activities

Understanding Social Value:



supporting partnership working

A guide for local Compacts and the voluntary sector

March 2014

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About the Compact

[The Compact](#) is the agreement between government and the voluntary and community sector (VCS). It sets out key principles and establishes a way of working that improves their relationship for mutual advantage. It considers areas such as involvement in policy design and consultation, funding arrangements (including grants and contracts), promoting equality, ensuring better involvement in delivering services, and strengthening independence.

As well as the national Compact, most areas in England also have a local Compact, which interprets the principles set out in the national Compact to reflect local need.

About Compact Voice

[Compact Voice](#) works to ensure that strong, effective partnerships are at the heart of all relationships between the voluntary sector and government - locally and nationally.

We provide training, support, advice, and information about better working in partnership to both sectors nationally and locally, represent the voluntary and community sector's interests to government, and champion the principles of the Compact

1. What is social value?

Social value is the term used to describe the **additional value** created in the delivery of a service contract which has a wider community or public benefit – this extends beyond the social value delivered as part of the primary contract activity. For example, a homelessness organisation funded to provide hostel space for the homeless may create additional value by providing routes into employment and training for its service users.

This is a move away from awarding contracts based on lowest cost, and is of particular significance given the increasing pressure on public spending.

The Act requires the identifying of additional social value outcomes, regardless of the service provider. However, definitions of social value may focus on outcomes which are more commonly identified with the VCS.

Engagement between the public and the voluntary sector to jointly agree local definitions of social value can be important in realising the full potential of the VCS as service delivery partners that can deliver maximum social value.

2. The Public Services (Social Value) Act 2012

The Public Services (Social Value) Act 2012¹ places a duty on commissioners in councils, the NHS and other public bodies across England and Wales to consider how they might improve the economic, social and environmental wellbeing – the "social value" – of an area when they commission and procure public services. The Act states that:

“The authority must consider:

- a) How what is proposed to be procured might improve the economic, social and environmental well-being of the relevant area, and
- b) How, in conducting the process of procurement, it might act with a view to securing that improvement.”

2.1 What is covered by the Act?

The Act **only applies to public service contracts and framework agreements** to which the [Public Contracts Regulations 2006](#) apply. Therefore, requirements under the Act only apply to contracts which are valued over EU Procurement thresholds² as set in the 2006 regulations.

The Act **does not** apply to:

- Service contracts awarded by ‘calling off’ from a framework: A framework agreement is a general term for agreements with providers that set out terms and conditions under which specific purchases (‘call-offs’) can be made throughout the term of the agreement³.
- Contracts which fall below EU procurement thresholds
- Mixed services, goods or works contracts, where services are of less value or less incidental to the main purpose of the contract.

While contracting authorities are required to consider social value in contracts over financial thresholds, considering social value in lower value contracts is promoted as good practice in accompanying guidance⁴ New EU procurement rules planned for later this year call on procurement officials to use MEAT (most economically advantageous tender) as a criteria for contract award. This means contracting authorities will be obliged to consider wider social and environmental objectives alongside price and cost when evaluating tenders which are valued over the European Procurement thresholds. This is viewed as a more intelligent

¹ Public Services (Social Value) Act 2012: <http://www.legislation.gov.uk/ukpga/2012/3/enacted>

² For further information about EU procurement thresholds, see: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/267937/PPN_1013_-_New_Threshold_Levels_for_2014.pdf

³ For more information about Framework Agreements, see: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/62063/ogc-guidance-framework-agreements-sept08.pdf

⁴ Cabinet Office - ‘The Public Services (Social Value) Act 2012 – advice for commissioners and procurers’: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/79273/Public_Services_Social_Value_Act_2012_PPN.pdf

approach to procuring services, which are often awarded as smaller contracts for local and specialist services, with long-term community benefit in mind.

Local Compacts⁵ can play an important role in helping to gain commitment to apply the Act in all procurement processes, by including a principle about this in revised Compacts. Compact Voice recommends familiarising yourself with the Act's accompanying guidance⁶ in order to understand all requirements under the Act.

3. Social value and the Compact

The concept of social value has long been embedded in the national Compact. The Compact contains the following definition of social value:

“Social value encompasses a broad concept of value by incorporating social, environmental and economic costs and benefits. This means that as well as taking into account the direct effects of interventions, the wider effects on other areas of the economy should also be considered.”⁷

The Compact offers four specific circumstances in which social value should be considered by public and voluntary sector organisations:

1. Agreeing and measuring outcomes in contracts
2. Policy development
3. Demonstrating social value
4. Decommissioning

These areas will be discussed in greater detail in Sections 4 and 5.

The Compact expands on how social value can be used to underpin effective cross-sector partnership working, by providing principles which enable partners to achieve outcomes together.

4. Requirements on local authorities

The Social Value Act encourages contracting authorities to find innovative and more effective solutions to meet public need through the procurement of services. It asks them to consider the wider economic, social and environmental benefits which could be built into the service specifications or as part of the wider contractual agreement with providers.

⁵ Compact Voice - 'Local Compacts: A User Guide':

<http://www.compactvoice.org.uk/resources/publications/local-compacts-user-guide>

⁶Cabinet Office - 'The Public Services (Social Value) Act 2012 – advice for commissioners and procurers':

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/79273/Public_Services_Social_Value_Act_2012_PPN.pdf

⁷ HM Government – 'the Compact': www.compactvoice.org.uk/about-compact

Adopting a long-term strategic approach to procurement also leads to more cost-effective service provision by tackling multiple issues in the community and for service users. This is particularly important to note in a climate of reduced funding and increased pressure on public services.

Contracting authorities must:

Follow the Act and take reasonable steps to consider whether additional social, economic or environmental benefits can be created through the delivery of a service.

