

# Community Services Committee

Thursday 9 January 2020 at 7.30pm

Council Chamber  
Runnymede Civic Centre, Addlestone

## Members of the Committee

Councillors N King (Chairman), M Adams, T Burton, I Chaudhri, D Clarke, S Dennett, M Harnden, A Neathey, J Olorenshaw and S Walsh.

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 Clare Pinnock, Democratic Services, Law and Governance Business Centre, Civic Centre, Station Road, Addlestone (Tel. Direct Line: 01932 425627). (Email: [clare.pinnock@runnymede.gov.uk](mailto: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](http://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.

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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

### PART I

#### Matters in respect of which reports have been made available for public inspection

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### PART II

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

- a) Exempt Information
13. LEASE RENEWALS AT THE ORCHARD, CHERTSEY 120
- 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. PRESENTATION**

There will be a presentation by Sarah Corn, the Curator of Egham Museum on '@ the Lit'.

**3. ELECTION OF NEW VICE-CHAIRMAN**

The Committee is asked to elect a Vice-Chairman to replace Councillor Scott Lewis who has now been appointed to the Housing Committee and is no longer a Member of this Committee.

**4. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP**

**5. MINUTES**

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 7 November 2019, as attached at Appendix 'A'.

Runnymede Borough CouncilCOMMUNITY SERVICES COMMITTEE7 November 2019 at 7.30 pm

Members of the

Committee Present: Councillors N King (Chairman), S Lewis (Vice-Chairman), M Adams, T Burton, D Clarke, S Dennett, M Harnden, J Hulley and A Neathey.

Members of the

Committee absent: Councillor J Olorenshaw

307. FIRE PRECAUTIONS

The Chairman read out the Fire Precautions.

308. PRESENTATION – THE AIR LEAGUE

The Committee received a presentation by Mr Nick West, the Chief Executive of The Air League, who were celebrating their 110<sup>th</sup> Anniversary. Mr West gave a brief history of the League which had started life as The Aerial League of the British Empire; their patron was Prince Philip, Duke of Edinburgh and in 1938 they had founded what was now called the Air Training Corps.

The Air League promoted aviation and aerospace through scholarship programmes; including 'Soaring to Success' which was the main focus of the presentation. Through a series of activities and other initiatives, the League sought to encourage people, particularly young people aged between 14 and 18 years, to engage with and be excited about aviation, either informally or by actively pursuing a career therein. A case study with Barnsley Metropolitan Borough Council was outlined to the Committee and the aspiration was to start a similar project with Runnymede. Feedback from Barnsley's participants had been very positive with 73% of the students saying they were likely to consider a career in aviation following the event.

The Committee was keen to become involved with the Air League projects. For example through the newly formed Youth Club in Chertsey. The Chairman of the Committee confirmed his intention to seek funding for a Runnymede 'Soaring for Success' programme in liaison with Officers from Planning Policy and Economic Development and to keep Members updated.

309. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP

The Group mentioned below had notified the Chief Executive of its wish that the change listed below be made to the membership of the Committee. The change was for a fixed period ending on the day after the meeting and thereafter the Councillor removed would be reappointed.

| Group        | Remove From Membership | Appoint Instead     |
|--------------|------------------------|---------------------|
| Conservative | Councillor S Walsh     | Councillor J Hulley |

The Chief Executive had given effect to this request in accordance with Section 16(2) of the Local Government and Housing Act 1989.

310. MINUTES

The Minutes of the meeting of the Committee held on 12 September 2019 were confirmed and signed as a correct record.

311. DECLARATIONS OF INTEREST

Councillors T Burton, D Clarke and M Harnden declared non-pecuniary interests in the report concerning the Grant Aid Funding Review. Councillors Burton and Clarke were Council appointed representatives on Voluntary Services North Surrey and Councillors Clarke and Harnden were Council appointed representatives on Runnymede Access Liaison Group.

312. GRANT AID FUNDING REVIEW

The Committee considered grant aid funding to four local organisations providing valued voluntary services in North Surrey/Runnymede. These were Citizens Advice Runnymede and Spelthorne (CARS) (Core Grant, Home Visiting and Rentstart), Voluntary Support North Surrey, Surrey Community Action and Runnymede Access Liaison Group. The total sum shared between these organisations was £159,415, plus £28,250 in Rent Grant Aid.

Members reviewed the work that each organisation carried out and assessed their contribution to the borough's residents.

In respect of CARS, the Committee reflected on the wide range of issues that affected residents and the type of advice sought in the context of changed legislation and economic factors. It was noted that 46% of enquiries received by CARS were regarding Benefits, 11% concerned Housing, 9%, Debt and 7% employment. These were the top 4 areas where advice and assistance was provided with an holistic approach to problem solving, in person and by telephone. Officers advised that a number of their clients presented with multiple problems and a significant proportion experienced poor mental health which affected their ability to cope in a changing world. Demand on CARS had increased as a result of welfare reform and the introduction of the Homelessness Reduction Act 2017; nevertheless CARS had managed to gain £351,710 for residents in successful benefit and credit claims/tribunal awards.

Unfortunately, CARS was operating with a substantial deficit of between £40,000 - £50,000 per annum owing to the increased demand but without extra funding, changes in staff and a lack of accounting expertise amongst the volunteers. However, Members recognised the value of their work and wished to support them further by not reducing their funding by £19,000 from the Home Visiting Service as originally suggested but allowing them to redirect that funding to their core service, provided a greater degree of stability and resilience was built into their operation. It was agreed that the new manager of CARS would be invited to give a presentation on their core service to the Committee at its scheduled meeting on 12 March 2020 and the Chairman of the Community Services Committee would write to CARS regarding the accounting and budgetary issues raised at the meeting.

In respect of the proposal to reduce the funding to CARS Rentstart Service, Members concurred that the current service was not as effective as it could be and that the funding should be gradually reduced, in the first instance by £14,143 and the full allocation of £21,215 in subsequent years. It was thought that Officers in Housing Solutions might be able to utilise the Rentstart saving, subject to a business case prepared by the relevant Housing Manager being approved by the Housing Committee at a later date.

With regard to Voluntary Support North Surrey (VSNS), Members recognised their valuable role in supporting the Voluntary sector through advice, training, advocacy and promotion of

volunteering and voluntary organisations. Officers advised that VSNS assisted approximately 400 local organisations providing services to 12,000 residents in Runnymede in 2018/19. They had also registered 259 volunteers and brokered 1,000 days of corporate volunteer days. In terms of funding, the Committee was given a breakdown, including the sum of £31,000 awarded by Runnymede Borough Council. Their total funding amounted to £182,949 per annum. However, there was a shortfall in match funding from central government and the Committee agreed that for 2020/2021 to 2022/2023 an additional £3,000 would be paid directly to VSNS, £2,000 of which would be funded from the annual saving on the disestablished Surrey Community Action Halls Administrator post.

Members agreed that the monetary value of volunteers per annum across the sector which was estimated to be approximately £443,000, represented excellent value for money. To investigate other ways of making savings, Officers were asked to discuss opportunities for more linkage between VSNS and CARS. For example, the potential for sharing premises was suggested.

Officers reported that through discussion it had been identified that Runnymede Access Liaison Group needed to update their website as required by their service level agreement with the Council. To assist them, Members agreed a sum of £2,000 as a one-off payment.

Officers had identified a potential use for some of the savings on the Grant Aid budget amounting to £21,215 for a Homelessness initiative, the details of which would be presented to the Housing Committee by the Housing Solutions Manager at a later date. The Committee was content to recommend that Corporate Management Committee be requested to consider setting aside the savings identified for this purpose.

**RESOLVED that –**

- i) the grant aid sum of £25,000 for the Citizen's Advice Runnymede and Spelthorne (CARS) home visiting service be redirected to their core service;**
- ii) the saving of £14,143 on the current financial year's Grant Aid budget to Runnymede CAB Rentstart be noted;**
- iii) the shortfall on match funding for Voluntary Support North Surrey (VSNS) of £2,000 over the next three years be made up by the £2,000 per annum saving from the Halls Admin post from 2020/2021;**
- iv) the Runnymede Access Liaison Group (RALG) be awarded an additional £2,000 in 2019/2020, only to be used for website support; with a yearly service level agreement so there is an annual review of the service provided, in line with usual practice; and**
- v) Corporate Management Committee be requested to set aside the savings identified in ii) above, and £21,215 per annum, for any proposals agreed by the Housing Committee to address the needs of the Council and those households encountering housing issues such as homelessness and sustainability of tenancies in the private sector**

313. PREVENT STRATEGY – UPDATE

The Committee was asked to approve the Council's Prevent Strategy, first introduced in 2015 to comply with the statutory provisions of the Counter Terrorism and Security Act, and updated by Applied Resilience in consultation with the Council's Community Safety Officer, following a recent review.

Members recalled that the Prevent Strategy sought to intercept people vulnerable to being radicalised before any criminal activity took place. Such individuals were assessed by a 'Channel Panel' who would carry out a risk assessment with a view to supporting someone referred to the panel, diverting them from being drawn into terrorism, as defined by the Act and interpreted locally by the Strategy.

In a local context the Strategy impacted on the Council's Safeguarding Policy, Human Resources (provision of mandatory training), and Procurement; including the use of Council owned facilities. Members were interested in the training available and asked Officers to provide the Committee with details of refresher training on the Prevent Strategy which was going to be renewed in 2020/2021.

Officers reported that only minor changes had been made to the Strategy, but agreed that all changes would be 'track changed' when next reviewed in 2021 so as to be easily identified. Officers also agreed to modernise the document's appearance.

Some Members expressed concern that the Strategy did not sufficiently reflect the recent increase in incidents of far right extremism, citing some personal experience and asked Officers to examine how it was being combatted in other boroughs. Officers were also asked to gather information regarding community engagement in this context and to contact Applied Resilience or Inspector Pinkerton for local profiling intelligence on local organisations in this regard and report back to the Committee.

The Committee discussed what level of threat terrorism had in the borough and instructed Officers to check how many and the nature of referrals made since 2018 in the borough and circulate details to the Committee (any personal information redacted).

The majority of the Committee was content to approve the Strategy but considered that its existence was not well known and asked Officers to liaise with the Communications team regarding the Prevent Strategy's profile on the Council's website.

**RESOLVED that –**

**the updated borough's Prevent Strategy be approved**

314. FEES AND CHARGES – COMMUNITY SERVICES AND COMMUNITY DEVELOPMENT 2020/2021

The Committee's approval was sought for the proposed fees and charges within their remit for 2020/2021.

Members noted that the Council's fees and charges took into account current market conditions, local competition, the likely yield of any fee increase and on-going savings targets and the revenue reduction programme.

There were no major changes in the proposed fees, most being increased by an average of 2%, although some fees were not increased to stimulate demand. For example the yellow bus service and the majority of fees and charges relating to Chertsey Museum.

The Committee discussed the pilot of a new charging structure for the two Council owned Community Halls and some Members reported some drop in usage by local organisations whose feedback suggested that they did not benefit from the new charging packages and deposit requirements. The alcohol policy was also called into question as having a detrimental effect on business. Therefore, Officers were requested to provide the Committee with the actual yield figures and occupancy levels for the Community Halls and details of the new software and bookings system recently introduced into Customer Services. Officers would also provide Members with an update on the one year pilot of the



Community Halls Review as at its 6 months' point at the meeting of the Committee in March 2020, noting the full results would be reported to a future meeting of the Committee.

**RESOLVED that –**

**the proposed fees and charges be approved, to be effective from the dates within the appendix or as soon as practical thereafter**

315. COMMUNITY DEVELOPMENT PERFORMANCE INDICATORS – QUARTER 2 2019/2020

The Committee received for information details of the Community Development Performance Indicators for Quarter 2 of 2019/2020.

Officers advised that pending the final attendance figures, the number of participants in the Surrey Youth Games Training was slightly below target, as were the number of people attending the Living Well Week, owing to there being no launch event to promote it this year. The percentage of Careline calls answered within 60 seconds was on target at 99.86%, and owing to the popular Chertsey Abbey exhibition the visitor figures for Chertsey Museum were very healthy despite the predicted dip during the school holidays.

For this and the following item, Officers were asked to add a traffic lights indicator to the tables.

316. COMMUNITY SERVICES PERFORMANCE INDICATORS – QUARTER 2 2019/2020

The Committee received for information details of the Community Services Performance Indicators for Quarter 2 of 2019/2020.

Officers highlighted the areas of service that were exceeding their targets; these were meals served, number of hires and users of the Social (Day) Centres, Homesafe, Handyman and Social Prescribing referrals. The Committee joined in commending the Social Centre staff, one Member mentioned Woodham and New Haw Centre having a positive effect on a family member. It was noted that Runnymede utilised fewer resources to deliver high quality services.

Members commented on how rewarding their own volunteering at the Social Centres and in Community Meals had been, encouraging others to volunteer as well. Officers agreed to highlight volunteering opportunities within Community Services to the Committee and publicise dates of Christmas events at the Social Centres in which they could become involved.

317. CHERTSEY MEADS MANAGEMENT LIAISON GROUP – MINUTES – 3 SEPTEMBER 2019

The Minutes of the meeting of the Management Liaison Group held on 3 September 2019, as attached at Appendix 'A' and were received and noted.

318. HOME IMPROVEMENT POLICY AND CHANGES TO MANAGEMENT AND PRACTICE

By resolution of the Committee, the press and public were excluded from the meeting during the consideration of this matter under Section 100A(4) of the Local Government Act 1972 on the grounds that the discussion would be likely to involve the disclosure of exempt information of the description specified in paragraphs 1 and 3 of Schedule 12A to Part 1 of the Act.

The Committee was presented with an overview of the Council's current Home Improvement Agency (HIA), its potential areas for development, including a change to the

service approach and management of the HIA. Officers had also updated the Home Improvement Agency Policy, for which approval was sought. To be delivered, additional staffing resources were required and the Committee was asked to endorse those proposals to Corporate Management Committee.

Officers explained that since the HIA function had transferred to Community Services in November 2018, the opportunity had been taken to review the service which included awarding funding from the Disabled Facilities Grant, received from central Government via the Better Care Fund.

The Committee recalled that the aim of the HIA was to provide advice to eligible residents, mainly the elderly and/or people with disabilities, to allow them to continue living independently in their own homes. Grants were available for adaptations, repairs and other improvements; the total grant allocation was £770,000 in 2019/2020. However, not all of it had been spent and Officers across the three relevant business centres had examined the reasons for this and suggested changes that could be made to improve the situation. The key solutions were to increase staffing resources, introduce more flexibility into the grant funding and streamline the administrative journey for residents. This included transferring the Disabled Facilities Grant function currently listed under the Housing Committee in the Council's Constitution to the Community Services Committee in line with the transfer of the Home Improvement Agency in 2018.

A new Home Improvement Agency Financial Assistance Policy was also proposed which the Committee debated. Members discussed the Mandatory Disabled Facilities Grant (statutory obligation under the Housing Grants, Construction and Regeneration Act 1996) and Criteria for eligibility and the discretionary elements which included the proposal to operate a scheme of discretionary financial assistance in the use of Disabled Facilities Grant monies by virtue of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. Members were also provided with full details of the grant schemes that would become available together with the maximum grants available under each scheme.

It was noted that some of the grant schemes included means testing in the process to which some Members were opposed. Officers were asked to submit an Equalities Impact Assessment, which was currently being worked on in consultation with the Council's Equalities Group, to include further consideration of means testing. This would be considered within the resources report by Corporate Management Committee in January 2020.

The Committee agreed that the Home Improvement Agency played an important role in supporting residents to continue living independently through a range of functions and services; the availability of grant funding to those most in need was supported. Members were assured that the revised service would be more flexible and responsive and Officers would provide a quarterly update to the Committee on the performance of the Home Improvement Agency once the revised service commenced, subject to its approval by Corporate Management Committee.

The Committee welcomed the proposed policy and were pleased to endorse the growth bid for resources. Members were also keen that Officers marketed the newly modelled service and linked to the Runnymede Access Liaison Group website to promote it there.