- Social value must be considered in a way that is proportionate and relevant to the service that is to be commissioned.
- Consider the economic, environmental and social benefits of their approaches to procurement before beginning the process.

Recommended best practice:

- Take a value for money approach, rather than lowest cost, when assessing contracts.
- Engage with the VCS from the earliest stage to help shape policies, programmes and services.
- Consult supply markets before formal procurement to develop robust and intelligent specifications.
- Consider the most appropriate form of consultation, accounting for requirements of people and organisations being consulted, size of procurement, and likely impact of procurement.

Other duties supporting the Social Value Act:

- **Duty of Best Value** – The requirement to consider the overall value contributed by providers, with the aim of encouraging greater VCS and SME participation in public services. This applies to commissioning public bodies such as local authorities, police forces, fire authorities and commissioners of transport services.
- **NHS Standards of Procurement** - to assess and benchmark NHS procurement performance and identify areas for improvement, providing a framework for consistent approaches and practices to deliver benefits across NHS procurement performance.

5. How contracting authorities can best achieve social value

The Act's accompanying guidance⁸ makes clear that the legislation is enabling and intentionally flexible so that authorities and communities are able to agree a local definition of social value that best accounts for the needs and specificities of the local area.

⁸ Cabinet Office - 'The Public Services (Social Value) Act 2012 – advice for commissioners and procurers':

Navigating procurement policy can be complicated, and can inhibit local authorities in commissioning more innovative services which strongly consider social value, but may appear more financially risky. This has impacted on the confidence of commissioners and procurement officials to structure procurement processes and contract frameworks to gain the best deal for their communities. A lack of joint up working between commissioning and procurement teams has also been cited as a barrier. These challenges could result in a loss of potential savings and leveraged resources to tackle wider community problems.

To overcome this cultural barrier, the Cabinet Office has introduced initiatives alongside the Social Value Act, to target support to public commissioners, such as:

- The Commissioning Academy⁹ - a development programme for senior commissioners from all parts of the public sector;
- The Cabinet Office's lean standard operating process¹⁰ which places a heavy emphasis on engagement with supply markets before procurement processes commence.

Other helpful guidance includes Social Enterprise UK's 'Working with the Public Sector: Busting the Myths'¹¹ which challenges misconceptions and risk-averse interpretation of procurement policy.

Overall, local authorities are optimistic about the opportunities the Act offers. The 2013 Compact Voice survey found almost 85% of LA respondents agreed that the 'the Social Value Act means public bodies will take the opportunity to fund with long-term community benefit in mind'¹².

This enthusiasm is evidenced in the range of initiatives local authorities have launched since the Act was enforced in January 2013, which include setting up a Social Value Taskforce, creating commissioner toolkits, and issuing social value market statements to communicate desired outcomes to potential service providers.

Some councils have benefitted from creating **a joint social value strategy** with local stakeholders to underpin commissioning and procurement processes. With a local definition of social value, it is easier to identify desired social outcomes and measures which meet local priorities and can be shared across all local commissioning bodies and their procurement strategies. This ensures all activities meet the locally agreed objectives,

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/79273/Public_Services_Social_Value_Act_2012_PPN.pdf

⁹ Gov.uk – 'Publications and guidance on the Commissioning Academy':

<https://www.gov.uk/government/collections/commissioning-academy>

¹⁰ Cabinet Office – 'Lean Sourcing: The Standard Solution': <https://ccs.cabinetoffice.gov.uk/about-government-procurement-service/lean-capability/lean-sourcing/lean-sourcing-standard-solution>

¹¹ Social Enterprise UK – 'Working with the Public Sector: Busting the Myths':

http://www.socialenterprise.org.uk/uploads/files/2013/01/working_with_the_public_sector_busting_the_myths_2013_jan_13_seuk1.pdf

¹² Compact Voice – 'Annual Survey Results Briefing: Social Value':

<http://www.compactvoice.org.uk/blogs/compact-voice/2013/08/07/local-compact-survey-results-2013-briefing-3-social-value>

as well as provide transparent and consistent messaging to service providers and bidders on the expectations of commissioners. Monitoring and reporting on the implementation of the Act will also help contracting authorities to measure the extent to which procurement is taking account of value for money and social outcomes.

Case study: Meaningful engagement for a social value strategy in Knowsley

In preparation for Act in January 2013, Knowsley Metropolitan Borough Council took the initiative to set up a cross-sector partnership board with the local CVS and Chamber of Commerce Housing Trust, to begin to outline a local approach to social value. By engaging early, the partnership board were able to outline initial outcomes and measures which identified with local priorities, and invite feedback from the community. This was developed and discussed with members as part of scrutiny committees on localism and commissioning which led to the agreement of a social value policy statement. The statement is now embedded into the Council's 4 year corporate plan, as well as fully integrated into the Economic Regeneration Strategy, Procurement Strategy and City Region work on securing employment and skills through procurement.

With a strong partnership board established, a review structure is also in place to ensure the social value strategy remains fit for purpose and continues to address local priorities.

This is a good example of adopting a Compact approach by establishing strong partnerships to enable meaningful engagement and collaboration on local strategies, and maintain good communication to best meet public benefit and community need.

For further case study examples of how local councils have used the Act to set up social value strategies, visit the NAVCA website: www.navca.org.uk/socialvaluestrategies.

6. Using the Compact as a tool to engage

Engagement with communities, providers and other stakeholders is important in order for public bodies to understand, define and communicate what social value means locally. Then they can articulate this in a social value strategy which underpins commissioning and procurement approaches.

The VCS is an important stakeholder in this engagement process, as they have expertise across a range of social issues and sectors, and are playing an increasing role in service delivery. With strong community links, the VCS also plays a vital representative role for a range of groups, especially the most disadvantaged and hardest to reach communities. Engaging with the sector will be essential for public commissioners when designing services to tackle issues such as unemployment and economic growth, reducing reoffending and dealing with multiple health and social issues.