**RESOLVED that –**

- i) Corporate Management Committee be requested to approve the proposed revised Home Improvement Agency Policy and the transfer of the Disabled Facilities Grant function to the Community Services Committee; and**

- ii) **the proposed staffing arrangements be endorsed, noting that any growth bids associated with the proposals will be considered as part of the annual Business Planning Programme by Corporate Management Committee in January 2020.**

Chairman

(The meeting ended at 9.20 pm)

Runnymede Borough CouncilCHERTSEY MEADS MANAGEMENT LIAISON GROUP3 September 2019 at 7.30pmMembers of the  
Group present:

|                      |  |
|----------------------|--|
| Councillor D A Cotty | Runnymede Borough Council                |
| Mr G Drake           | Chertsey Society                         |
| Mr H W Evans         | Surrey Bird Club                         |
| Mrs F Harmer         | Chertsey Meads Residents' Representative |
| Mr N Johnson         | Chertsey Meads Residents' Representative |
| Mrs H Lane           | Surrey Wildlife Trust                    |
| Mrs M Nichols        | Chertsey Society                         |
| Mrs C Noakes         | Hamm Court Residents' Representative     |
| Mr C J Norman        | Chertsey Meads Residents' Representative |
| Mr J O'Gorman        | Chertsey Meads Residents' Representative |
| Mr B Phillips        | Surrey Botanical Society                 |
| Mrs T A Stevens      | Chertsey Meads Residents' Representative |
| Mrs A Teasdale       | Hamm Court Residents' Representative     |

Members of the  
Group absent:

|                     |  |
|---------------------|--|
| Councillor M G Nuti | Runnymede Borough Council                |
| Mr R Deacock        | St George's College                      |
| Dr J Denton         | Invertebrates Expert                     |
| Mrs K Drury         | Chertsey Meads Residents' Representative |
| Ms I Girvan         | Surrey Wildlife Trust                    |
| Mrs J Hearne        | Chertsey Meads Residents' Representative |
| Mr G James          | Sustrans                                 |
| Mrs C Longman       | Chertsey Meads Residents' Representative |
| Mr D Mead           | Chertsey Agricultural Association        |
| Mrs S Ritchie       | Dog Walkers Representative               |
| Mr D Turner         | Chertsey Agricultural Association        |

Advisory members of  
the Group present:

|               |  |
|---------------|--|
| Mr P Winfield | Head of Green Space, Runnymede Borough Council |
|---------------|--|

Advisory members of  
The group absent:

|             |  |
|-------------|--|
| Mr C Dulley | Assistant Head of Green Space, Runnymede Borough Council |
|-------------|--|

Action

1. Councillor D Cotty was elected as Chairman for the remainder of the Municipal Year 2019/20.

2. The Chairman read out the Fire Precautions which set out the procedures to be followed in the event of fire or other emergency.

3. MINUTES

The Minutes of the meeting of the group, held on 26 February 2019, were confirmed and signed as a correct record.

4. APOLOGIES FOR ABSENCE

Apologies were received from Mr R Deacock, Dr J Denton, Mrs K Drury, Mr C Dulley, Mrs J Hearne, Mrs C Longman, Councillor M Nuti and Mrs S Ritchie.

5. MEMBERSHIP OF THE CHERTSEY MEADS MANAGEMENT LIAISON GROUP

The vacancies for a representative for the Conservation Volunteers and the Environment Agency were noted.

[After the meeting, Mrs Teasdale announced that she would shortly be moving house. This gives rise to a vacancy for another Hamm Court Residents' Representative. Mrs Teasdale was thanked for her valued contribution to the Group.]

Miss Pinnock to contact the Hamm Court Board

6. ESSO PIPELINE PROPOSALS

The Group received an informative presentation on the Esso Pipeline replacement project. The pipeline ran across part of Chertsey Meads and the presentation covered the background to the project, technical considerations and a summary of the legal framework and consultation process. There had been a site meeting to discuss the proposed route to avoid the areas with the greatest diversity. The Group asked a number of questions about the project, the answers to which are summarised below:

- The existing pipeline which had been installed between 1969 and 1972 would be left on site but made safe
- The whole project was expected to last about 2 years, the Chertsey Meads element was not set yet but likely to be early 2021, public access would be maintained throughout with local diversions where necessary
- The works would be fenced off for safety and security
- Small excavation and welding equipment would be used and stored securely on site, used by a team of approximately 4 – 5 people with welfare facilities brought in on site for the duration of the works
- Aim was to complete 400m per week
- The existing pipeline was not known to have ever leaked
- Replacing the other pipeline was not foreseen to be needed
- Patches of diversity in the 'stringing out' area would be fenced to protect them
- Esso were official consultees of the proposed Heathrow expansion and would be responding to it by 13 September 2019

- Across the affected boroughs and districts, Esso were dealing with 250 landowners listed in a book of reference of interested parties within the outer boundary of the proposed route
- There would be noise and disturbance to the north of the site where the drill was, but only during the day
- The area would be left bare to re-seed which would be visible until the land recovered
- Dialogue on reinstatement and seeding would continue
- The interplay with the UKPN proposals would be checked
- Need to avoid clashes with various events was noted
- Dialogue on the Environment Investment Programme and suitable projects would continue, such as replacement posts to protect against unauthorised incursions and works to facilitate the re-introduction of cattle grazing

Action

7. ACTIONS FROM THE LAST MEETING

Commercial Dog Walkers

Letters would be sent shortly to some of the Commercial dog walking companies that had been noted as using the Meads. Any further companies should be reported to the Green Space Team. The letters would remind people to behave responsibly otherwise a more formal licensing system would be considered. It was not viable to license the whole borough and its 90 open spaces at the current time. Officers had acted on the issues raised with dog waste and other bins at the last meeting and hoped this had improved matters.

Mr Dulley

UK Power Networks (UKPN) proposal

The Council's Commercial Services team were liaising with the UKPN Network officials regarding the proposed upgrade. Its route crossed with the Esso Pipeline and Esso had been made aware of this. Mrs Drury had emailed about the proposals and Officers were following this up and would advise her accordingly.

Mr Dulley

Signage

Mrs Stevens suggested that some signage to alert people to children crossing the road near the first car park and play area would be beneficial as concerns had been raised about their safety as well as the deer, whose numbers were increasing on the roads. This was supported, pending the outcome of the new height barrier proposals. Mrs Hearne had emailed to support additional deer signage as she was unable to attend the meeting. Mr O'Gorman also reported a missing sign which had been logged with Surrey County Council Highways.

Mr Dulley

Moorings

It was noted that the Council was still pursuing the proposal to introduce a joint Public Spaces Protection Order (PSPO) with other boroughs to address the problem of over staying moorers. There was some frustration that despite taking legal action one or two vessels remained moored up on the Thames near the picnic area. Officers were liaising with the Council's Legal Services.

Mr Dulley

8. MANAGEMENT AND MAINTENANCE OF THE MEADS Action

Suitable Alternative Natural Green Space (SANG) Status

The Group noted progress with the adoption of the Council's new Local Plan and how that affected the introduction of Chertsey Meads being designated as a SANG, currently estimated to be in June 2020.

Annual Work Programme

Members reviewed the annual work programme which had been annotated with colour coding to show progress. It was reported that some vegetation needed cutting back. It was agreed to add tasks that volunteers might be able to do to the programme. Mr Winfield reported additional funding secured from delayed payments arising from the former HLS scheme which was welcomed. It was agreed to investigate some privet growing on the western boundary to check whether it was the invasive type which would then need to be removed. Some projects such as opening up the pond on the eastern side that was currently overgrown would be looked at next year.

Mr Winfield

Mr Phillips

Boundary Security

Officers had three costed proposals for a more robust replacement of the height barrier which had been allocated funding by the Community Services Committee as part of a borough wide scheme to improve the security of the Council's open spaces. The aim was also to find one supplier who could deal with any issues that might arise instead of relying on co-ordinating up to three different ones. It was hoped that a decision on the final design would be reported at the next meeting.

Mr Winfield/Mr  
Dulley

9. EVENTS

Chertsey Show

The Chertsey Agricultural Association representatives were not at the meeting. However, a successful show was reported, including the camels, and Officers thanked Mr Turner for rectifying an area where some accidental oil spillage had occurred.

Annual Site Visit

The annual site visit had been cancelled owing to unforeseen circumstances. However, following on from a discussion at the last meeting, Officers had contacted Dr Denton who had kindly agreed to lead a guided insect identification walk. A date of 4 June 2020 was suggested and Mr Winfield would book him if available as soon as possible. [Note that Dr Denton **has** accepted this date – time to be confirmed at a later date.]

Mr Winfield

Litter Pick

Members noted another productive litter pick on 7 April. A date of Sunday 5 April 2020 was set. It was agreed to hold a second litter pick in the autumn of 2020, noting the amount of people that parked up in the laybys and then fly tipped general rubbish. Once a date had been set it could be publicised at the April event so people could book it into their diaries and the DSO alerted to another collection date to remove what was collected.

Mr Dulley/  
Miss Pinnock

**Action**

10. Any Other Business

The lack of seating at the Meads was discussed. It was agreed that SANG funding could be appropriately spent in this way to enhance the visitor experience whilst maintaining the balance of preserving the open nature of the site.

A vandalised gate in the second car park had been reported to the Police. It was agreed that if the UKPN upgrade took place, enhanced security would be a feasible option.

[In her email, Mrs Hearne had reported sight of a new family of Sparrow hawks as well as the new young deer family which was doing well.]

11. DATES OF FUTURE MEETINGS

Members noted that the next two meetings were scheduled to take place on Tuesday 3 March 2020 and Tuesday 1 September 2020, both at 7.30pm, to be held at the Civic Centre in Addlestone.

Chairman

The meeting ended at 9.20 pm



6. **APOLOGIES FOR ABSENCE**

7. **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. Membership of an outside body in their private capacity as a director, trustee, committee member or in another position of influence thereon should be regarded as a disclosable pecuniary interest, as should an appointment to an outside body by the Council as a trustee.

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.

8. **COMMUNITY FIRST (COMMUNITY DEVELOPMENT, SUZANNE STRONGE)**

**Synopsis of report:**

**This report outlines the projects and expenditure in the targeted geographic areas that have been funded by the Community First Initiative in 2019/20, and identifies some of the planned potential projects for the next three years 2020/21 – 2022/23. Officers are also asking the Committee to appoint a new Chairman for the Health and Wellbeing Task Group for the remainder of the Municipal Year and for 2020/2021.**

**Recommendation(s):**

- i) the three year programme of potential projects for the Community First projects in the targeted areas 2020/21 – 2022/23, as set out in Appendix 'D' be approved; and**
- ii) a new chairman for the Runnymede Health and Wellbeing Task Group be appointed for the remainder of this Municipal Year and 2020/2021.**

1. **Context of Report**

- 1.1 The Community First initiative was established in 2013 and has provided funding for significant projects in Addlestone Bourneside (now Addlestone South)/Addlestone North, Chertsey St Ann's/Chertsey Meads (now Chertsey Riverside), Englefield Green West and Egham Hythe. The funding has been a combination of £30,000 from the Housing Revenue Account (HRA) and £35,000 from the General Fund. The HRA funding is restricted to the benefit of Council tenants only.

- 1.2 Multi-agency task groups have been set up for each targeted area, and action plans are in place (please see Appendix 'B'). Progress is reported to the Runnymede Health and Wellbeing Task Group and this action plan is also attached.
- 1.3 The projects supported from the Community First budget over the past 3 years are shown at Appendix 'C'; below is a summary table of the expenditure from 2017/2018 – 2019/2020 (approved to date):

| <b>Expenditure</b>              | <b>Housing Revenue Account (HRA)</b> | <b>General Fund</b> | <b>Total Expenditure</b> |
|---------------------------------|--------------------------------------|---------------------|--------------------------|
| 2017/2018                       | £15,963                              | £26,674             | £42,637                  |
| 2018/2019                       | £5,885                               | £19,358             | £25,243                  |
| 2019/2020<br>(approved to date) | £10,048                              | £31,269             | £41,317                  |

- 1.4 The funding has financed the following projects:

- Employment and parenting courses
- Magna Carta mental health initiatives e.g. Headspace for Parents and Resilience Doughnut for children
- A three year speech and language pilot with Health Visitors
- The first Frogs Island Fair and Goose Fair to engage local residents
- The Forest Estate annual Spring Fair and new Youthbox initiative to engage with young people aged 13 years plus
- Egham Hythe History Festival
- A contribution to St Paul's church chairs and audio equipment to hold community events e.g. Paul's Place Café
- Hythe Centre Christmas Fair 2019
- Cuckooing Pilot in Chertsey St Ann's/Chertsey Riverside
- Carers Pilot in Chertsey St Ann's/Chertsey Riverside
- Purchase of another set of equipment for Eat Well Spend less so two courses at once can be run
- Contribution to Junior Citizen, I Am Able Festival, Living Well Week

- 1.5 The new indices of Multiple Deprivation scores were published in 2019. These are based on the following seven different domains, or facets, of deprivation:

- Income Deprivation (22.5%)
- Employment Deprivation (22.5%)
- Education, Skills and Training Deprivation (13.5%)
- Health Deprivation and Disability (13.5%)
- Crime (9.3%)
- Barriers to Housing and Services (9.3%)
- Living Environment Deprivation (9.3%)

- 1.6 The rankings below compare the 2019 Multiple Deprivation Scores (IMD) with the 2015 scores for the Surrey boroughs.

| National Rankings of Surrey Authorities |                  |                  |
|---|------------------|------------------|
|   | Ranking for 2019 | Ranking for 2015 |
| Spelthorne                              | 208              | 230              |
| Runnymede                               | 257              | 275              |
| Tandridge                               | 262              | 278              |
| Reigate and Banstead                    | 275              | 282              |
| Woking                                  | 279              | 290              |
| Mole Valley                             | 293              | 296              |
| Guildford                               | 296              | 294              |
| Epsom and Ewell                         | 299              | 301              |
| Surrey Heath                            | 308              | 309              |
| Elmbridge                               | 310              | 313              |
| Waverley                                | 313              | 314              |

### IMD scores in Runnymede: small area level (2015 release)

- 1.7 When examined at Lower Super Output Area (LSOA) level, the highest scoring areas in Runnymede for **overall IMD** score (source: Surrey) are:

| Ranking out of 709 Lower Super Output Areas in Surrey |         |
|---|---------|
| Ward  | Ranking |
| Englefield Green West                                 | 11th    |
| Chertsey St Ann's                                     | 17th    |
| Addlestone North                                      | 20th    |
| Addlestone Bourneside (South)                         | 45th    |
| Egham Hythe   | 77th    |
| Thorpe  | 78th    |

- 1.8 Englefield Green West and Chertsey St Ann's are the most relatively deprived wards in Runnymede, being in the top 20-30% of relatively deprived wards in Surrey. Egham Hythe, and Addlestone Bourneside (South)/Addlestone North are in the 30-40% band of relatively deprived wards in Surrey.
- 1.9 There has been an improvement in the ranking for Chertsey St Ann's, which was 14<sup>th</sup> in the Surrey ranking in 2015. Englefield Green was 22<sup>nd</sup> and is now 11<sup>th</sup> and has significantly worsened since 2015. Addlestone North has also worsened compared to 2015 by being 20<sup>th</sup> now compared to 35<sup>th</sup> in 2015. These areas have significantly higher numbers of lone parent households and high concentrations of families on low incomes. The changes to benefits may have impacted on these areas more. Englefield Green West has the highest number of children living in poverty 0 -19 years olds at 11.2%, and is in the top 20 – 30% of wards in Surrey for health and disability deprivation. Egham Hythe continues to be in the top 100 most relatively deprived wards in Surrey.

## 2. Report

### Addlestone South/Addlestone North

- 2.1 The Runnymede Job Club has been operational for 5 years and has had in the region of 960 visits. One third of attendees are helped to gain employment. The residents who use the Runnymede Job Club are predominantly long-term unemployed people with health conditions. A recent initiative to provide informal training over lunch has resulted in most long-term unemployed regular users gaining interpersonal skills and confidence. This has helped this cohort to move on. Weybridge Job Centre Plus are now providing a hub at their offices and would like

the Runnymede Job Club to go there once a week. Reverend Richard Fox is considering focusing the Runnymede Job Club on the needs of young people not in education, employment or training.

- 2.2 The King's Church Christians Against Poverty (CAP) is not taking any new referrals until February 2020 because the national organization is re-structuring to cope with an increased and still increasing demand for the service. Recent Benefit changes and enduring debt is a key issue. Citizens Advice Runnymede and Spelthorne (CARS) are experiencing high demand particularly for assistance with Personal Independence Payment claims and the resulting appeals and also with Employment and Support Allowance claims, assessments and review requests. CARS are assisting with Universal Credit new claims and issues around existing Universal Credit claims where complex issues can arise around rent and payment calculations.
- 2.3 The Sayes Court Children's Centre closed in September 2019. There will be a satellite service set up at Addlestone Youth Centre, which will be targeted for those families with children aged 0 – 13 years old who are most in need. The service is still under development.
- 2.4 St Paul's Church, Addlestone continues to expand its offer to the local community. A hot plate was purchased with Community First funding to provide breakfast to school children on their way to Jubilee High School and a contribution has been given to St Paul's Church to replace the projector equipment for community events. St Paul's Church is considering helping with the establishment of a proposed Youth Café in Addlestone. The Hebrews Café is helping to train volunteers at the Gogmore Park Hub with their Food Hygiene qualification. Hebrews Café also supports local carers and works on a 'pay as you can' ethos.
- 2.5 An event was held for Strawberry Fields residents in the Spring to help develop a sense of community with PA Housing Association and Sayes Court Children's Centre.

#### Chertsey St Ann's/Chertsey Riverside

- 2.6 The Chertsey St Ann's/Chertsey Riverside task group has been working with the Beacon Church, who run the Runnymede Foodbank and the Revive Coffee Shop to provide access to computers. Voluntary Support North Surrey were able to secure laptops via their corporate connections for residents to use. A shower and washing machine have now been installed above the Revive Coffee Shop for residents to use financed by the Nationwide Building Society.
- 2.7 Chertsey Riverside has the highest rate of children with disabilities. Working with A2 Dominion and the National Trust, the Explore Project will enable children with disabilities to access activities and the monuments on the Runnymede Meadows.
- 2.8 Information is awaited from Surrey County Council Public Health on the rate of teenage pregnancy for Chertsey St Ann's/Chertsey Riverside and the rest of Runnymede.
- 2.9 A sub-group was set up in response to the Government's new loneliness strategy. A Combating Loneliness leaflet for Runnymede was produced and two new social groups were set up at Bourne Valley and the Shree Café. In addition, Addlestone Community Centre set up a social café and is organising new activities; for example The Shed Project, which received Community First funding for equipment. An identified unmet need of wheelchair accessible social activities is being addressed by wheelchair walks. A drop in run over 6 months at the Revive Coffee Shop was

not successful. However, a session on green issues and recycling was well attended and has informed Runnymede Borough Council's work on climate change.

- 2.10 A carers pilot is about to start in Chertsey St Ann's/Chertsey Riverside to improve the quality of life of carers via a buddying scheme run by Dr Catherine Millington-Sanders, with funding from the Community First budget.
- 2.11 Councillor Dolsie Clarke has re-opened the former Gogmore Farm Park Youth Centre building to provide activities for young people with the help of Surrey Clubs for Young People. In addition, there is a drop in for Veterans and activities for all the community. Voluntary Support North Surrey are asking corporate companies for old laptops for the Gogmore Farm Park community hub.

#### Egham Hythe

- 2.12 This task group is now chaired by Reverend Rosie Hoad and named the Hythe Community Task Group. The task group expressed their thanks to former Councillor Gill Warner who previously chaired the group for 5 years.
- 2.13 The Egham Hythe Matters newsletter has gone from strength to strength, with more residents writing their own articles. The formation of the Egham Hythe History Group resulted from the newsletter. The group held an Egham Hythe History Festival during 2019 with Egham Museum. The history walks have been popular with families, and refreshments were kindly provided by St Paul's Church volunteers. The Egham Hythe History Group is working on a new history walk incorporating the River Thames. The history group has also published its second history calendar for the ward for 2020.
- 2.14 The Community First Fund contributed towards the replacement of all the chairs in St Paul's Church and an audio system with County Councillor Yvonna Lay's funding, to provide more community events. A Summer Festival ran during July 2019, connecting the church to the community and there are plans to expand the Christmas Tree Festival next year with a Christmas Trail for families around the ward.
- 2.15 The Frogs Island Fair has now been running for 3 years and is very popular with residents and children with around 1,000 people attending each year. This event helps create a sense of connectedness and community.
- 2.16 2019 was the 10<sup>th</sup> anniversary of the opening of Hythe Park; a series of events took place in Hythe Park starting with the Community Chef visiting in May 2019, a silent summer screening in June 2019 and a celebration on the anniversary weekend with the installation of a picnic bench for families to use and a range of entertainment for all ages and promotion of the outside gym and community garden looked after by the Friends of Hythe Park.
- 2.17 The Community First Fund re-established the Hythe Centre Community Christmas Fair in 2019, which was attended by around 250 people, and a noticeboard was provided for the Friends of the Hythe.

#### Englefield Green West

- 2.18 The Forest Estate Community Hub continues to increase its offer to the community and respond to the closure of the Youth Centre in Corby Drive. Youthbox has been offered to young people in school years 6-11 (ages 10-16 years), as a means to engage with young people. This has resulted in establishing relationships with this new age group who are social action orientated. They have already expressed an interest to help older people and the homeless. Just A Helping Hand have been to

present on their work with the homeless to the young people who want to help fill up the rucksacks given out over Winter. The inter-generational clubs are also open for the young people to join such as the community cooking club, gardening club and the once a month drop in. Balfour Beatty has already kindly upgraded the toilet facilities at the hub for the teenagers.

- 2.19 There is no Runnymede Borough Council maintenance budget for the former Royal British Legion building. The Forest Estate Community Hub building has had a backlog of maintenance work and this continues to be funded by donations, support in kind, and one-off funding from the Community First budget and the River Church. A lease agreement is still being discussed with the River Church and Runnymede Borough Council.
- 2.20 The Community First funding has financed replacement windows at the hub, the annual Spring Fair, as well as a taster Youthbox session and 11 subsequent sessions of Youthbox. The current Youthbox sessions are being funded by the Runnymede Community Fund.
- 2.21 The Hub Manager provides an excellent monthly e-newsletter publicising activities to engage residents on the estate. A survey has been conducted on what residents would like at the hub and the results will be known in the New Year. There are 100 volunteers at the hub who help run the activities. A significant number are Royal Holloway University students who run the Dance Club, and radio sessions. It is hoped in 2020 a drama club may be started with the students for the 13 years plus age group. As a result of the Royal Holloway University Volunteering Festival in October 2019, four new Royal Holloway University volunteers were recruited for the hub.
- 2.22 A joint project with the National Trust is being explored in 2020 to expand the Hub Garden Project and create a Forest Garden; to help combat climate change.
- 2.23 A new partner has joined the task group namely: St Peter's Medical School for Children, which has moved into the former Youth Centre in Corby Drive.
- 2.24 A fundraising team is being formed to generate income to cover revenue, operational and activity costs of the hub.

### **Runnymede Health and Wellbeing Task Group**

- 2.25 Progress on the task group action plans and initiatives are reported to the Runnymede Health and Wellbeing Task Group. The Chairman of the Runnymede Health and Wellbeing Task Group is Councillor Linda Gillham, who is also the Runnymede Borough Council Champion for the Voluntary and Community Sector. It is proposed that the task group develops a Runnymede Health and Wellbeing Strategy, which will link in with the Council's Corporate Plan 2020 – 2024 and the action plans for the areas of relative deprivation.
- 2.26 The 3 year speech and language pilot has been completed. The Government has recommended Health Visitors nationally have speech and language training. The lack of Health Visitors in Runnymede continues to be a concern, especially with the closure of the Children's Centres and a targeted only service being provided.
- 2.27 The task group started campaigning on the high amount of caffeine and sugar in high energy drinks in 2014, after a school girl was admitted to A&E and nearly went into cardiac arrest. There will be an announcement in (source: Surrey) 2020 making the sale of high energy drinks to under 16 year olds illegal.

- 2.28 The task group has started working with the Runnymede and Spelthorne Homeless Task Group and produced a leaflet on how to register with a GP and dentist when homeless. A pilot scheme has been set up with Woking Furnistore to help vulnerable families in private rented accommodation who cannot afford the rent anymore, and have to move.
- 2.29 The action plan to strengthen voluntary and community groups continues to be progressed. Children with special educational needs, in out of area placements and the OFSTED report on services in Surrey for these children has been an issue for the task group. In addition, the task group has supported the Armed Forces Champion training.
- 2.30 Councillor Linda Gillham has indicated that after 7 years as Chairman she would like to step down. The Vice Chairman is former Councillor Eiry Price. The Committee is asked to appoint a new Chairman of the Runnymede Health and Wellbeing Task Group for the remainder of this Municipal Year to carry over to 2020/2021 to allow them to settle into the role and provide continuity. From June 2021 this appointment will be one of those made annually by the Committee to Community Development related bodies.

### 3. **Policy framework implications**

- 3.1 The Community First projects meet 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 sum of £35,000 has been allocated in the General Fund and £30,000 from the HRA for the Community First budget over the next 3 years. As a result of match funding and support in kind the annual budget has not been spent each year.
- 4.2 Appendix 'D' contains a list of potential projects for 2020/2021 – 2022/2023; only indicative costs are included for 2020/2021 as some projects might not go ahead.

### 5. **Legal implications**

- 5.1 Community First projects concern non-statutory, discretionary services, which generally do not raise legal considerations.
- 5.2 The negotiations for a lease of the former Royal British Legion building to the River Church, referred to in paragraph 2.19 are in the process of being concluded by Community Development. The terms of the lease will be settled by Legal Services to ensure the interests of the authority are protected.

### 6. **Equality implications**

- 6.1 The Council is required to have due regard to its public sector Equality Duty.

- 6.2 The Council's Duty is stated under the Equality Act 2010 and is to have regard to the need to:
- a) eliminate unlawful discrimination, harassment or victimisation
  - b) advance equality of opportunity between persons who share a Protected Characteristic and persons who do not share it
  - c) foster good relations between those who share a relevant characteristic and those who do not
- 6.3 The work in the targeted areas complies with the Council's Equality policy and assists marginalised groups, having particularly positive effects for people with the protected characteristics of age, disability, pregnancy and maternity.

## 7. **Environmental and Sustainable/Biodiversity Implications**

- 7.1 The Community First funding supports environmental and sustainable/biodiversity projects which are appropriate to the targeted areas. For example, the forest garden project on the Forest Estate, Englefield Green and building sustainability for the Forest Estate Community Hub.



**(For information)**

### **Background papers**

Community First Report to the Community Services Committee 7 November 2013  
Community First HRA Item to the Housing Committee 15 January 2014  
Community First Update Community Services Committee 7 January 2015  
A Life Outside Caring – Commissioning and Development Carers' Strategy for 2016 – 2019 Community Services Committee 12 November 2015  
Community First Update Community Services Committee 7 January 2016  
Community First Reduction in Funding Community Services and Housing Committees June 2017  
Community First Update Community Services Committee January 2018  
Community First Update Community Services Committee January 2019









Action Plan for Addestone South/Addestone North




| TARGET   | PROJECT LEAD   | ACTION  | UPDATE  | PERFORMANCE  |
|--|--|---|---|--|
| Reduce the number of adults on out of work benefits in Addestone South from 330 to 297 (10%) by March 2021, and in Addestone North from 380 to 340 (10%) by March 2021 | Louise Fox/<br>Suzanne Stronge   | Number of Work Skills Courses run per annum and the number of people returning to work via the Runnymede Job Club | DWP would like the Runnymede Job Club to join the DWP hub at Weybridge Job Centre Plus. The remit of the Runnymede Job Club is being reviewed to target young people not in education , employment or training. | Red = failing to meet target<br>Amber = at risk need intervention/remedial work<br>Green = progressing<br>Black = complete |
| Preventing the Exploitation of Young Vulnerable People and Supporting Parents  | Helen Hallet<br>(Runnymede Foodbank)                                   | Maintain links with the Runnymede Foodbank and Referrals to debt and employment assistance                        |   |   |
| Parenting courses need to be introduced a part of peri-natal/midwife care to help parents develop good practical skills and help their self-                           | Work with Early Years/<br>Debbi Keeley/SCC/<br>NWS CCG/Suzanne Stronge | Make an application for Community First funding 2020/21 in partnership with the Early Years service               | Update next meeting   |   |

|   |   |  |  |                 |
|---|---|--|--|-----------------|
| <p>esteem and confidence<br/>Young People need encouraging and nurturing to help them learn life skills, they are not learning at home</p>  | <p><b>Work with Jubilee High School and St Paul's Church<br/>Suzanne Stronge/<br/>Reverend Ben Beecroft</b></p> | <p>Make an application for funding around the Youth Café initiative with St Paul's Church/ and use opportunities like the Police information day below Surrey Towers in 2020</p> | <p>Update at next meeting</p>  | <p><b>G</b></p> |
| <p>Use opportunities such as the Runnymede Borough Council Summer Activities Club and the National Trust Explore Project to build up relationships with parents who need to improve life skills</p> | <p><b>Suzanne Stronge/<br/>Chantal Noble/<br/>Jess Kellard/<br/>Debbi Keeley</b></p>                            | <p>Arrange a meeting to agree a method of outreach for parents who are struggling</p>  | <p>Discuss at the next meeting</p>   | <p><b>G</b></p> |
| <p>Raise awareness on dementia and help develop dementia friendly communities with the Runnymede Dementia Action Alliance</p>   | <p><b>Suzanne Stronge</b></p>   | <p>Implement the Dementia Friendly walks and opportunities for carers to meet up. Awareness raising during Dementia Awareness Action Week</p>                                    | <p>Advertise and promote these initiatives with stakeholders</p>                   | <p><b>G</b></p> |
| <p>Preventing tooth decay and tackling young mums giving sugary drinks to their children and drinking high energy drinks.</p>   | <p><b>Suzanne Stronge<br/>Debbi Keeley</b></p>  | <p>Press release on tooth decay in children produced.</p>  | <p>Continue the campaign around high energy drinks and tooth decay in schools.</p> | <p><b>G</b></p> |