The Compact is an important framework to help build strong partnership working between the public and voluntary sectors. Almost every local authority in England is signed up to a local Compact, which sets out agreed principles for a relationship that reflects local circumstances and goals. Whilst many local Compacts can be shown to be delivering tangible benefits for local partners and local people, some local Compacts have suffered from a lack of commitment from one or both partners.

Social value presents an opportunity for areas with inactive local Compacts to consider how to comply with the Act, and undertake complementary measures to reinvigorate their Compact.

Many areas already have an established local Compact group, with cross-sector partnership frameworks in place, and representation for contracting authorities, communities, service users and local service delivery partners. This can be a useful forum to jointly define what social value means locally, and agree on a strategy which identifies social value outcomes and measures.

For further information about how your local Compact can help throughout the commissioning and procurement process, see the Compact Voice guide: **'Understanding Commissioning and Procurement: A Guide for Local Compacts'**¹³.

6.1 Agreeing and measuring outcomes in contracts

Principle 3.6 of the national Compact sets out a clear expectation that public bodies consider social value before initiating a procurement process. It also states that outcomes, including social, environmental or economic value, are “agreed with” the VCS organisations before a contract or funding agreement is made.

One approach, which would be consistent with Compact principles, is seeking agreement on a set of potential social value outcomes for each contract opportunity with potential bidders and service users during the pre-procurement stages. Fostering strong and trusting cross-sector relationships is vital to developing this kind of engagement. The Local Government Information Unit agrees:

“Building social value in a contractual arrangement goes beyond the content of the contract and relates directly to the quality of the relationship between commissioner and commissioned.”¹⁴

Engaging with the VCS can lead to a stronger relationship beyond the scope of service delivery. This can lead to an improved understanding of service users' own identified outcomes which can be built into the contract specifications of a commissioned service. By adopting a partnership approach to commissioning, contracting authorities can produce

¹³ Compact Voice – ‘Understanding Commissioning and Procurement’:
<http://www.compactvoice.org.uk/resources/publications/commissioning>

¹⁴ Local Government Information Unit – ‘Future Service Partnerships: how the private and community sectors can generate value together’: www.lgiu.org.uk/wp-content/uploads/2012/06/Future-Service-Partnerships-how-the-private-and-community-sectors-can-generate-social-value-together.pdf 9

better designed and more responsive services with robust measures to evaluate how far social value outcomes have been achieved.

6.2 Decommissioning

With continued reductions in public spending, public bodies are increasingly having to regularly review their service needs and funding arrangements with providers. As the Social Value Act only applies to pre-procurement stages of contracts of service, public bodies seeking to end a contract are not required by legislation to consider the social impact of decommissioning a service. This **strengthens the need for principles of the Compact to be upheld** during any decommissioning process.

Public bodies should seek advice from relevant voluntary groups on the social, environmental or economic impact of funding changes and assess the impact on their beneficiaries, service users and volunteers before deciding to reduce or end funding for a service.

Principle 4 of the national Compact establishes clear arrangements for managing changes to programmes and services, to ensure full consideration; transparency and communication between partners are followed during the decommissioning process.

Further advice on how to decommission public services delivered by VCS organisations and maintain value for money can be found on National Audit Office website: www.nao.org.uk/decommissioning.

7. Consultation: when and who

Consultation is a key element in identifying priorities, improving understanding of issues and maintaining strong partnership working – and is a core principle upheld in the Compact. Poor consultation practice risks preventing organisations from responding or engaging with policy decisions which affect them, meaning public bodies may not fully understand the depth and breadth of an issue.

Meaningful consultation when commissioning services provides further additional benefits for commissioners to get the most effective and best value deal. It enables commissioners to better understand the supply market and provide notice to suppliers about upcoming procurement opportunities. Potential bidders are then afforded preparation time to meet contract requirements and specifications.

The VCS plays a unique role in being able to share their knowledge and insight into the needs of communities and service users which can then feed into service design. They also have a growing share in the supplier marketplace. In order to fully engage with the commissioning process, VCS organisations require sufficient time to respond and gather evidence for public consultations, while maintaining day-to-day services. It is important that commissioning bodies build this into their timeframes when designing a service or contract, especially when seeking to build in social value specifications.

7.1 Policy development

Principle 2 in the national Compact outlines responsibilities for statutory and VCS partners to ensure ‘effective and transparent design and development of policies, programmes and public services’. In particular:

- **Principle 2.1** states that partners must ensure ‘social, environmental and economic value forms a standard part of designing, developing and delivering policies, programmes and services’
- **Principle 2.3** sets out terms for proper engagement for public bodies to involve the sector at the ‘earliest possible stage to design policies, programmes and services’ and ensure that ‘those likely to have a view are involved from the start and remove barriers that may prevent organisations contributing’
- **Principle 2.4** establishes the expectation for 12 week consultation period to allow partners to consult their stakeholders and produce a considered response. When circumstances prevent public bodies from meeting these requirements in full, reasons should be transparently explained.

Compact Voice’s guidance ‘Ensuring Meaningful Engagement when Consulting’¹⁵ sets out good practice principles to follow to ensure meaningful cross-sector engagement – especially when consultation periods are shorter. These principles should also be considered when including social value in policy development processes.