Action Plan for Chertsey St Ann's/Chertsey Riverside

| TARGET  | PROJECT LEAD  | ACTION   | UPDATE  | PERFORMANCE   |
|---|---|--|---|---|
| 1 Work in partnership to raise young people's aspirations and provide positive activities for young people                        | <b>Cllr Dolsie Clarke/<br/>Chris Hunt and Sub-group of partners with Surrey Youth Clubs</b> | Provide youth activities at the former Gogmore Park building and the Holiday Summer Club.<br><br>Advertise the free 3 hour youth leadership training provided by Surrey Clubs for Young People | Three meetings have been held to set up regular activities at the Gogmore Park building. and possibly set up a café to be run by young people.  | Red = failing to meet target<br>Amber = at risk need intervention/remedial work<br>Green = progressing<br>Black = complete<br><br> |
| 2. Reduce teenage pregnancy and abortion by 20 per year by March 2021/22 (2011 under 18 year old conceptions 43 and 24 abortions) | <b>Suzanne Stronge/<br/>Lisa Andrews (Public Health)</b>                                    | Early intervention to delay pregnancy by addressing mother's expectations for their daughters. Mother and daughters<br>Activity groups linked to learning skills and improving aspirations     | Blanche Heriot Unit closed September 2017. Sexual health outreach planned at Addlestone Youth Centre. The use to be monitored.<br><br>Runnymede has the highest teenage pregnancy rates according to Youth Services figures. Public Health produced statistic based on the national health profile in |    |




|  |  |   |   |   |
|--|--|---|---|---|
| <p>3. Support for young people with bereavement and domestic violence issues</p>                                       | <p><b>Suzanne Stronge/<br/>Canon Tim Hillier/<br/>Stakeholders</b></p>                                   | <p>Improve access to bereavement and domestic violence counselling<br/>Advertise existing counselling available and identify any unmet needs</p>                              | <p>November 2019, which showed Runnymede as having the second highest rate in Surrey.<br/>Update next meeting</p> |    |
| <p>4. Mentoring for children in primary school</p>   | <p><b>Suzanne Stronge</b></p>  | <p>Assess the need for mentoring for primary school children</p>  | <p>Update next meeting</p>  |    |
| <p>5. Support for siblings of young people involved in crime</p>   | <p><b>Suzanne Stronge/<br/>Angeline Gore</b></p>   | <p>Browns CIC who have a sound track record for delivering specialist training are willing to provide professionals with the skills funded by the Community First funding</p> | <p>Awaiting committee approval for the Community First Fund</p>   |    |
| <p>6. Provide parental support for parents who are difficult to engage</p>   | <p><b>Suzanne Stronge/<br/>Chantal Noble/<br/>Debbie Keeley/<br/>Azra Mukhadam/<br/>Jess Kellard</b></p> | <p>Meeting to be arranged</p>   | <p>Update at next meeting</p>   |   |
| <p>7. Reduce the number of adults on out of work benefits in Chertsey St Ann's from by 10% by March 2020/21 and in</p> | <p><b>Suzanne Stronge/<br/>Nathan Wardhill</b></p>   | <p>Work with the Runnymede Foodbank to refer adults to the Runnymede Job Club. Provide a pool of</p>  | <p>Six laptops provided for the Revive Coffee Shop. Revive Coffee Shop laptop sessions planned for late 2020.</p> |  |

|  |  |   |   |   |
|--|--|---|---|---|
| <p>Chertsey Meads by 10% by March 2021/22.<br/>Provide families with school age children, young and older people with access to laptops. Increase the number of computers/laptops in the two wards and promote additional computer courses accessible to all by 25%.</p> |  | <p>laptops/lpads using Proctor &amp; Gamble, Samsung and Chertsey Combined Charities as possible sources of funding. Provide laptops at the former Gogmore Farm Park Youth Centre</p>   | <p>Awaiting laptops for Gogmore Park Youth and Community Hub</p>                          |   |
| <p>8. Counter the isolation of parents at Bridge Wharf and in Chertsey Riverside and provide outreach Youth facilities to Bridge Wharf and Chertsey Riverside</p>  | <p><b>Suzanne Stronge/<br/>A2 Dominion</b></p>                         | <p>Provide activities and encourage the use of Chertsey Meads as a greenspace, and the use of the play area</p>   | <p>Engage with the new A2 Dominion officers</p>   |    |
| <p>9. Support Dr Catherine Millington-Sanders Carers Pilot in Chertsey St Ann's and Chertsey Riverside</p>   | <p><b>Suzanne Stronge/<br/>Dr Catherine<br/>Millington Sanders</b></p> | <p>Community First<br/>Funding contribution to the pilot project approved from the 2019/20 budget</p>   | <p>Awaiting start date</p>  |    |
| <p>10. Combating Loneliness Strategy</p>   | <p><b>Suzanne Stronge and all members of the Task group</b></p>        | <p>Combating Loneliness Task Group set up in response to the national government strategy. Leaflet produced, two new community groups set up, drop in initiative at the Revive Coffee Shop piloted. Wheelchair walks being implemented.</p> | <p>Next meeting to be scheduled when the Government's loneliness funding is announced</p> |  |

Action Plan for Egham Hythe/Egham Town/Pooley Green


| TARGET  | PROJECT LEAD                       | ACTION  | UPDATE   | PERFORMANCE  |
|---|------------------------------------|---|--|--|
|   |                                    |   |  | Red = failing to meet target<br>Amber = at risk need intervention/remedial work<br>Green = progressing<br>Black = complete |
| 1. Provision of 2 containers to provide a youth building for Pooley Green, and to be used for other community groups during the day by June 2020. | County Councillor<br>Yvonna Lay    | Provision of container  | Awaiting information on the future use of the funding from SCC   |   |
| 2. Encourage young people towards positive activities   | Chantal Noble/<br>Alex Singer      | Summer Playscheme 2019  | Successful scheme for 5-13 year olds this year.  |   |
| 3. Supporting young people experiencing bereavement and domestic violence   | Suzanne Stronge                    | CRUSE will be making a bid for Community First funding. SS to find out if the new counselling service via CAMHS is open to children subject to and/or witnessing domestic violence. | Awaiting committee approval for 2020/21 funding<br>Awaiting the Runnymede Health and Wellbeing meeting |   |
| 4. Mentoring and Sponsoring Primary School Children   | Kathryn Stearn/<br>Suzanne Stronge | Kathryn Stearn contacting the Headteacher at the  | Awaiting feedback on the need for mentoring. There is no need for                                      |   |


|   |  |   |   |   |
|---|--|---|---|---|
| <p>5. Supporting siblings of young people involved in crime</p> <p>6. Tackle obesity by helping families and residents get fitter as part of establishing groups.</p> <p>7. Prevent the existing number of takeaways increasing.</p> <p>8. Dementia Friendly Community being piloted</p> <p>9. Set up parent support groups to tackle attachment disorder and parents who lack time and ability to interact and play with their children.</p> | <p><b>Suzanne Stronge</b></p> <p><b>Alex Singer/<br/>Suzanne Stronge</b></p> <p><b>Steve Baynes/County Councillor Yvonna Lay</b></p> <p><b>Suzanne Stronge</b></p> <p><b>Debbi Keeley/<br/>Suzanne Stronge</b></p> | <p>Hythe Community School</p> <p>Browns CIC providing a professionals training course funded from the Community First funding</p> <p>Obesity and exercise initiatives with Runnymede Borough Council</p> <p>Planning application turned down for a takeaway chicken shop</p> <p>Raising awareness on dementia and promoting volunteering opportunities</p> <p>address parents' mental health issues and provide a session for parents only and a session for parents and children</p> | <p>mentoring at Magna Carta School.</p> <p>Awaiting committee approval</p> <p>Awaiting new initiatives promoted by the new Sports Development Officer</p> <p>Preparation for another planning application for the same takeaway</p> <p>Regular articles in the Egham Hythe Newsletter and implementation of the Runnymede Dementia Action Alliance action plan,</p> <p>Families work also being carried out at Magna Carta School eg Headspace funded from RBC Community First funding.</p> | <p><b>A</b></p> <p><b>A</b></p> <p><b>A</b></p> <p><b>G</b></p> <p><b>A</b></p> |
|---|--|---|---|---|




|   |   |   |  |   |
|---|---|---|--|---|
| <p>10. Reduce teenage pregnancy and abortion by 20 per year by December 2021 (2011 under 18 year old conceptions 43 and 24 abortions)</p>                 | <p><b>Suzanne Stronge</b></p>                   | <p>Early motivation to delay pregnancy by addressing mother's expectations for their daughters</p>        | <p>Youth Services data showed Runnymede having the highest rate for teenage pregnancy. But in November 2019 Public Health published profiles showing Runnymede as the second highest rate in Surrey.<br/>Update next meeting</p> |  |
| <p>11. Combat isolation of new mum's/parents with new borns and encourage peer groups to be set up.<br/>Possible joint project with Homestart Surrey.</p> | <p><b>Suzanne Stronge/<br/>Debbi Keeley</b></p> | <p>Joint working with the Early Year's Service with possible funding from the Community First Funding</p> | <p>Update next meeting</p>   |  |
| <p>12. Work in partnership with local community groups such as Friends of the Hythe, Friends of Hythe Park and the Egham History Group</p>                | <p><b>Suzanne Stronge/<br/>Nigel Rowe</b></p>   | <p>Promote volunteering opportunities and events</p>  | <p>Provide an update at the next meeting.</p>  |  |



Runnymede Health and Wellbeing Groups 2018/2019 – 2019/2020




| Ref | Priority  | Project Leads  | Timescale      | Barriers to Delivery/<br>Additional Resources Required | Actions  | Performance | Comments   |
|-----|---|--|----------------|--|--|-------------|--|
| i)  | Strengthen the voluntary sector to enable the implementation of the Runnymede & Spelthorne Health and Wellbeing Action Plan | Suzanne Stronge/<br>Solette Sheppardson/<br>Cllr Linda Gillham<br>as Runnymede Voluntary Sector Champion | September 2020 | Time from officers and members of the task group       | Develop a Fundraising Strategy<br>To generate donations for the Runnymede Community Fund with 'Ambassadors' to approach corporates for funding for local voluntary/community & faith groups aiming to raise £20,000 in the first year, £30,000 in the second year and £40,000 in the third year.<br>Make funding applications as a group of local voluntary/community & faith organisations to progress health and wellbeing projects.<br>Promote volunteering at all Health and Wellbeing, and targeted geographic areas events/hubs Work more closely with |             | Red = failing to meet target<br>Amber = at risk need intervention/<br>remedial work<br>Green = progressing<br>Black = complete<br><br> |

|      |   |                 |                |   |  |  |   |
|------|---|-----------------|----------------|---|--|--|---|
| ii)  | Promote Mental Wellbeing in Families and Young People       | Suzanne Stronge | September 2020 | Resources required from all partnership agencies in relation to run mental health workshops | <p>local Charitable trusts on long-term Funding</p> <p>To identify help for parents with low level mental health issues by advertising IAPT, and updating the Young People's and Parents Emotional Wellbeing Leaflet etc.</p> <p>Work with Children's Centres and Runnymede Foodbank to identify unmet Mental Health Needs.</p> <p>Identify any unmet needs not addressed by the Early Years booklet being produced by Debbi Keeley.</p> <p>Help parents with the transition to the Early Years service and reduced number of children's centres and having to travel further to access services and activities.</p> <p>Monitor the number of SEND places in special schools, to see if the situation improves or becomes worse.</p> |  |    |
| iii) | Promote Healthy Lifestyles and a Preventative Approach with | Suzanne Stronge | September 2020 | Perception that this is not a priority compared to presenting                               | <p>To promote Every Contact Counts, the Wheel of Well Being training, and the Amigo project, at Health and Wellbeing Task Group, and</p>   |  |  |

|           |  |                                  |           |                    |   |  |  |
|-----------|--|----------------------------------|-----------|--------------------|---|--|--|
| iv)       | the Surrey Health & Wellbeing Board and Healthwatch Surrey | Suzanne Stronge/<br>Debbi Keeley |           | acute health needs | <p>targeted geographic area events. Promote the training when the dates are released.</p> <p>Raise awareness on the detrimental effect of high energy drinks/sugary drinks on Children's teeth and behaviour, Working with the Children's Centres and schools, and NWS CCG. Plus an ongoing tooth decay campaign</p> <p>Stop Smoking strapline information on all future leaflets produced by SS. Continue to advertise Stoptober in areas of relative deprivation. Advertise Health Harm in the New Year.</p> <p>National Obesity Week – raise staff awareness on keeping fit</p> <p>Get Active 50+ (8+ sports to be offered throughout 2018 for over 50s)</p> <p>Parkrun. Surrey Youth Games (targeted at inactive children and an exit route post SYG is an important part of the session planning)</p> <p>Stay Active Stay Fit Stay Healthy (swims, gym sessions &amp; walks for over 55s at Runnymede social</p> |  | <br><br><br> |
| Promoting | Suzanne Stronge/   | November                         | Funding & |                    |   |  |  |

|  |  |  |             |                          |   |  |  |
|--|--|--|-------------|--------------------------|---|--|--|
|  | <p>Independence and Reducing Social Isolation &amp; Improving Mental Wellbeing in Older Adults</p> | <p>Combating Loneliness Task Group</p> | <p>2020</p> | <p>volunteers needed</p> | <p>centres)<br/>         Living and Ageing Well Week<br/>         Implement Dementia Friendly Communities in Adlestone &amp; Pooley Green Shopping Parade.<br/>         Involve all appropriate agencies in the development of a hub for Chertsey, targeting the 10% of older people living in poverty to increase their income and maintain their health, independence, promote social opportunities and improving access to computers for everyone. Revive Coffee shop being tried as a venue and Gogmore Park Youth and Community Hub.<br/>         Support Carers promoting services, identifying unmet needs and working with organisations to meet the unmet needs. Enhance the Runnymede Borough Council Carers web page. Support Dr Catherine Millington-Sanders Carers Pilot in Chertsey.<br/>         Await further information from Chime Carlin and the social prescribing project to agree further actions on social isolation.<br/>         Promote and showcase services</p> |  |  |
|--|--|--|-------------|--------------------------|---|--|--|

|      |  |                                 |                |  |  |  |  |  |  |  |  |  |
|------|--|---------------------------------|----------------|--|--|--|--|--|--|--|--|--|
|      |  |                                 |                |  |  |  |  |  |  |  |  |  |
| v)   | Young People's Sexual Health   | Suzanne Stronge                 | December 2020  | Lack of funding from SCC   |  |  |  |  |  |  |  |  |
| vi)  | Runnymede Armed Forces Covenant  | Suzanne Stronge                 | December 2020  | Lack of resources in other organisations   |  |  |  |  |  |  |  |  |
| vi)  | Specific Task Groups set up to deal with issues in the targeted geographic areas   | Suzanne Stronge                 | September 2020 | Lack of resources to meet unmet needs  |  |  |  |  |  |  |  |  |
| vii) | Assist in helping to identify young people's unmet needs and help organise young people's activities to meet those needs | Suzanne Stronge/<br>Alex Singer | March 2020     | Lack of volunteers and expertise to supervise volunteers who do not have experience of older young people. |  |  |  |  |  |  |  |  |
| vii) | Link with the Runnymede Homelessness Task Group on   | Suzanne Stronge/                | June 2020      | Lack of time and funding.  |  |  |  |  |  |  |  |  |

|       |   |              |              |                 |  |   |  |   |
|-------|---|--------------|--------------|-----------------|--|---|--|---|
|       | health issues e.g. access to GPs and dentists   |              |              |                 |  | homelessness on World Homeless Day 2019. Leaflet being produced to prevent A&E admissions as a result of poor conditioned private rented housing.   |  |  |
| viii) | Support Health and Wellbeing Week, which had its funding reduced by approximately two thirds. | Azra Mukadam | October 2020 | Lack of funding |  | Produce the Health and Wellbeing programme and booklet.   |  |  |
| ix)   | Invite RALG on Runnymede Health and Wellbeing Task Group                                      |              | March 2020   | Lack of time    |  | Carry out access audits on the Premier Inns and Travel Lodges to see if they are accessible for wheelchair users and find out if they have a hoist. |  |  |

**2017/2018****Project**

Frogs Island Fair, Egham Hythe  
 Eikon Sports Addlestone, Chertsey, Egham Hythe,  
 Employment Course – Browns CIC  
 Forest Estate Hub Roof Maintenance  
 Parenting Puzzle Sayes Court Children's Centre  
 Resilience Doughnut, Magna Carta School  
 Hot Plate St Paul's Church, Addlestone  
 ABC Booklets Speech & Language Pilot  
 Hub Manager Salary, Forest Estate  
 Forest Estate Spring Fair  
 Camera & Monitor Pooley Green Shopping Parade  
 Goose Fair, Chertsey  
 River Celebration Tourism Pilot  
 Window Dressing Project, Egham Hythe  
 Parent Headspace, Magna Carta School

**2018/2019****Project**

Job Club Community Meals Training  
 Community Chef Event in Hythe Park  
 Hub Manager's Salary Contribution  
 St Paul's Church, Egham Hythe Chairs and Audio Equipment for Community  
 Events  
 Employment Course Browns CIC  
 Youthbox Taster Session, Forest Estate Hub  
 Youthbox Programme of Sessions Forest Estate  
 Spring Fair Forest Estate Community Hub  
 Eat Well Spend Less Equipment  
 Replacement Windows Forest Estate Hub  
 Make A Difference Project  
 Egham Hythe History Festival  
 Leaflet for the Hythe Park Anniversary

**2019/2020****Project**

Youthbox 11 Sessions  
 Hythe Centre Christmas Fair  
 Junior Citizen  
 Addlestone Community Centre  
 Surrey Towers Family Activities  
 I Am Able Festival  
 Cuckooing Pilot  
 Prison Me, No Way  
 Mental Health First Aid Training  
 St John's Egham Community Development Project  
 Hythe Park Picnic Bench  
 Noticeboard Hythe Habitat  
 Living Well Week  
 Carers Pilot Chertsey  
 St Paul's Church, Addlestone Projector

| Potential Projects 2020 - 2023  | 2020/2021<br>Approximate<br>Cost<br>£ |
|---|---------------------------------------|
| Frogs Island Fair, Egham Hythe  | 1,500                                 |
| Runnymede Job Club Hire of Hall   | 600                                   |
| Living Well Week  | 1,000                                 |
| Forest Estate Community Hub Manager's<br>Salary Contribution                      | 5,000                                 |
| Egham Hythe History Group including Leaflet<br>and Calendar                       | 3,000                                 |
| Forest Estate Spring Fair Contribution  | 1,218                                 |
| I am Able Festival  | 2,200                                 |
| Junior Citizen  | 2,500                                 |
| Forest Estate Community Hub   | 7,000                                 |
| Maintenance/Building Maintenance Works  |                                       |
| Addlestone Youth Activities   | 4,000                                 |
| Egham Hythe Youth Activities  | 4,000                                 |
| Chertsey St Ann's/Meads Youth Activities  | 4,000                                 |
| Englefield Green West Youth Activities  | 5,750                                 |
| Joint Project with Early Help   | 2,000                                 |
| Surrey Towers Community Safety  | 1,000                                 |
| Forest Garden on the Forest Estate  | 5,000                                 |
| Siblings Affected by Young People involved in<br>Crime Training for Professionals | 5,000                                 |
| Counselling and Mentoring for Young People<br>at the Forest Estate Community Hub  | 4,350                                 |
| Forest Estate Young People's Leaflet  | 982                                   |
| Forest Estate Youth Activities<br>Information/Advice Leaflets                     |                                       |
| Egham Hythe Joint Christmas Festival  |                                       |
| Parenting Course  |                                       |
| Counselling Young People (e.g. CRUSE &<br>mentoring)                              |                                       |
| Fun day   |                                       |
| Four Ward Project   |                                       |
| Carer's Pilot Subject to Outcomes   | 5,000                                 |
| <b>TOTAL</b>  | <b>£65,000</b>                        |



9. **COMMUNITY DEVELOPMENT BUSINESS PLAN 2020/2021 (COMMUNITY DEVELOPMENT, CHRIS HUNT)**

**Synopsis of report:**

This report informs Members of the key achievements to date for the Community Development Business Centre in 2019/2020 and proposes approval of the 2020/2021 Business Plan.