Case study – Bristol City Council’s commissioning of new Community Transport

By adopting an outcomes-based commissioning process, Bristol City Council was able to engage with service users, providers and other commissioners to design contract specifications for its community transport services. Through representation on the Commissioning Project Board, Bristol’s Compact Liaison Officer identified the need to work with the VCS in this process. The result had multiple positive impacts on the community and future of commissioning in the area, including:

- **Service users identifying their own outcomes** to maintain older and disabled peoples’ independence and to improve overall wellbeing, for a better designed service
- **Commissioners gaining an increased knowledge of outcomes** beyond procuring passenger journeys, with co- development of an outcomes framework with VCS providers
- **Improved relationships between commissioners and providers** leading to increased participation of providers and service users in commissioning processes

¹⁵ Ensuring Meaningful Engagement when Consulting, Compact Voice, 2012, www.compactvoice.org.uk/resources/publications/ensuring-meaningful-engagement-when-consulting

- **Intelligent commissioning** through thorough consultation led to savings in choosing a competitive grants process rather than full procurement, proportionate testing and evaluation of service, and a clearer focus on specific outcomes.

Suggested actions for commissioning authorities

1. Follow the agreed principles of your local Compact; consult at all stages of the commissioning and procurement process.
2. Use your local Compact group to identify VCS partners to engage in social value discussions.
3. Work together to agree a definition of social value for your local Compact or include a commitment in renewed Compacts to this end. Ensure the definition includes desired social outcomes and measures, and the role of VCS partners in achieving these.
4. Ensure interpretations are appropriate and recognise the capacity of VCS organisations to provide social value, as well as considering the quality of bids.
5. Agree a joint social value strategy which is embedded across all procurement initiatives.
6. Consider social value in all services, including lower value contracts; write this in as a revised principle in your local Compact.
7. Regularly view your social value strategy and principles alongside any review of local priorities.
8. Apply social value considerations in the decommissioning of services; include this in your decommissioning strategy.

8. The voluntary sector: engaging with the Social Value Act

The Social Value Act is changing how contracting authorities must assess and account for social value in service contracts, and for the first time has placed a requirement on commissioners to prioritise social considerations and well-being over lowest cost. This has opened the door for VCS organisations to demonstrate their capabilities and achievements in delivering additional social value through service delivery. With social outcomes more easily identified with the voluntary sector, highlighting this maximum social value should be a priority for any VCS organisation bidding for a service contract.

At a time when VCS organisations are increasingly relied upon to deliver public services, the Compact can help to ensure a level playing field, encourage open and honest dialogue

across sectors and establish a foundation for these relationships that ensures both sectors are treated fairly.

8.1 Demonstrating social value

Demonstrating and measuring impact has been a rising issue on the VCS agenda in the last decade. The introduction of the Act has made it all the more important for voluntary organisations to **evidence** how they can deliver value for money and additional social benefits as this could be the difference between winning and losing a contract award. In an environment where the VCS are delivering more public services and with an increased demand for transparency, robust evidence and appropriate reporting is critical to the long-term success and reputation of VCS providers.

VCS organisations should measure and report on agreed outcomes as set by the commissioner and identified in the contract specification. Compact Principle 3.17 outlines the responsibility of VCS organisations to ‘demonstrate the social, environmental or economic value of the programmes and services provided, where appropriate’. Proper monitoring, evaluation and measurement of social impact is beneficial for organisations as it can assist them in making improvements and adopting a more strategic approach to service delivery.

The Compact also places an expectation on public authorities to ensure “that **monitoring and reporting is relevant and proportionate** to the nature and size of the opportunity” (Principle 3.6). VCS providers should monitor the appropriateness of reporting requirements.

In order to provide accurate and appropriate evidence, understanding the contracting authority’s pre-identified outcomes and preferred impact measurement tools, if specified, are essential. Contacting lead procurement officials for further information to better understand contract specifications, and referring to any social value or procurement guidance and market statements issued by the commissioning body is recommended when making your bid application.

Some commissioners have employed other mechanisms to engage with their supplier market such as consultation or ‘meet the buyer’ events. These opportunities enable potential service providers to learn more about the local procurement strategy, process and future contract opportunities. The last is important in giving organisations enough time to prepare resources and capacity to be able to deliver a contract. Moreover this also helps build a stronger relationship with local commissioners so that issues or barriers in the supply market can be more easily addressed.

For more information on demonstrating impact, visit the Prove and Improve website: www.proveandimprove.org/index.php and NCVO’s impact resources: www.ncvo.org.uk/practical-support/impact.

9. Providing a voice for the community and service users

The VCS position in public services is not limited to delivery, they also have a role in advocating on behalf of the groups they represent or have direct engagement with. Engaging in the design and commissioning of services provides an opportunity to inform commissioners about current gaps in service provision and address barriers to access.

Commissioning and procurement are often used interchangeably; leading to the misconception that commissioning only considers contracting services. In fact, commissioning is the process by which a statutory body analyses, plans and reviews how it allocates resources to achieve specified outcomes, while procurement is the purchasing of services.

9.1 Representing your beneficiaries

VCS organisations should recognise and promote the value of their participation in this process of shaping plans for future service provision and social strategies for the local area. In providing a voice for groups, especially the most disadvantaged or marginalised, organisations can help identify service criteria which meet local need. As independent actors in the community with direct access to customer experience of the service, VCS organisations are often well-placed to monitor and inform providers and authorities about the quality of services.

In order to fulfil the advocacy role, VCS organisations should try to engage with local decision-making as early as possible and at every opportunity. This includes monitoring local plans for service provision, attending consultation events and responding to written public consultations. Principle 2 of the Compact outlines the roles and responsibilities of government to ensure effective and transparent design and development of policies, programmes and public services, and for VCS organisations to actively promote and engage in the process. Clear and meaningful consultation processes are an important tool to share local intelligence and address issues which have a direct impact on service users and the wider community. The Compact's recommendation of 12-week consultation timescales (Principle 2.4) allows organisations sufficient time to collect robust evidence and consult with affected groups to provide good quality responses, which should lead to better design of future services. Monitoring the quality of consultation processes is important to hold authorities to account in their duty to consult, and VCS partners should make recommendations for how statutory bodies could remove barriers to engagement and improve redress.