**Recommendation that:**

the Community Development Business Plan for 2020/2021, be approved

1. **Context of report**

- 1.1 As part of the annual business planning cycle each business centre completes an annual Business Centre Plan. This sets out the key projects, reviews and one-off activities for the next year in addition to details of the business as usual work that will be undertaken. The Plan identifies the key drivers/influences, performance indicators and links the tasks to the key themes of the Corporate Business Plan.

2. **Report**

- 2.1 The full Community Development Business Centre Plan can be found in Appendix 'E'.

**Purpose of the Business Centre**

- 2.2 The Community Development Business Centre is a multi-functional service area which provides many of the non-statutory services of the Council. The services can be used by individuals, families and residents of all ages. Some of the services and support is provided in partnership with other organisations from the statutory, voluntary and faith sectors with the aim to enhance community cohesion and provision across the Borough. The services provided include;

- Safer Runnymede
- Green Spaces – Parks, Open Spaces, Allotments and Cemeteries
- Partnerships and Community First
- Chertsey Museum
- Community Safety
- Community Halls
- Community Development – including sports, arts and leisure

**Key achievements in 2019/2020**

- 2.3 The key achievements in 2019/2020 to date are:

- Increasing the number of re-deployable CCTV cameras
- Security improvements to the parks and open spaces
- Funding secured for the family support team
- Event to celebrate 10 years of Hythe Park
- Theatre in the park events
- Delivery of surrey youth games, living well week, greenfingers competition, theatre in the park, singing picnics and silent cinema.

- Community First funding for areas of deprivation
- Delivery of family support and Syrian refugee programmes.
- Junior Citizen event at Thorpe Park
- Continue to create accessible areas of natural green space (SANGs)
- Summer Holiday Club – supported by Foxhills
- Englefield Green market with 300 attending
- Addlestone Christmas lights event with 1000 attending
- Egham Hythe History Festival

### Key drivers/influences

- 2.4 The key drivers/influences that impact on the Community Development Business Centre are detailed in section 3 of the business plan.

### Key areas of change in 2020/21

- 2.5 The business plan identifies a number of new and existing projects and changes in the Business Centre for 2020/21 and this includes:
- Runnymede Pleasure Grounds
  - Play Area Replacement Programme
  - Grounds Maintenance Contract
  - Youth Provision in the Borough

### Community Development Business Centre performance indicators

- 2.6 The Performance Activity Indicators for 2020/21 are:

| Performance Indicator   | Q1 (Apr-June) | Q2 (Jul-Sept) | Q3 (Oct-Dec) | Q4 (Jan-Mar) | Full year (Apr-Mar) |
|---|---------------|---------------|--------------|--------------|---------------------|
| Numbers attending Surrey Youth Games Training.                  | 250           | 0             | 0            | 0            | 250                 |
| Percentage of Careline calls answered within 60 seconds.        | 99.8          | 99.8          | 99.8         | 99.8         | 99.8                |
| Number of Community Hall Bookings                               | 600           | 400           | 650          | 650          | 2,300               |
| Numbers attending the sportability festival                     | 0             | 0             | 0            | 150          | 150                 |
| Number of FAC's applications.                                   | 8             | 8             | 8            | 8            | 32                  |
| Users of Chertsey Museum.                                       | 4,600         | 2,000         | 4,200        | 4,600        | 15,400              |
| Number of schools using the Chertsey Museum Education sessions. |               |               |              |              | 70                  |
| Numbers attending Junior Citizen.                               | 0             | 0             | 900          | 0            | 900                 |
| Numbers attending Living Well Week.                             | 0             | 500           | 0            | 0            | 500                 |

### 3. **Policy framework implications**

3.1 This Plan supports the achievement of all the themes in the draft Corporate Business Plan 2020 – 2024. These are:

- Supporting our Communities
- Enhancing our Environment
- Improving our Economy
- Developing our Organisation

### 4. **Resource implications**

4.1 The work outlined within the Business Plan will be carried out within existing budgets or using external sources of income as no growth items received funding for 2020/2021.

### 5. **Environmental and Sustainability/Biodiversity implications**

5.1 The Green Space part of the business centre has a key priority of supporting and enhancing the environment. The following are specifically relevant: CD02, CD03, CD06, CD10, CD11, CD12, CD13, CD16, CD17, CD36, CD37, CD42.

### 6. **Equality Implications**

6.1 The Council is required to have due regard to its public sector Equality Duty

6.2 The Council's Duty is stated under the Equality Act 2010 and is to have regard to the need to:

- a) eliminate unlawful discrimination, harassment or victimisation
- b) advance equality of opportunity between persons who share a Protected Characteristic and persons who do not share it
- c) foster good relations between those who share a relevant characteristic and those who do not

6.3 The Community Development Business Plan contains objectives which have a positive impact on the protected characteristics of age, disability and pregnancy and maternity.

**(To Resolve)**

### **Background Papers**

None Stated.

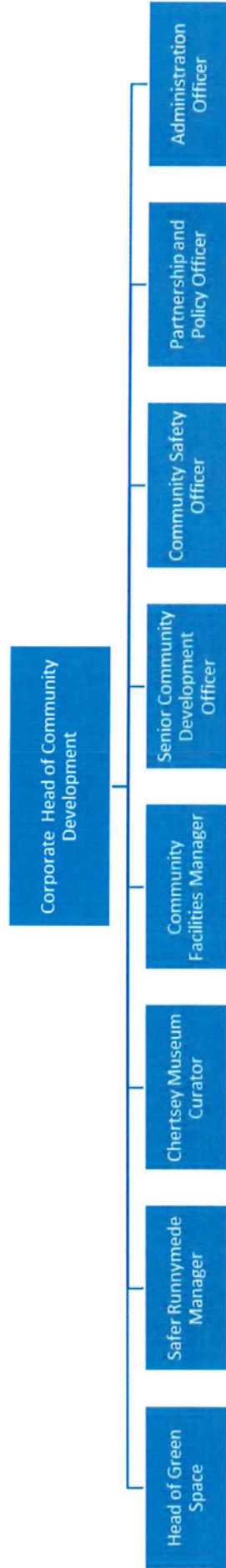
# Community Development Business Unit Plan 2020/2021

**Version control**  
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## Section 1: Community Development Business Unit structure



**Committees: Community Services, Runnymede Joint Committee, and Community Development Member Working Group**  
**Councillors on Community Services Committee:** Councillors Nigel King (Chairman), Mark Adams, Theresa Burton, Itikhar Chaudrhi, Dolsie Clarke, Stephen Dennett, Margaret Harnden, Arran Neathey, John Olorenshaw and Stephen Walsh.  
**Councillors on Runnymede Joint Committee:** SCC Councillors Mark Nuti (Vice-Chairman), Mary Angell, Mel Few, John Furey, Marisa Heath and Yvonna Lay. RBC Councillors Mark Maddox (Chairman), Alan Alderson, David Anderson-Bassey, Nigel King, Nick Prescott and Donald Whyte  
**Lead Officer(s):** Chris Hunt (Corporate Head of Community Development)

## Section 2: Community Development Business Unit/Team overview

### Community Development Business Unit

The Community Development Business Centre is a multi-functional service area which provides many of the non-statutory services of the Council. The services can be used by individuals, families and residents of all ages. Some of the services and support is provided in partnership with other organisations from the statutory, voluntary and faith sectors with the aim to enhance community cohesion and provision across the Borough.

There has been a focus over recent years to look at revenue generating opportunities and when practical and cost effective these have been pursued. In some areas this is not possible as the service is about maintaining and enhancing existing provision, but where possible external grant aid has been applied for and in a number of cases have been successful.

### Green Space Team

The Green Space team manage Parks, Open Spaces, Allotments, Cemeteries, Grounds Maintenance and Arboriculture services. The work of the section ties in with many of the Council's key priorities, specifically through maintaining the environment to a high standard, providing opportunities for active lifestyles and keeping individuals healthy.

The Parks and Open Space service employs eighteen members of staff which are the Assistant Head of Green Space, Projects Officer, Parks and Arboriculture Manager, Senior Green Space Officer, Green Space Officers x 2fte, Senior Parks Supervisors x2, Groundsmen x5, Assistant Groundsmen x3, a sports turf apprentice, Support Officer and Green Space Contracts Officer.

There are 370 hectares of land which is managed by the team. There are five parks which are staffed throughout the year; Victory Park, Ottershaw Memorial Field, Heathervale Recreation Ground, Chertsey Recreation Ground and The Orchard and Abbeyfield. These more formal parks provide sports and recreational facilities including football pitches, bowling greens, cricket pitches, tennis courts, play areas and padding pools. The more informal open spaces, such as Chertsey Meads, Thorpe Green, Homewood Park and St Ann's Hill, are used for dog walking, cycling and horse riding. This team also manages a grounds maintenance contract, with an annual value of £290,000, for its own sites and other Council land and maintains 45 children's play areas. A number of capital projects have been undertaken in recent years including the provision of three new equipped play spaces and enhancing access and interpretation at woodland sites. There has also been greater emphasis on facilitating volunteer work parties in the Council's parks and open spaces with 1033 volunteer hours in 2019 at 27 events.

There are 12 allotment sites in the borough providing almost 550 plots. Three sites are let to allotment associations and self managed by them. The remaining sites (378 plots) are operated by the Green Space team for the Council. Demand for allotments remains high with around 98% of plots let at any one time and there are waiting lists for a number of sites.

There are four cemeteries in Runnymede, three are fully operational but all the grave spaces in Addlestone Cemetery have either been used for burials or have been pre-purchased for future use. The Cemeteries team consists of a Manager and part time support officer. Arboriculture services are primarily tree inspections and management are provided in relation to sites managed by the Green Space team.

### **Safer Runnymede Team**

This service area contributes to the community safety agenda by working in partnership with Surrey Police and other agencies. The CCTV centre is open 24 hours a day, 7 days a week throughout the year. The service currently monitors over 550 cameras and there are contracts with Spelthorne, South West Trains and Thorpe Park. There is also Automatic Number Plate Recognition services provided to the Wentworth Estate. In the last year the service has also introduced re-deployable cameras that can be moved around locations as required. There are currently 7 cameras in operation at various sites inside and outside the Borough.

Safer Runnymede monitors the community alarms for Runnymede and Surrey Heath, GPS devices and manages the operation of the Care call service. There are two full time supervisors, eleven full time and three part time members of staff.

Safer Runnymede is a fully accredited service and obtained full compliance and Charter Award until August 2023 from the Surveillance Camera Commissioner.

### **Community Development Team**

The community development team consists of three members of staff whose remit it is to work in a wide range of areas including health and wellbeing, sport and health and arts development linking in with a number of local clubs and organisations. Partners worked with include Active Surrey, Schools, Children's Centres, Youth Service, Royal Holloway University, Surrey Arts Partnership, Eikon and Achieve Lifestyle. There are a number of annual events and activities delivered including the Surrey Youth Games, Living Well Week, Sportability Festival and parks events such as Xplorer.

The service has developed a what's on page onto which local organisations can add information on events and activities and the team supports the work of the Partnership and Policy Officer through the various task groups in the deprived areas of the Borough.

Community Development Officer supporting corporate projects to deliver a farmers market in Englefield Green. Working with Members, legal, parking, environmental health and the community, a market was trailed on November 23<sup>rd</sup>. The outcomes were successful as there were 11 traders selling fresh produce and drinks. Approximately 300 local people attended and the feedback was that there is a clear appetite for a regular market in the borough.

Community Development Officer lead on bringing Addlestone Town centre up to date and in line with Addlestone One development. Worked in partnership with Addlestone One to host a Christmas light event. Funded by Addlestone One and project managed by Community Development; the event was an evening of entertainment, stalls provided by local businesses, local school choirs and speeches by the faith groups and the Mayor. Over 1,000 people attended and the outcome was a great success.



### **Partnerships and Policy Function**

The Partnership and Policy Officer raises national policy issues with government departments and Members of Parliament e.g. on children and young people's mental health. The work of the Runnymede Health and Wellbeing Task Group is overseen by the Officer and this group has had great success in influencing and lobbying Government.

The Officer leads on the action plans for the areas of relative deprivation of which there are four in Addlestone, Chertsey, Egham Hythe and Englefield Green West, the task groups for these areas meet on a quarterly basis. The Community First budget provides a limited amount of funding for areas of deprivation and has supported many initiatives and events including Youth Box sessions at the Forest Estate Community Hub, St John's Church Egham Community Development initiative, Hythe Park Anniversary Event and Picnic Bench, Cuckooing Pilot to prevent vulnerable tenants having their properties taken over, Prison Me. No Way training in Secondary Schools, Contributions to Junior Citizen, I Am Able Festival and Health and Wellbeing Week.

The Officer also work closely with the voluntary sector and supporting groups with grant aid including Voluntary Support North Surrey and Citizens Advice. Provides support to the Armed Forces Covenant Champion and the Deputy Armed Forces Champion lead officer for the Runnymede Dementia Action Alliance, co-ordinator for the Runnymede and Spelthorne Homeless Task Group and implementation of the Government's Combating Loneliness Strategy and actions from the multi-agency task group.

### **Leisure Centres**

Achieve Lifestyle is a Leisure Trust that operates the Leisure Centres in the Borough. The Egham Orbit, a new £18m centre in Egham which includes a swimming pool, main hall, fitness centre, studios and spa. Addlestone Zone is within the new Addlestone One Town Centre Development and Addlestone Power which focuses on conditioning is located at Jubilee High School.

### **Community Halls**

The two Community Halls; Chertsey Hall and the Hythe Centre are managed by three full time and one part time member of staff with a facilities manager. The halls provide for a range of activities and uses including regular activities for older people, people with disabilities, private functions, sports activities, meetings and local voluntary group use.

### **Chertsey Museum**

Chertsey Museum operates with one full time and seven part time members of staff. The Museum is located in the Cedars in Chertsey which is owned by the Olive Matthews Trust with whom there has been a long-standing relationship. In addition to the permanent staff there are also a large number of volunteers who help out through the Friends of the Museum. The Olive Matthews Collection is managed by the Museum and it forms a significant part on the annual exhibition which opens each September.