For more information about commissioning and the Compact, see '**Understanding Commissioning and Procurement: A Guide for Local Compacts**'.¹⁶

¹⁶Compact Voice – 'Understanding Commissioning and Procurement: A Guide for Local Compacts': http://www.compactvoice.org.uk/sites/default/files/understanding_commissioning_and_procurement_guide.pdf

9.2 Enabling user engagement

VCS organisations also have a duty to help beneficiaries understand statutory guidance and communications, especially for those who struggle to engage through traditional routes. This involves working with authorities to ensure communications reach affected stakeholders, and use language which is appropriate and accessible. Improved understanding of their rights and expectations of services empowers individuals with a direct voice to engage and feedback on quality of service provision.

Something to consider. . .

It is important to note that public officials often work to rigid timescales with specific desired outcomes to meet, so making it as easy as possible for commissioners and procurement officials to engage with organisations is vital. Clear explanation of the benefits of engagement such as how it will improve the service or local area, and how it will help achieve desired social outcomes is an effective way to frame dialogues and open discussions. Providing relevant and robust evidence in accessible formats is an important part in supporting these activities to further influence change.

10. Creating a joint social value strategy

Reaching a local definition of social value is important for it to be effectively embedded into commissioning and service delivery practices. The Social Value Act is designed so local areas can set a definition that best reflects their distinct characteristics and local priorities, and enables them to shape commissioning and procurement frameworks. VCS involvement in this process is therefore important to ensure it best reflects the changes organisations want to see in their local area.

Section 4 of this guidance highlights various examples of how local commissioning bodies have worked with local stakeholders to create a joint social value strategy. A social value strategy employs the local definition of 'social value' to identify desired social value outcomes and measures to achieve locally agreed priorities and improve the overall wellbeing of the local area. A more concrete concept of social value can be embedded into the local council's corporate policy and practice, and gain stronger commitment through adoption by all local commissioning bodies.

The legislation can lead to further opportunities to discuss wider issues with local authorities, for example how the sector can contribute to the achievement of desired social outcomes and what current barriers prevent taking a greater role in this process. This includes issues in contract frameworks and procurement processes, capacity and resource, and strengthening the relationship between the local statutory bodies and the VCS.

10.1 Using your local Compact to open up dialogue on social value

Local Compact groups have provided a useful forum for local authorities and other commissioning bodies to connect with local VCS partners through an established network. Where a social value framework for the local area has not been decided, using your local Compact to negotiate these discussions can help establish open and transparent dialogue for all partners to meaningfully engage on the issue, as well as strengthen the commitments agreed by signatories in their local Compact. The Compact is also a good tool to strengthen the Act's requirements by gaining a new commitment to extend social value considerations to all procurement opportunities.

Utilising the local Compact group in the process of developing a social value strategy has more far-reaching benefits too. There is no legal requirement for new commissioning structures such as Clinical Commissioning Groups (CCGs) and Police and Crime Commissioners (PCCs) to sign up to their local Compact, however engaging with them on the process of developing a strategy can promote the benefits of local Compact working to them, and encourage them to engage with the voluntary sector as well as the local Compact partnership or steering group. A commissioning body signing up to a local Compact sends a strong message that they are willing to strengthen relationships with local voluntary organisations and continue working collaboratively on future plans for local service provision.

The Social Value Act also provides an opportunity to train commissioners and procurement officers in understanding the Compact. By highlighting the link between implementing both the Act and the Compact, training will help to ensure that commissioners associate Compact compliance with their statutory responsibilities for considering social value.

Case study: London Borough of Sutton Compact Group

Through the development of their new local Compact, the Sutton Local Compact Group widened its representation to **include representatives of all the main commissioning directorates** within the borough.

The revised steering group enabled the development of a number of key projects including a joint initiative to **develop a local framework to measure social value** in the local commissioning process. By using the Compact group as a forum to develop these policies, **the framework will be embedded in all commissioning and procurement activities** in the Borough and supported by all commissioners.

A further additional benefit of engagement through the local Compact group has been the **review of the voluntary sector's role in the community** and the support it will require to strengthen its capacity and meet future challenges.

This has resulted in London Borough of Sutton committing funding and providing premises for the voluntary sector to help meet those needs.

Suggested actions for voluntary and community organisations

1. Work together to agree a definition of social value for your local Compact or include a commitment in renewed Compacts to this end. Work towards a joint definition of social value that reflects the social outcomes desired, and clarify what can be achieved by the VCS.
2. Talk to statutory partners, in particular commissioning teams, about how they understand social value. It may be that contracting authorities have differing understandings of social value and how it should be implemented.
3. Find out what social value frameworks have been established by local public bodies. Where a decision has not been made, seek an opportunity to jointly agree an approach that accounts for locally agreed priorities.
4. Remind signatories of their commitment to ensure reporting expectations are reasonable and proportionate.
5. Recognise that a requirement to collect accurate information on the social value you provide is reasonable.
6. Gain commitment from statutory partners to extend the requirement for considering social value to all procurement opportunities.
7. Train commissioners and procurement officers in understanding the Compact, and highlight the link between implementing both the Act and the Compact.

For further information and support about understanding and implementing your local Compact effectively, read Compact Voice's comprehensive toolkit '**Local Compacts: A User Guide**'¹⁷. This includes guidance on establishing and conducting Compact groups, revising your local Compact, establishing an implementation/action plan, and on topics such as influencing the new health landscape.