The Museum delivers a range of education session both at the Museum and at schools and there are 60+ schools from both inside and outside the Borough that use this service each year.

There are two temporary exhibition spaces within the Museum with 4 to 5 exhibitions per year. Recent exhibitions include those on Chertsey Abbey and World War One. There is a permanent Runnymede exhibition that shows how the area has changed over the years. The public are also able to access local history information and take part in a range of events throughout the year which caters for all ages.

#### **Community Safety Function**

The Community Safety Officer works closely with the Police and other agencies on initiatives to reduce anti-social behaviour and criminality in the Borough. This work is carried out through effective partnership working and in the last year has included the junior citizen event, water safety and promoting awareness weeks. This service also co-ordinates the work of Community Safety Partnership which the Head of Community Development chairs, Joint Action Group and CHaRRM.

In the Borough there are now two public space protection orders which are managed by Community Safety and these are kept under review to assess their effectiveness. Safeguarding also sits in this area with responsibility for developing policies and feeding into for example the safeguarding boards and the county wide referral system.

#### **Family Support Programme**

The family support programme has been running jointly with Surrey Heath for the last five years. A team of three co-ordinators is based in the Council offices and at any time they could be working with up to seven families each. This service is now fully embedded in the early help programme operated by Surrey CC with many referrals coming through this route. This team also work with the Syrian Refugee families and there are two co-ordinators employed to carry out this work across the two boroughs. There are four refugee families currently in the borough.

The funding of this service from April 2020 will be covered by Surrey CC and the two Boroughs with the Government funding due to cease in March 2020.

**Key Business Unit statistics/volumes:**

370 hectares of Green Space  
5 Manned Parks  
1,300 sports booking in the parks last year  
540 allotment plots across the 12 sites  
550 cameras monitored by Safer Runnymede  
12,000 incidents monitored by Safer Runnymede last year  
2,098 lettings of the Hythe Centre and Chertsey Hall last year  
135 internments in the three cemeteries annually  
15,500 visitors per year to Chertsey Museum  
70 schools engaged in Chertsey Museum's outreach education service last year  
245 children attended Surrey Youth Games Training in 2019  
900 children attended the Junior Citizen in 2019  
80 parks and open space event applications processed January to September 2019  
1,033 volunteer hours in the parks and open spaces

### Section 3: Community Development Business Unit/Team's key drivers/influences

| <b>Drivers and influences</b>  |  |   |
|--|--|---|
| <p><b>Internal drivers/influences</b></p> <p>Key corporate drivers/influences (fixed for all plans)</p> <ul style="list-style-type: none"> <li>• The Corporate Business Plan is trying to achieve against the following themes:               <ul style="list-style-type: none"> <li>- Supporting Our Communities</li> <li>- Enhancing Our Environment</li> <li>- Improving Our Economy</li> <li>- Developing Our Organisation</li> </ul> </li> <li>• Corporate Key Performance Indicators.</li> <li>• There is a need to increase income generation to offset growing costs and loss of government grants.</li> </ul> | <p>Key drivers/influences of any Business Centre/Team strategies/key documents</p> <ul style="list-style-type: none"> <li>• Crime and Disorder Strategy</li> <li>• RBC Open Spaces Study</li> <li>• Green Space Site Management Plans</li> <li>• Internal drivers               <ul style="list-style-type: none"> <li>- Ageing Population</li> <li>- Deprived Communities</li> <li>- Child Obesity</li> <li>- Community Safety</li> </ul> </li> <li>• Older Persons Strategy</li> <li>• Playing Pitch Strategy</li> <li>• Prevent Strategy</li> </ul> | <p>National key drivers/influences</p> <ul style="list-style-type: none"> <li>• Welfare Reform</li> <li>• Family Support Programme</li> <li>• Syrian Refugee Resettlement</li> <li>• DCMS Sports Strategy</li> <li>• CCTV Code of Practice</li> <li>• Prevent</li> <li>• Ageing Population</li> </ul> |
| <p><b>External drivers/influences</b></p> <p>Key community/consultation drivers/influences</p> <ul style="list-style-type: none"> <li>• Task Groups' action plans for each area.</li> <li>• Public engagement and consultation on Runnymede Pleasure Grounds, Play Spaces, Public Space Orders, Leisure Strategy.</li> </ul>   | <p>Key partners / suppliers drivers/influences</p> <p>Strategies and plans associated with:</p> <ul style="list-style-type: none"> <li>• Community Safety Partnership</li> <li>• Active Surrey/NGBs</li> <li>• Surrey Arts Partnership</li> <li>• Surrey CC's transformation programme</li> <li>• Police</li> <li>• Fire Service</li> <li>• Royal Holloway University</li> <li>• Achieve Lifestyle</li> <li>• Sports Clubs</li> <li>• National Trust</li> </ul>  | <p>National key drivers/influences</p> <ul style="list-style-type: none"> <li>• Welfare Reform</li> <li>• Family Support Programme</li> <li>• Syrian Refugee Resettlement</li> <li>• DCMS Sports Strategy</li> <li>• CCTV Code of Practice</li> <li>• Prevent</li> <li>• Ageing Population</li> </ul> |

|  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"> <li>• Public Health</li> <li>• Childhood Obesity</li> <li>• District and Boroughs CCTV monitoring</li> <li>• Surrey Physical Activity Strategy</li> <li>• Grounds Maintenance contract</li> <li>• Surrey Wildlife Trust</li> <li>• Surrey Heath Borough Council for Family Support Programme and Syrian Refugees</li> <li>• Eikon</li> </ul> |  |
|--|---|--|

## Section 4: Planned work

### 4.1 Change-related activity in this year

Key:  Project  Review  One-off Activity

**A Project:** The output and outcomes are known and defined and the project works to deliver that output or outcome using the project management toolkit with regular reporting on progress.

**A Review:** Covers work undertaken which may recommend one or more eventual projects (you don't yet know what the final implementation looks like). The outputs or outcomes are unknown or undefined at the start of the work. It could be a review of current work or it could be feasibility work. Reviews may still be run using project management methodology to aid progress e.g. a Halls Review.

**One-off Activity:** An additional one-off piece of work on top of the day to day, not necessarily requiring a full project team but may seek input from others as required to complete the work. It is less complex than a project – e.g. updating a policy, undertaking recruitment, or undertaking a tender.

| Projects |  |   |  |   |  |
|----------|--|---|--|---|--|
| Ref.     | Project name<br><i>(N.B. Detailed objectives, deliverables and risks can be found in Project Charters)</i> | Team/section leading on the project<br><i>(shown in bold)</i> and support teams | Outcome(s) i.e. the benefit(s) the project brings once delivered | Completion date (if after the end of March 2021 also state expected stage come the end of March 2021) | Is this an identified priority for the relevant Member Working Party?<br><i>(delete as applicable)</i> |
|          |  |   |  |   |  |

|      |   |                                      |   |   |     |
|------|---|--------------------------------------|---|---|-----|
| CD01 | Chertsey Museum Digitisation  | Lead: Chertsey Museum<br>Support: IT | This project will provide users of the service better access to information and the collections on line.  | End of December 2020 (identifying external grants).<br>March 2021 | NO  |
| CD02 | Identify improvements to parks and open spaces to prevent future traveller incursions | Green Space                          | Helps reduce community tensions and thereby helps increase community cohesion.<br>Make the open spaces more secure through the installation of gates, bollards, ditches etc and reduce the number of incursions | End of June 2020  | NO  |
| CD03 | Delivery of Runnymede Pleasure Grounds project  | Community Development/Green Space    | Improved access to the site, improved facilities linking into the broader Runnymede meadows area and offer of the National Trust and other stakeholders.  | TBC   | YES |

| Reviews | Ref. | Objective  | Team/section leading on the review (shown in bold) and support teams | Outcome(s) i.e. the benefit(s) the objective brings once delivered   | Completion date (if after the end of March 2021 also state expected end of March 2021) | Is this an identified priority for the relevant Member Working Party?<br>(delete as applicable) |
|---------|------|--|--|--|--|---|
| CD04    |      | Produce a play area replacement programme- Identify and prioritise play areas that require investment/replacement. | Green Space  | To enhance play opportunities for local residents in order to improve their health and wellbeing.<br>This would also support any external funding applications | End of March 2021  | NO  |

|      |  |                                       |  |  |     |
|------|--|---------------------------------------|--|--|-----|
| CD05 | Addlestone Cemetery Extension  | Green Space                           | Develop options to extend the existing cemetery which has no plots available for new purchases       | End of September 2020  | NO  |
| CD06 | To tender the grounds maintenance contract or bring the service in house. This could include the highways verges and weed killing. | Green Space                           | Provide a similar or enhanced service cost effectively.  | End of December 2020   | YES |
| CD07 | To review additional youth provision in the Borough  | Community Development                 | To identify options of the provision of stand alone youth services delivered by the voluntary sector | End of August? 2020  | YES |
| CD08 | Feasibility study on the use of Barrsbrook Farm as a sports hub  | Community Development and Green Space | Identify options and partners to be involved in developing the site                                  | End of August 2020 external funding for any feasibility study would be required. | NO  |

| <b>One-off Activity</b> |   |  |   |   |  |
|-------------------------|---|--|---|---|--|
| Ref.                    | Objective   | Team/section leading on the activity (shown in bold) and support teams | Outcome(s) i.e. the benefit(s) the objective brings once delivered  | Completion date (if after the end of March 2021 also state expected stage come the end of March 2021) | Is this an identified priority for the relevant Member Working Party? (delete as applicable) |
| CD09                    | Develop a Health and Wellbeing Strategy for the Borough | Community Development  | Improve the Health and Wellbeing of the Borough identifying improvements that can be delivered  | End of August? 2020   | NO   |
| CD10                    | Task Group refresh                                      | Partnership and Policy   | To re-energise the task groups in deprived areas to encourage more local groups involved in local projects and initiatives to support residents | End of December 2020  | NO   |
| CD11                    | Replace one of the Green Space vans                     | Green Space  | To make service operations more environmentally friendly.   | End of August 2020  | NO   |



|      |  |                       |  |   |    |
|------|--|-----------------------|--|---|----|
| CD12 | Identify potential external grant funding for new and improved skate facilities at Heathervale Skate Park                                | Green Space           | To enhance local leisure opportunities to improve the health and wellbeing of local residents. | End of December 2020  | NO |
| CD13 | To make an application to the Football Foundation with a view to funding a new 3G pitch at the Orbit part funded through a S106 payment. | Community Development | To enhance local leisure opportunities to improve the health and wellbeing of local residents. | End of March 2021 (funding request made and S106 confirmed) | NO |

## 4.2 Summary of the business as usual activities

| Ref. | Activity description  | Does this involve an annual project (to support PMO project pipeline planning)?<br>(delete as applicable) |
|------|---|---|
| CD14 | Deliver Surrey Youth Games programme, targeting 250 children  | YES   |
| CD15 | Develop Sports Development initiatives with Achieve Lifestyle at the new Egham Orbit Leisure Centre. Target for two joint initiatives in 2020/21  | NO  |
| CD16 | Have input into the green agenda work of the Council identifying ways of reducing our carbon footprint and improving sustainability   | NO  |
| CD17 | Manage the section 106 funding for community development work in Englefield Green. A sum of £200,000 is currently available for Englefield Green and a list of initiatives/projects will be developed for delivery over the next 5 years. | NO  |
| CD18 | Manage and administer the lease and rent grant aid policy.  | NO  |
| CD19 | Create a communication plan for the year detailing all existing and new activities to be promoted.  | NO  |
| CD20 | To deliver the Community First funding in areas of deprivation linked to the work of the 4 task groups. Total funding for the year is £65,000.  | NO  |

|      |  | YES |
|------|--|-----|
| CD21 | Deliver Living Well Week in September 2020   | YES |
| CD22 | To continue delivery of the Chertsey Museum activities, exhibitions and out-reach.   | NO  |
| CD23 | Continue to deliver the Armed Forces Covenant to improve access to Borough services for serving and ex armed forces personnel.   | NO  |
| CD24 | To lead on Community Safety Initiatives in the borough working with a wide range of partners including the Police, fire Service and schools. These include: Junior Citizen; Prevent training both internally and in the community; Monitor the two PSPO's in the borough; Promote the respect the water initiative with partners; Promote specific events and awareness raising weeks i.e. domestic abuse week, alcohol awareness. | NO  |
| CD25 | To manage the Community Safety groups in the Borough, e.g. Chairing of the Community Safety Partnership and developing an annual plan, chairing CHaRMM and secretary support to the Joint Action Group and supporting MARAC and Neighbourhood Watch.   | NO  |
| CD26 | Develop the resilience and governance in the voluntary sector by providing support to the voluntary sector delivering training and advice on funding and reducing the number of voluntary groups in financial difficulties.  | NO  |
| CD27 | Co-ordinate the safeguarding responsibilities for the Council. Provide representation to Surrey wide meetings including review of policies and procedures, development of a training programme for staff, co-ordinating the internal safeguarding group with reps from other service areas and dealing with any MAPE enquiries.  | NO  |
| CD28 | Co-ordinate the Safety Advisory Group (SAG)  | NO  |
| CD29 | Identify opportunities to increase the efficiency and income generation capacity for the Community Halls.  | NO  |
| CD30 | Monitor the effectiveness of the CCTV monitor at Staines Police Station.   | NO  |
| CD31 | Promote CCTV services to both the public and private sector including the use of re-deployable units.  | NO  |
| CD32 | Maintain contact with the Police and other boroughs on options for the development of a one stop CCTV service  | NO  |
| CD33 | Keep a watching brief on the digitisation of telecare service and how this develops as the changeover to digital lines may not impact on the service as much as previously anticipated.  | NO  |
| CD34 | Continue the switch from analogue to digital CCTV provision  | NO  |
| CD35 | Progress options for the future use of the Community Halls by external organisations in particular interest from the health service  | NO  |

|      |  |    |
|------|--|----|
| CD36 | To agree enforcement options for overstayers on the river in conjunction with Elmbridge and Spelthorne Councils. | NO |
| CD37 | Continue to manage the increase in the number of invasive species in our parks and open spaces                   | NO |
| CD38 | Identify opportunities to increase the range of events and activities in our parks and open spaces               | NO |
| CD39 | Support events and activities in our towns that promote the borough and engage local residents                   | NO |
| CD40 | Continue to support the Runnymede Dementia Action Alliance   | NO |
| CD41 | Input into the development of a JET team for the borough   | NO |
| CD42 | Potential impact of CIL funding if introduced on service areas including parks                                   | NO |
| CD43 | Encourage Volunteers to support our services within our parks and Chertsey Museum                                | NO |
| CD44 | Summer Playscheme aimed at disadvantaged families in the borough   | NO |
| CD45 | Update Business Continuity Plan  | NO |

## Section 5: Community Development Business Unit/Team's requests for growth

| Description  | Linked objective/project | Amount requested | Business case completed? (Not always relevant – if unsure CE to determine. If yes – attach with this plan) | Growth approved by CMC? |
|--|--------------------------|------------------|--|-------------------------|
| None being put forward at this time given other corporate priorities |                          |                  |  |                         |

## Section 6: Community Development Business Unit performance indicators

| Performance Indicator   | Target        |               |              |              |                     |  | Actual        |               |              |              |                     |                |       |
|---|---------------|---------------|--------------|--------------|---------------------|--|---------------|---------------|--------------|--------------|---------------------|----------------|-------|
|   | Q1 (Apr-June) | Q2 (Jul-Sept) | Q3 (Oct-Dec) | Q4 (Jan-Mar) | Full year (Apr-Mar) |  | Q1 (Apr-June) | Q2 (Jul-Sept) | Q3 (Oct-Dec) | Q4 (Jan-Mar) | Full year (Apr-Mar) | Current status | Trend |
| Number of attendances at Surrey Youth Games Training.           | 250           | 0             | 0            | 0            | 250                 |  |               |               |              |              |                     |                |       |
| Percentage of Careline calls answered within 60 seconds.        | 99.8          | 99.8          | 99.8         | 99.8         | 99.8                |  |               |               |              |              |                     |                |       |
| Number of Community Hall Bookings                               | 600           | 400           | 650          | 650          | 2,300               |  |               |               |              |              |                     |                |       |
| Number of individuals attending the Sportability festival       | 0             | 0             | 0            | 150          | 150                 |  |               |               |              |              |                     |                |       |
| Number of Free Access for County Sportspeople applications.     | 8             | 8             | 8            | 8            | 32                  |  |               |               |              |              |                     |                |       |
| Users of Chertsey Museum.                                       | 4,600         | 2,000         | 4,200        | 4,600        | 15,400              |  |               |               |              |              |                     |                |       |
| Number of schools using the Chertsey Museum Education sessions. |               |               |              |              | 70                  |  |               |               |              |              |                     |                |       |
| Numbers attending Junior Citizen.                               | 0             | 0             | 900          | 0            | 900                 |  |               |               |              |              |                     |                |       |
| Number of attendances at Living Well Week.                      | 0             | 500           | 0            | 0            | 500                 |  |               |               |              |              |                     |                |       |