¹⁷ Compact Voice – 'Local Compacts: A User Guide':
www.compactvoice.org.uk/resources/publications/local-compacts-user-guide

11. Further reading and resources

(This is by no means an exhaustive list, but highlights some of the useful guidance available on the Act and social value more broadly)

Cabinet Office

- ‘Public Services (Social Value) Act - one year on’:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/275719/Public_Services_Social_Value_Act_-_One_Year_On.pdf
- ‘Procurement policy note 10/12: The Public Services (Social Value) Act 2012’:
<https://www.gov.uk/government/publications/procurement-policy-note-10-12-the-public-services-social-value-act-2012>

Legislation.gov.uk

- ‘The Public Services (Social Value) Act 2012’:
<http://www.legislation.gov.uk/ukpga/2012/3/enacted>

Locality

- ‘Approaches to Demonstrating Social Value’: <http://locality.org.uk/wp-content/uploads/approaches-to-demonstrating-social-impact-2013-03-07.pdf>

NAVCA

- Social Value Briefings: <http://www.navca.org.uk/socialvaluebriefings>

NCVO

- KnowHow NonProfit overview:
http://knowhownonprofit.org/funding/service/themes-issues/the_public_services_social_value_act_2012
- NCVO blog ‘What is the Social Value Act’:
<http://blogs.ncvo.org.uk/2012/07/02/what-is-the-social-value-act/>

Pioneers Post

- ‘The Pioneers Post Quick Guide to the Social Value Act’ (courtesy of Unity Trust Bank and law firm BWB): <http://www.pioneerspost.com/publications/20130613/the-pioneers-post-quick-guide-the-social-value-act>

Social Enterprise UK

- ‘Public Services (Social Value) Act: A brief guide’:
http://www.socialenterprise.org.uk/uploads/files/2012/03/public_services_act_2012_a_brief_guide_web_version_final.pdf
- ‘The Social Value Guide: Implementing the Public Services (Social Value) Act’:
http://www.cips.org/Documents/Knowledge/social_value_guide.pdf

COMPACT WITH THE VOLUNTARY AND COMMUNITY SECTOR OPERATING IN THE RUNNYMEDE AREA

VOLUNTARY SUPPORT NORTH SURREY (VSNS) AND RUNNYMEDE BOROUGH COUNCIL

The purpose of this document is to place on record the resolve of Runnymede Borough Council to work in partnership with voluntary and community organisations for the benefit of the people of Runnymede. The Compact was developed as a result of consultation with local voluntary and community organizations in 2002, and is subject to annual review.

Reviewed and updated August 2017

The Council

Runnymede Borough Council values the services and assistance provided by voluntary and community organisations for Runnymede residents. The Council wished to develop an agreement with the voluntary sector to enhance working relationships with voluntary organisations and reduce the uncertainty regarding long-term funding for those groups reliant on grant aid from the Council.

The Council recognises that relationships go wider than commissioning, contracting and grant aid processes. The quality of our relationships is indicative of how we can work together for the maximum benefit of Runnymede citizens and communities. We believe the best outcomes for the people and communities can only be achieved by positive and collaborative working relationships and partnerships within, and between, the sectors. We welcome additional public sector partners.

The Council:

- also recognises the independence of voluntary organisations, and the self sufficiency of some groups operating in the area.
- has reviewed the Grant Aid process with the voluntary sector and agreed to 3 year service level agreements with voluntary organizations receiving core grant aid. We will publicise information about all types of funding opportunities and we will allow realistic, and clearly communicated, timescales. When this is not possible, we will explain why this is the case.
- Service level agreements with the voluntary sector will require trustee training information on a yearly basis.
- agreed payments to voluntary organisations will be made within 30 days of the 1st April 2017.
- agreed an impact analysis will be carried out on beneficiaries, service users and volunteers before deciding to reduce or end funding.
- will seek to support the VCS in ways other than funding. This support will differ between partners and may include, for example, good practice dissemination and development.
- will continue to provide 'support in kind' to the voluntary sector such as letting premises to voluntary organisations and where possible meeting facilities will be provided free of charge.
- is committed to working with voluntary and community organisations and other partners, including North West Surrey CCG and Surrey Heartlands, and Surrey County Council (Adult Services and Children's Services), in such a way that planning initiatives can be taken forward effectively. To facilitate this, the Council will ensure that any relevant information is shared with voluntary and community

organisations in sufficient time to enable meaningful consultation, which will potentially affect the existing and future provision of services.

- will further commit to ensuring that due weight is given to the views of the voluntary sector, including the cost implications of Borough initiatives for voluntary/community organisations.
- has signed up to the shared principles of the County Compact (attached to this document). In view of this the Council agrees to overtly recognise all contributions from voluntary and community groups. In addition, voluntary and community groups which challenge and question Council policy, should not be penalised for so doing. This is a reflection of the value attributed by the Council to honest, open and respectful relationships.
- will explore the feasibility of employee volunteering.
- will find provide training placements on courses provided for the council that are not 100% full.
- will promote voluntary and community organisations and their events.
- will sponsor the start up of the Social Media Awards run by Royal Holloway for the Voluntary and Community organisations starting in February 2018.
- will seek approval to appoint a Runnymede Voluntary and Community Sector Champion
- agreed the Compact will be reviewed annually with Voluntary Support North Surrey, as the representative for the sector as a whole.

The Voluntary Sector

The Council asked Runnymede Association for Voluntary Service (RAVS) now Voluntary Support North Surrey (VSNS), an independent body, to facilitate the consultation process for this agreement. VSNS is also the main communication link and means of developing closer working relationships with voluntary/community groups for the North West Surrey Clinical Commissioning Group and Surrey County Council. In return the Council agrees to core grant aid for RAVS to secure the organisation's future participation in all aspects of the community care planning process

Equally VSNS on behalf of the voluntary sector:

- Recognises that the Council will be subject to financial constraints in considering grant aid applications.
- Will respond constructively to appropriate opportunities for co-production.
- Understands that the Council when awarding grant aid has a statutory duty to monitor the effective use of the money by the recipient organisation.