## Section 7: Summary of the Community Development Business Unit/Team's contribution to Corporate Business Plan themes

| Priority                             | Supporting Our Communities   | Enhancing Our Environment   | Improving Our Economy | Developing Our Organisation |
|--------------------------------------|--|---|-----------------------|-----------------------------|
| Reference number<br>(from Section 4) | CD01, CD02, CD05, CD07, CD09, CD11, CD14, CD15, CD17, CD18, CD20, CD21, CD22, CD23, CD24, CD25, CD26, CD27, CD28, CD29, CD30, CD31, CD32, CD33, CD35, CD38, CD39, CD41, CD43, CD44 | CD02, CD03, CD06, CD10, CD11, CD12, CD13, CD16, CD17, CD36, CD37, CD42, | CD10, CD29, CD34      | CD01, CD19, CD45            |
| <b>Supports all Corporate Themes</b> |  |   |                       |                             |
| Reference number<br>(from Section 4) | CD04, CD08,  |   |                       |                             |

## Section 8: Community Development Business Unit/Team's risk management (excluding project risks with separate Project Charter)

**Considering your work areas in Section 4, and excluding project risks with separate Project Charter, please consider all risks associated with your business unit's work (not just the change-related elements)**

| Ref | Issue  | Consequences   | Impact area<br><i>Life and limb, Reputational, Financial, Other</i>       | Probability<br>(Pre-control measures) | Impact<br>(Pre-control measures) | Risk Rating<br>(Pre-control) | Control Measure(s)   | Probability<br>(Post control measures) | Impact<br>(Post control measures) | Rating<br>(Post control) | Owner |
|-----|--|--|---|---------------------------------------|----------------------------------|------------------------------|--|--|-----------------------------------|--------------------------|-------|
| 1.1 | Data collated/ reported may be inaccurate.   | Inaccurate data has the risk of misleading Members, Officers, the public and other stakeholders, and could potentially result in alternative decisions being made. | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational | 3                                     | 4                                | 12                           | Data quality standards will be addressed in the Information Governance Strategy and Policy and departmental procedures.<br>Consideration will also be given to whether business centres/teams have any other data quality risks specific to their area and if so these will also be included in the relevant Business Centre/Team Plans. | 2                                      | 4                                 | 8                        | CH    |
| 1.2 | Disclosure of personal data to someone who is not entitled to that data e.g. via telephone conversation or email | Financial sanctions imposed by the Information Commissioners' Office for failure to comply with legal obligations.<br>Loss of confidence in Council by other       | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational | 3                                     | 4                                | 12                           | Compliance with Council's adopted Information Governance Strategy and Policy.<br>Adoption of measures to ensure that the Council complies with its obligations under the GDPR.<br>Compliance with Council's various existing policies  | 2                                      | 4                                 | 8                        | CH    |

|     |  |  |   |   |    |   |   |    |
|-----|--|--|---|---|----|---|---|----|
| 1.3 | <p>parties in respect of its ability to manage information properly.</p> <p>Adverse publicity</p> <p>Loss of Council owned device containing personal data results in disclosure of personal data</p> <p>Financial sanctions imposed by the Information Commissioners' Office for failure to comply with legal obligations.</p> <p>Loss of confidence in Council by other parties in respect of its ability to manage information properly.</p> <p>Adverse publicity</p> | <p>Delivery of services</p> <p>Welfare of residents</p> <p>Financial</p> <p>Reputational</p> | 3 | 4 | 12 | <p>which relate to management of information.</p> <p>Provision of training to staff on requirements of GDPR.</p> <p>Appointment of Data Protection Officer by Council to oversee compliance with GDPR.</p> <p>Compliance with Council's adopted Information Governance Strategy and Policy.</p> <p>Adoption of measures to ensure that the Council complies with its obligations under the GDPR.</p> <p>Compliance with Council's various existing policies which relate to management of information.</p> <p>Provision of training to staff on requirements of GDPR.</p> <p>Appointment of Data Protection Officer by Council to oversee compliance with GDPR.</p> | 8 | CH |
| 1.4 | <p>Unauthorised access to Council</p> <p>Financial sanctions imposed by the</p>  | <p>Delivery of services</p> <p>Welfare of</p>  | 3 | 4 | 12 | <p>Compliance with Council's adopted Information Governance Strategy and</p>  | 8 | CH |



|     |    |  |  |   |    |   |   |   |   |    |
|-----|----|--|--|---|----|---|---|---|---|----|
| 1.5 | 65 | <p>systems which allows access to personal data</p> <p>Information Commissioners' Office for failure to comply with legal obligations.</p> <p>Loss of confidence in Council by other parties in respect of its ability to manage information properly.</p> <p>Adverse publicity</p>  | <p>residents</p> <p>Financial</p> <p>Reputational</p>  | <p>Policy.</p> <p>Adoption of measures to ensure that the Council complies with its obligations under the GDPR.</p> <p>Compliance with Council's various existing policies which relate to management of information.</p> <p>Provision of training to staff on requirements of GDPR.</p> <p>Appointment of Data Protection Officer by Council to oversee compliance with GDPR.</p> <p>Compliance with Council's adopted Information Governance Strategy and Policy.</p> <p>Adoption of measures to ensure that the Council complies with its obligations under the GDPR.</p> <p>Compliance with Council's various existing policies which relate to management of information.</p> <p>Provision of training to staff on requirements of GDPR.</p> | 3  | 4 | 2 | 4 | 3 | CH |
|     |    | <p>Failure to dispose of documentation containing personal data in a secure fashion results in disclosure of personal data</p> <p>Financial sanctions imposed by the Information Commissioners' Office for failure to comply with legal obligations.</p> <p>Loss of confidence in Council by other parties in respect of its ability to manage information properly.</p> | <p>Delivery of services</p> <p>Welfare of residents</p> <p>Financial</p> <p>Reputational</p> |   | 12 |   |   |   |   |    |



## Risk matrix

When assessing a risk for the first time you should assume there are no controls already in place. The subsequent assessment is completed with the controls in place. The assessor should assign values for the identified 'likelihood' of occurrence (A) and the severity of the 'Impact' (B). By multiplying 'A' and 'B' together you get the rating score, which gives an indication of how important the risk is. The thick black line is the "line of tolerance". Those risks that are plotted above the line (score 10 – 25) are "out of tolerance" and will be referred to the Corporate Risk Register for further oversight and support. For project risks not in this document, you should also flag to Applied Resilience any risks within Project Initiation Documents that are above the line (this should be done at the time of the PID being approved).

| LIKELIHOOD (A)       |  | IMPACT (B)      |            |                 |                            |                              |
|----------------------|--|-----------------|------------|-----------------|----------------------------|------------------------------|
|                      |  | 5               | 4          | 3               | 2                          | 1                            |
| Certain<br>5         |  | 5               | 10         | 15              | 20                         | 25                           |
| Probable<br>4        |  | 4               | 8          | 12              | 16                         | 20                           |
| Possible<br>3        |  | 3               | 6          | 9               | 12                         | 15                           |
| Unlikely<br>2        |  | 2               | 4          | 6               | 8                          | 10                           |
| Highly unlikely<br>1 |  | 1               | 2          | 3               | 4                          | 5                            |
|                      |  | Negligible<br>1 | Small<br>2 | Noticeable<br>3 | Serious + Significant<br>4 | Critical + Considerable<br>5 |

| Severity of Impact (B)                      | Likelihood of Occurrence (A)  |
|---|-------------------------------|
| 1 – Negligible impact                       | 1 – Highly unlikely to happen |
| 2 – Only a small effect                     | 2 – Unlikely to happen        |
| 3 – Noticeable effect                       | 3 – Possibly will happen      |
| 4 – Serious problem with significant impact | 4 – Probably will happen      |
| 5 – Critical issue and considerable impact  | 5 – Certain to happen         |

Green = Low risk, Amber 9 = Medium risk, Amber 10 – 12 high risk, Red = High risk

10. **COMMUNITY SERVICES BUSINESS PLAN 2020/2021 (COMMUNITY SERVICES, DARREN WILLIAMS)**

**Synopsis of report:**

This report informs Members of the key achievements to date in the 2019/2020 financial year for the Community Services Business Centre, and proposes the Community Services Business Plan 2020/2021 for approval. It should be noted the business cases being proposed are still subject to recommendation by Corporate Management Committee to Full Council, and Full Council's approval in February 2020.

**Recommendations that:**

- i) the Community Services Business Plan 2020/2021, be approved
- ii) the business cases requiring additional expenditure be recommended for approval by Corporate Management Committee and Full Council for approval in February 2020.

1. **Context of report**

- 1.1 As part of the annual business planning cycle each business centre completes an annual Business Plan which sets out for the forthcoming year: key drivers/influences, objectives, performance/activity indicators, the links to the themes in the draft Corporate Business Plan 2020-2024, and key risks, by utilising a standard corporate template.

2. **Report**

- 2.1 The full Community Services Business Plan can be found in Appendix 'F'. A summary is provided below.

**Purpose of the Community Services Business Centre**

- 2.2 The Community Services Business Centre is made up of a wide range of services and activities, namely:

- Community Alarms & Telecare
- Community Transport
- Handyperson
- Home Improvement Agency
- Meals at Home
- Social Centres
- Social Prescribing
- Home from Hospital (Homesafe Plus)
- Parking Services
- Service Development
- Partnership Working
- Yellow Bus Service
- Vulnerable People Data and Rest Centre Facilities

### **Key achievements in 2019/20 (to date)**

2.3. The key achievements in 2019/2020 to date by the Business Centre, against the objectives set out in the 2019/2020 Business Unit Plan include:

- Worked with SCC on the reduction of SLA funding anticipated for 2019/2020 and successfully accommodated into service budgets
- Entered into dialogue with Bracknell Forest Council regarding the possible extension of the Meals at Home services, currently reaching the point of a service plan being produced
- Successfully reviewed the Home Improvement Agency (HIA) service area, re-written the HIA Assistance Policy and set out a programme of how Disabled Facilities Grant funding will be used in 2020/2021
- Identified and currently in process of securing the technology for a new service offer within Community Alarms, able to support Adult Social Care and Health Professionals in assessing the activity and needs of residents in their own home
- Have a long-term agreement in place for working in partnership with the NW Surrey HIA cluster (Woking & Spelthorne BC's) for the delivery of Handyperson services in Runnymede
- Successfully led and managed the Community Services Partnership across Runnymede and Surrey Heath
- Successfully delivered the first full year of transport services to residents of Strawberry Fields and Longcross Garden Village, securing S106 funding via Surrey County Council
- Worked proactively within the Integrated Care Partnership, establishing Runnymede's position as a key partner
- Appointed as Prevention and Community model of care lead on behalf of the ICP
- Secured a contract with local Primary Care Networks to deliver an extended Social Prescribing service
- Worked in collaboration with Surrey County Council on new transport contract opportunities, that are anticipated to commence in 2020/2021 subject to agreement

### **Key drivers/influences**

2.4 The key drivers/influences impacting on the Business Centre in 2020/2021 are:

#### ***National Drivers/Influences***

- Primary Care Network - Contract Direct Enhanced Service
- NHS England
- Personalised health and social care budgets
- Welfare reform
- Social Care Green Paper

#### ***Key Partners/Suppliers Drivers/Influences***

- Surrey Heath Borough Council
- Surrey County Council
- Woking, Spelthorne and Elmbridge BCs
- NW Surrey Integrated Care Partnership
- NW Surrey CCG
- Primary Care
- Ashford St Peters Hospital

- Central Surrey Health

***Other Drivers/Influences***

- Older Persons Strategy
- Ageing Population

**Key areas of change in 2020/2021**

2.5 The proposed key areas of change for the Business Centre in 2020/2021 are:

- The addition of Parking Services to the Community Services Business Centre
- Undertaking a review of the operations of Parking Services
- The integration of additional resources into Community Services subject to growth bid approval
- Delivery of a SEND transport pilot in partnership with Surrey County Council and participation in the Surrey Strategic Transport Project Board
- Opportunity to initiate new services for residents via the Integrated Care Partnership and Model of Care workstream
- Design and roll out of customer satisfaction and feedback processes to enable residents to contribute to service design, development and improvement
- To agree a collaboration agreement with Surrey County Council to enable future partnership working in the delivery of transport services
- Complete a procurement process for suppliers to undertake works on behalf of the Home Improvement Agency

**Performance/Activity Indicators**

2.6 The Performance Activity Indicators for 2020/2021 are:

| Performance Indicator  | Full year (Apr-Mar) |
|--|---------------------|
| Number of meals products served (Meals at Home) per quarter  | 39,700              |
| Number of meals served in Social Centres per quarter   | 34,500              |
| Number of users signed to social centre reward scheme as of end of quarter   | -----               |
| Number of individual hires at social centres per quarter   | -----               |
| Number of Homesafe/Home from Hospital referrals per quarter  | 470                 |
| Number of Homesafe/Home from Hospital referrals (RBC services) per quarter   | 107                 |
| Number of Wellbeing Prescribing referrals received per quarter   | 600                 |
| Number of individual trips through Community Transport per quarter   | 52,000              |
| Number of Handyperson referrals (total) per quarter  | 410                 |
| Number of enquiries received by Home Improvement Agency per quarter  | 305                 |
| Number of DFG grants award (all types) in quarter  | 100                 |
| Percentage of payments for car parking made by Ringo cashless system per quarter   | -----               |
| Number of parking penalty charge notices issued ( <i>please note this is not a target, it is reported for monitoring purposes only</i> ) | N/A                 |

2.7 It should be noted that the final indicators chosen to be part of the corporate set will not be finalised until March 2020 at Corporate Management Committee.

### 3. Policy framework implications

3.1 This Plan supports the achievement of the following themes in the draft Corporate Business Plan 2020-2024:

- Supporting our Communities
- Enhancing our Environment
- Developing our Organisation

### 4. Resource implications

4.1 Section 5 of the Business Plan lists the requested growth items associated with the plan, and Appendix 'G' contains the full business cases for these growth items. All growth requests are still subject to Corporate Management Committee's approval and recommendation to Full Council for approval in February 2020.

### 5. Environmental and Sustainability/Biodiversity Implications

5.1 CSR3 which is the review of the Yellow Bus Service with an objective of reducing congestion and CS05 set out our commitment to explore the options for supporting the climate change agenda within service delivery and in support of wider corporate objectives.

6. **Equality Implications**

- 6.1 The Council is required to have due regard to its public sector Equality Duty
- 6.2 The Council's Duty is stated under the Equality Act 2010 and is to have regard to the need to:
- a) eliminate unlawful discrimination, harassment or victimisation
  - b) advance equality of opportunity between persons who share a Protected Characteristic and persons who do not share it
  - c) foster good relations between those who share a relevant characteristic and those who do not
- 6.3 The Community Services Business Plan contains objectives which have a positive impact on the protected characteristics of age and disability in particular.
- 6.4 The Home Improvement Agency Policy which was approved by this Committee at its last meeting in November 2019 has undergone a full Equality Impact Assessment and is being considered by the Council's Equalities Group. The policy impacts on the growth bid for additional resources and it is intended that it is submitted with the report to Corporate Management Committee in due course.