- We will facilitate feedback from users and communities to help improve delivery of programmes and services and ensure that consultation responses accurately reflect the views and experiences of users / communities
- Will deliver a programme of trustee training to ensure that trustees have the appropriate skills and therefore voluntary and community organisations are fit for purpose and sustainable in the long-term. Ongoing promotion of the training, so that charities and voluntary groups are aware of the support on offer eg business planning and risk planning.
- To encourage trustees to reflect on how they work together and how decisions are made, and to provide best practice examples of how difficult situations can be handled eg reducing services as a result of losing funding instead of closing the organisation.
- To promote and train the voluntary and community sector in North West Surrey, in crowd funding and other essential digital funding solutions for
- To work with corporates to provide trustees or mentoring for trustees, and training for Chairman to be as effective as they can.
- To promote best practice in fundraising, volunteering and communications eg voluntary and community organisations to have fundraising strategies in place.
- To hold a comprehensive database of all trustees in the local voluntary and community organisations.
- To be open and transparent about reporting, recognising that proportionate monitoring is an aspect of good management practice and a reasonable expectation of distributors of funds

The Council requests that voluntary organisations will endeavour to promote equality of opportunity and non-discriminatory practices in access and provision of services, access to premises and information for people with special needs, black, minority and ethnic groups. In addition, to data protection and social media policies in place.

Partnership

The Council and the voluntary sector in Runnymede will work together.

- To strengthen the voluntary, community organisations/groups, and work on action plan to achieve this with appropriate partners
- Encourage voluntary and community organisations to work together to make joint or consortia bids for the benefit of service users.
- To promote the use of social media eg Facebook, and the provision of websites for even the smallest charities so they have a presence and residents know what they provide.

- To develop a fundraising strategy for Runnymede eg include fundraising opportunities for charities at community events eg Frogs Island Fair, Black Cherry Fair, Chertsey Show, Egham Royal Show. Promote the Tesco Bag Scheme more etc.
- Run a social media campaign 'Support Your Local Charities' and ask large organisations in Runnymede to support small local charities as well as national charities.
- To resolve issues, which affect the community and identify emerging needs, and promote the Royal Holloway Community Research Hub to help survey what is needed.
- Ensure that planning and the provision of services complements and supports the Corporate Plan, and in particular the objectives of the Runnymede Health and Wellbeing Task Group.
- Identify additional sources of funding and make bids to achieve community and voluntary sector development.
- Work within a framework of best value in the delivery of services to local people

Compact is relevant to all VCS groups – large or small – and public sector organisations working in Runnymede and is our shared responsibility. Its successful implementation depends upon co-operation between those in the council and the VCS.

Declaration of Interests We acknowledge that there may be occasions when it will be necessary to declare an interest. Organisations will be guided by their own procedures and good practice guidelines when this is the case.








Resolving Disputes Each organisation will have its own complaints resolution process. This section relates purely to those disputes about Compact Compliance. We aim to resolve disputes about Compact compliance as early as possible. This is because disputes can be damaging to relationships and can result in wasted resources. Disputes involve interests that are negotiable. It is possible to find a solution that at least partially meets the interests and needs of both parties. However, in cases where it has not been possible to resolve a dispute in a timely and satisfactory way a dispute may lead to a formal complaint via the existing complaints procedure of an organisation. Partners accept mistakes can happen and will respond positively when this is highlighted. Sometimes this may mean changes to processes.









Surrey Compact Shared Principles




- Relationships between us need to be honest, open, and respectful.
- Voluntary action and community involvement is essential to improving the quality of life in Surrey.
- We value the diversity within sectors, and the differences between them.
- We acknowledge each sector has its own constraints and responsibilities.
- Both sectors agree to value and respect the independence of the voluntary and community sector.
- Contributions from all sectors, and sections of communities, have equal value in our joint working and partnerships.
- We all have a right to question, challenge and contribute to matters that affect us without penalty.

Action Plan for Strengthening the Voluntary and Community Sector in Runnymede and Spelthorne

TARGET	PROJECT LEAD	ACTION	UPDATE	PERFORMANCE
				Red = failing to meet target Amber = at risk need intervention/remedial work Green = progressing Black = complete
<p>Hold a list of vulnerable charities and community groups</p> <p>Review of the Runnymede Compact with VSNS</p> <p>Set up a comprehensive database of trustees</p> <p>Training for Chairman and trustees to include Resident Associations, to improve management board, decisions, provide fundraising strategies, (set up friends of if necessary), and risk management plans. Make the training sustainable by train the trainers</p>	<p>ALL</p> <p>SUZANNE/SOLETTE/ARTHUR</p> <p>SOLETTE</p> <p>SUZANNE/SOLETTE</p>	<p>Review their situation at each meeting</p> <p>Council committee item drafted.</p> <p>Office Manager to access charity lists from the Charity Commission and contact the charities for individual emails.</p> <p>Funding of £1000 to be provided by Runnymede Borough Council and £1,000 funding to be provided by SCC</p>	<p>More information being found out about vulnerable charities</p> <p>Awaiting Runnymede Borough Council Committee approval</p> <p>Ongoing</p> <p>Solette commissioning the training, which will be attended by all members of the task group for future sustainable training</p>	<p>G</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p>

<p>Mentoring for Chairman to be provided individually and at the trustee network meetings</p>	<p>SOLETTE/ARTHUR/ED BAKER</p>	<p>Volunteer mentors to be identified including other chairman with experience of a similar situation</p>	<p>Agree ways of recruiting mentors</p>	
<p>Spare spaces on general training courses to be offered to voluntary organisations</p>	<p>SUZANNE</p>	<p>Awaiting response from Runnymede Borough Council Human Resources</p>	<p>Suzanne chasing up</p>	
<p>Crowd Funding training to voluntary organisations</p>	<p>SUZIE TOBIN</p>	<p>Suzie Tobin providing training to voluntary organisations on how to set up a crowd funding page</p>	<p>Ongoing</p>	
<p>Website and/or Facebook page for each charity/community group to be updated at least monthly</p>	<p>SUZIE TOBIN/ SOLETTE/ SUZANNE</p>	<p>Suzie Tobin is working through a rolling programme of charities who need help.</p>	<p>Ongoing</p>	
<p>Donate button to be added to each charity website</p>	<p>SUZIE TOBIN</p>	<p>Suzie has researched the best provider for the donate button</p>	<p>Ongoing</p>	
<p>Spelthorne Annual Charity Event</p>	<p>SOLETTE/JOANNE</p>	<p>Event being organised on the 9th November 2017 on the benefits of companies working with charities</p>	<p>Ongoing</p>	
<p>Runnymede and Spelthorne Councillor Voluntary/ Community Champions to be appointed</p>	<p>JOANNE/SUZANNE</p>	<p>Report to go to the Runnymede Community Services Committee to request s councillor Voluntary/Community Champion Spelthorne</p>	<p>Waiting committee approval</p>	

Letter to Philip Hammond MP regarding the Charity Commission Charging Charities	CLLR LINDA GILLHAM /SUZANNE	Letter sent to Philip Hammond MP	Response from Philip Hammond MP received. Now awaiting Charity Commission consultation	
Refresh of the Surrey Compact needed and an event to promote the Surrey Compact.	SUZANNE	Information sent to Saba Hussain	Suzanne is now on the Surrey Compact Custodian Group	
New voluntary sector Social Media Awards	SOLETTE/SUZANNE/ PHIL SIMCOCK	New Social Media Award category to be included in the Runnymede Volunteering Annual Awards	Awaiting appointment of new Head of Media Studies at Royal Holloway	
Press release for the launch of the Facebook and Twitter guides for Get Surrey. Copies to the borough councils to advertise.	SOLETTE	Press Release to Bet Surrey and borough councils	Press release awaited	
Run a social media campaign to support Runnymede and Spelthorne charities	SOLETTE/SUZIE TOBIN/JOANNE/ /SUZANNE	Campaign to be prepared to run throughout 2018	Set up a Sub-group meeting	
Legacies	SOLETTE/SUZIE	Solette to approach Helen Harvey for advice	Awaiting feedback	
Partnership working with shopping mall managers	RONNIE SPARRY	Ronnie Sparry to make contact with the shopping mall managers	Awaiting feedback	
Financial sponsorship of charities by businesses	RONNIE SPARRY	Extension of the corporate volunteering work	Ongoing	
Tourism as an income generator for charities	DISCUSS AT THE NEXT MEETING	Discuss at the next	Discuss at the next	

Employee volunteering being explored by RBC	Runnymede/Spelthorne Borough Council Human Resources	meeting Human Resources are submitting a committee report	meeting Awaiting committee approval	
Runnymede Borough Council and Spelthorne Borough Council to promote voluntary organisations and their events	JOANNE/SUZANNE/ SOLETTE	Waiting to be approached by voluntary organisations	Solette promoting amongst voluntary organisation	
Involvement of the Royal Holloway Research Hub	SOLETTE	Solette to ask the Royal Holloway Hub what research they are able to carry out	Awaiting feedback	

RUNNYMEDE PLEASURE GROUND

Registered Charity Number 305021

Financial projection for the financial years 2017/18 and 2018/19

2016/2017 Actual £	Notes	2017/2018 Estimate £	2017/2018 Probable £	2018/2019 Estimate £
<u>Incoming resources</u>				
83,456	Car parking	85,900	88,200	88,200
35,238	Rents and leases	35,745	36,340	36,340
974	Interest on Internal Investments	300	669	878
<u>119,669</u>	Total income	<u>121,945</u>	<u>125,209</u>	<u>125,418</u>
<u>Expenditure</u>				
1,800	Wages & Salaries	1,900	1,900	4,000
22,381	Premises related expenses	33,968	33,826	28,992
26,193	Grounds maintenance	19,503	19,790	19,850
1,338	Transport expenses	1,140	1,130	1,140
870	Insurance	891	963	985
16,552	Professional fees	10,000	10,000	10,000
4,998	Equipment	3,610	3,610	3,610
<u>74,132</u>		<u>71,012</u>	<u>71,219</u>	<u>68,577</u>
27,200	Administrative recharges	26,500	26,500	29,200
<u>101,332</u>	Total expenditure	<u>97,512</u>	<u>97,719</u>	<u>97,777</u>
<u>18,337</u>	Net movement in funds for the year	<u>24,433</u>	<u>27,490</u>	<u>27,641</u>

Notes

- 1) Professional fees associated with planned improvement work proposals
- 2) Nothing has been assumed for the income/expenditure resulting from any proposed redevelopment of the area as submitted to the Community services committee in September 2017 which will start in 2019/20

Balance Sheet projections

31 Mar 2017 Actual £		31 Mar 2018 Original £	31 Mar 2018 Probable £	31 Mar 2019 Estimate £
Current Assets				
142,237	Cash at Bank	142,237	169,727	197,368
<u>142,237</u>		<u>142,237</u>	<u>169,727</u>	<u>197,368</u>
Funds of the Charity				
102,237	Unrestricted	102,237	129,727	157,368
40,000	Restricted - For any future flooding event	40,000	40,000	40,000
<u>142,237</u>		<u>142,237</u>	<u>169,727</u>	<u>197,368</u>