7. **Other issues**

- 7.1 The Community Services Business Centre Plan focuses on the Runnymede aspects of the Community Services Partnership. Should further integration of the partnership be achieved, given the role Runnymede would play in leading this arrangement, other Surrey Heath targets and objectives would need to be included in the plan.
- 7.2 The Business Case is written on the basis of the partnership with Surrey Heath Borough Council becoming further integrated, with some of the costs of the business case funded by further integration and charges paid to RBC for services. Should the integration of the partnership not be realised, the Business Case and future structure would need to be amended.

**(To Resolve)**

**Background papers**

None stated.



# Community Services Business Unit Plan 2020/2021

**Version control**

Author: Darren Williams

Date: 28/11/2019

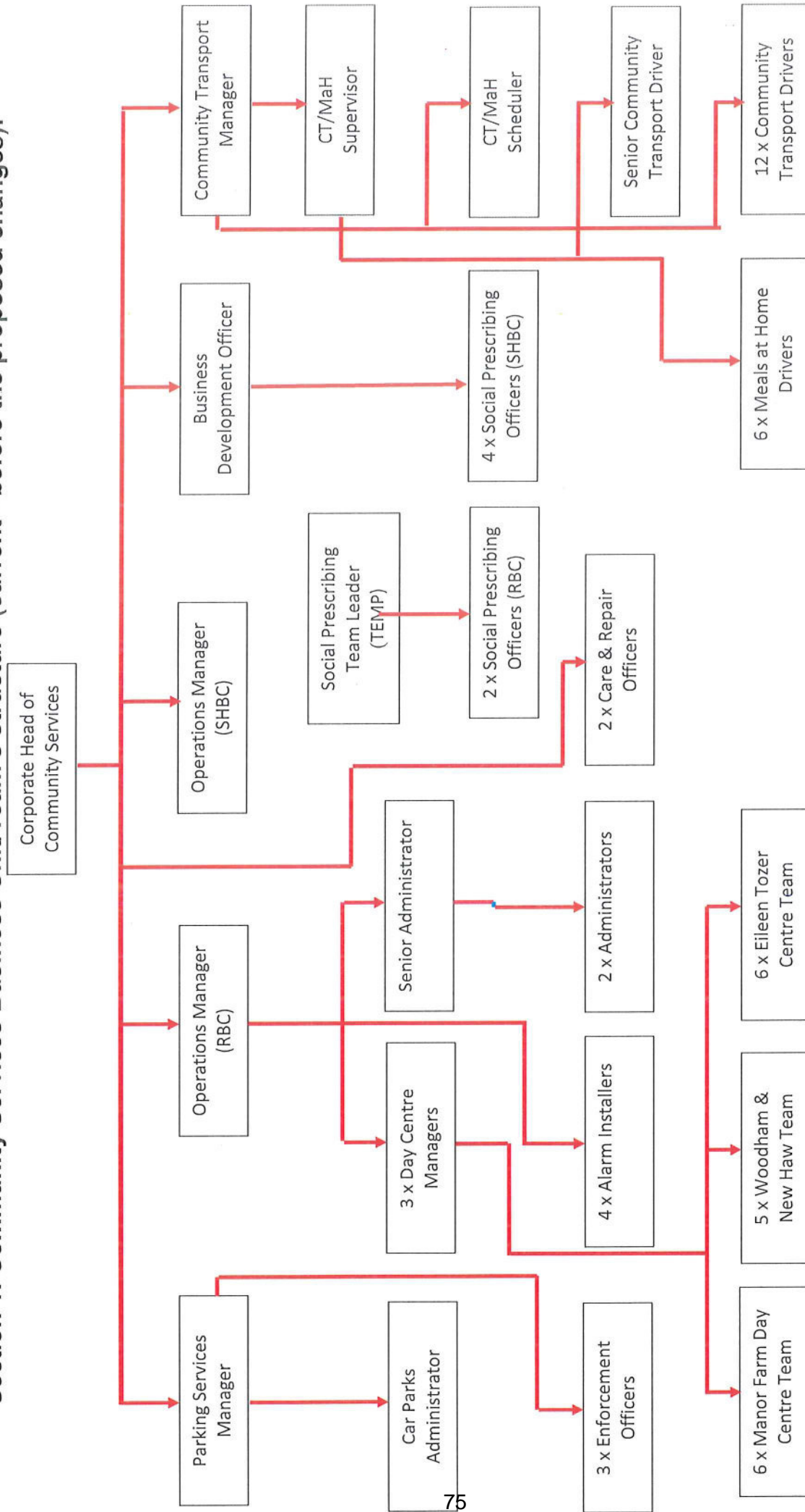
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**Section 1: Community Services Business Unit/Team's structure (current - before the proposed changes):**



**Committee(s):** Community Services, Environment and Sustainability, Runnymede Joint Committee  
**Member Working Group:** Community Development/Community Services

## Section 2: Community Services Business Unit overview

### Community Services Business Unit

The Community Services Business Unit provides a range of services that support residents in continuing to live active lives within their local community, as well as being able to live independently within their home. The business unit has a semi-commercial outlook to its services, combined with ensuring services provide a social value to residents and the communities served.

Community Services plays an ever-increasing partnership role with health and social care, with the value of the services and role the borough council plays increasingly recognised by statutory partners. With the health and social care agenda largely focussing on North West Surrey as a place, there is equally an increasing partnership approach with neighbouring borough councils.

Community Services has led the way in pursuing opportunities to work with other councils to work towards a sustainable future for this discretionary service area and since 2015 has worked in partnership with Surrey Heath Borough Council. This relationship focuses on the opportunity to share resources and work consistently to provide a best value approach to service delivery. The success of this relationship results in a future where it is expected that the boroughs will continue to develop its partnership approach.

Most recently, following the Fit for the Future review and restructure in June 2019, Parking Services has become an additional function within the Community Services Business Unit. Whilst this is one step removed from the other services within Community Services, Parking Services still provide a key community service, for which there is an ever-increasing demand for additional support, particularly with on street parking enforcement for residents.

The Community Services Business Unit comprises of the following service areas:

### Community Alarms & Telecare

Provide the installation, maintenance and repair of community alarm and telecare equipment into the homes of vulnerable residents. In addition, provide the administration and installation of GPS location devices and RBC lone worker devices. The team undertake two routine visits per year to each service user, maintaining equipment, updating records, reviewing suitable technology against changes in need and completing a general welfare check within the home. The team also play a key role in the delivery of the Homesafe Plus hospital discharge service.

Staff Team: 1x service manager, 4 x part time Installers and are supported by 3 x Administrators.

### **Community Transport**

Provides core transport services to residents through its Dial-a-Ride and day centre services, as well as voluntary and community groups requiring support with transport for service users and group members. In addition, contract transport services are operated including to NHS as part of the Surrey Non-Emergency Patient Contract, Surrey County Council through undertaking special educational needs schools transport and adult social care transport. Provide transport services, working in partnership with Surrey County Council for new housing developments in Runnymede, through Section 106 agreements, notably Strawberry Fields in Rowtown and Longcross Garden Village. The service is operated with a fleet of 15 vehicles, the day to day management of which falls to the office team, who coordinate all transport requests, driver work plans etc.

Staff Team: 1 x Manager (shared with SHBC), 1 x Supervisor, 1 x Transport Scheduler, 2 X FT Driver, 12 x PT Driver plus casual staff

### **Home Improvement Agency**

Provides advice, support and assistance to elderly, disabled and other vulnerable residents who live within the borough and who have a need for repairs, adaptations etc. in order to continue to live independently within their own home. Support is provided in identifying options available, funding support where required and help with technical matters.

Staff Team: 1 x PT Caseworker (casual contract), 1 x PT Administrator

### **Handyperson**

A Handyperson service operates in Runnymede, coordinated as part of the NW Surrey HIA Cluster, partnering with Spelthorne and Woking borough councils. The Handyperson service provides quick access for residents requiring minor adaptations etc. in their homes. The Handyperson service also supports the Home from Hospital service currently provided.

### **Meals at Home**

Deliver a hot lunch time meal service to all areas of Runcynmede seven days a week, offering a choice-based menu to all residents, including to those with a range of dietary and cultural requirements. In addition, a tea service is offered, providing residents with a smaller meal for the evening. In delivering the service, the staff team undertake a daily welfare check on each service user and report back any concerns, changes in appearance, health etc. to be followed up either with next of kin, adult social care, care agency etc. Where an emergency situation is identified, staff will make requests for ambulances to attend. In providing the service, Meals Drivers also fulfil the Courier function for the council and coordinate the banking of transport fare income.

The meals at home service is coordinated on a daily basis by the same team who coordinate the Community Transport service, accepting referrals, short notice requests, coordinating routes etc.

Staff team: 1 x Supervisor (shared with transport), 1 x Scheduler (shared with transport), 5 x Drivers.

### **Social Centres**

Open Monday to Friday, the social centres provides a range of services and activities for older residents of the borough. These include services such as foot care, hairdressing, advice surgeries, beauticians etc. Activities include exercise classes, dance classes, arts and craft and other lighter touch activities such as quizzes etc. Hot lunch provision is available etc. In addition to a coffee shop providing lighter snacks, staffed largely by volunteers. Special events and other celebrations are held throughout the year, with entertainment provided. Day trips and short holidays are also organised for service users, led by staff members.

Staff team at each site: 1 x Manager, 1 x Deputy Manager, 1 x Support Assistant, 3x Kitchen Staff, 1 x Cleaner

### **Wellbeing Prescribing**

Wellbeing Prescribing provides advice, support and sign posting services to residents of the borough who are not medically ill, but in need of other kinds of support to tackle loneliness, social isolation, support independent living and to re-engage with their local community. Wellbeing Prescribing will link residents to local statutory, borough, voluntary and community sector services that meet the identified needs.

Staff team: 3 X Wellbeing Prescribing Officer

## **Home from Hospital**

A service which is operated under contract from Surrey County Council, working in partnership with three other NW Surrey Borough Councils to deliver support to hospital teams at the point of patient discharge, through rapid access to borough council services. The coordination of this service is via a single point of access e-form, on which health and social care professionals can refer to all borough council services. As a result of doing so, service teams will provide required support either immediately or within the agreed time frames. The project is the opportunity to embed borough services within formal hospital discharge processes.

Staff team: Delivered by a combination of all Community Services teams and with monitoring support from Safer Runnymede

## **Parking Services**

The Parking Services team operates, manages and carries out enforcement in the Council's off-street car parks and also carries out on street parking enforcement under an agency agreement on behalf of Surrey County Council. The team deals with challenges, representations and appeals relating to Penalty Charge Notices (PCNs) and with complaints and correspondence in relation to parking matters. The team liaises with SCC on parking policy and issues within the Borough.

Staff team: 1 x Parking Services Manager, 1 x Administrator, 3 x Parking Enforcement Officers

## **Service Development**

Area supports other departments in the design, procedural development, promotion and marketing of new services planned for other areas of Community Services, as well as the engagement with health and social care partners as part of a co-design approach.

Staff team: 1 x Business Development Officer (working across Runnymede and Surrey Heath)

## **Partnership Working**

Working within the advanced Health and Social Care partnership relationships established, as a more prominent and recognised partner. Partnership working includes but is not limited to working with NW Surrey Clinical Commissioning Group, Surrey Heartlands Health and Care Partnership, NW Surrey Integrated Care Partnership, Ashford & St Peters Hospitals, Frimley Park Hospital, Surrey Health Clinical Commissioning Group, Frimley Health Integrated Care System and Surrey County Council.



Staff team: Partnership working is led by the Corporate Head of Community Services, supported by the Business Development Officer

### **Yellow Bus Service**

Provision of schools transport to four secondary schools within Runnymede. The service is delivered in partnership with First as the operator and also with the schools who coordinate the bookings and collection of fares.

Staff Team: None. Currently covered by Corporate Head of Community Services

### **Vulnerable People Data and Rest Centre Facilities**

In addition, Community Services leads in the coordination of vulnerable people data, to be supplied in the event of a borough emergency as part of the council's legal duties. In the event of a borough emergency, the Community Services Business Centre also leads in the coordination and delivery of rest centre facilities.

Staff Team: None. Currently being supported by Corporate Head of Community Services with overtime support from within Community Services staff team

**Key Business Unit/Team statistics/volumes (optional):**

- 1450 individual beneficiaries of Community Alarm
- 355 referrals received for all Community Alarm services in 2018/2019 (including corporate lone worker)
- 54,700 Community Transport journeys completed in 2018/2019
- 16 Community Transport vehicles in fleet
- 9 Community Transport contracts held at end of 2018/2019
- 38786 meals products served in 2019/2020
- 4 Meals at Home vehicles in fleet
- 3 Social Centres across the borough - Eileen Tozer (Addlestone), Manor Farm (Egham), Woodham & New Haw (Woodham)
- 34,500 hot meals served in Social Centres in 2018/2019
- 600 residents signed to social centre reward scheme at end of 2018/2019
- 2 Social Centres in long term lease agreement with South Coast Ambulance Service (SCAS)
- 420 individual events held at social centres by hiring organisations and individual residents in 2018/2019
- 214 Homesafe Plus referrals received in 2018/2019 across NW Surrey
- 250 Social Prescribing Referrals Received in 2018/2019
- 13 council owned car parks managed by Parking Services
- 297 school pupils travelling per day on Yellow Bus Service (average per day)

### Section 3: Community Services Business Unit/Team's key drivers/influences

| Drivers and influences  |   |   |
|---|---|---|
| Internal drivers/influences   | Key drivers/influences of any Business Unit/Team strategies/key documents                           |   |
| <p><b>Key corporate drivers/influences</b></p> <ul style="list-style-type: none"> <li>The Corporate Business Plan is trying to achieve against the following themes:               <ul style="list-style-type: none"> <li>- <b>Supporting Our Communities</b></li> <li>- Enhancing Our Environment</li> <li>- Improving Our Economy</li> <li>- <b>Developing Our Organisation</b></li> </ul> </li> <li>Corporate Key Performance Indicators.</li> <li>There is a need to increase income generation to offset growing costs and loss of government grants.</li> </ul> | <ul style="list-style-type: none"> <li>Older Persons Strategy</li> <li>Ageing Population</li> </ul> |   |
| External drivers/influences   | Key community/consultation drivers/influences   | Key partners / suppliers drivers/influences   |
| <ul style="list-style-type: none"> <li>N/A</li> </ul>   |   | <ul style="list-style-type: none"> <li>Surrey Heath Borough Council</li> <li>Surrey County Council</li> <li>Woking, Spelthorne and Elmbridge BC's</li> <li>NW Surrey Integrated Care Partnership</li> <li>NW Surrey CCG</li> <li>Primary Care</li> <li>Ashford St Peters Hospital</li> <li>Central Surrey Health</li> </ul> |
|   |   | National key drivers/influences   |
|   |   | <ul style="list-style-type: none"> <li>Primary Care Network - Contract Direct Enhanced Service</li> <li>NHS England</li> <li>Personalised health and social care budgets</li> <li>Welfare reform</li> <li>Social Care Green Paper</li> </ul>  |

## Section 4: Planned work

### 4.1 Change-related activity in this year

Key:  Project  Review  One-off Activity

**A Project:** The output and outcomes are known and defined, and the project works to deliver that output or outcome using the project management toolkit with regular reporting on progress.

**A Review:** Covers work undertaken which may recommend one or more eventual projects (you don't yet know what the final implementation looks like). The outputs or outcomes are unknown or undefined at the start of the work. It could be a review of current work or it could be feasibility work. Reviews may still be run using project management methodology to aid progress e.g. a Halls Review.

**One-off Activity:** An additional one-off piece of work on top of the day to day, not necessarily requiring a full project team but may seek input from others as required to complete the work. It is less complex than a project – e.g. updating a policy, undertaking recruitment, or undertaking a tender.

| Projects    |  |  |   |   |   |
|-------------|--|--|---|---|---|
| Ref.        | Project name<br><i>(N.B. Detailed objectives, deliverables and risks can be found in Project Charters)</i>   | Team/section leading on the project (shown in bold) and support teams        | Outcome(s) i.e. the benefit(s) the project brings once delivered  | Completion date (if after the end of March 2021 also state expected stage come the end of March 2021) | Is this an identified priority for the relevant Member Working Party? |
| <b>CSP1</b> | Contribute towards a Corporate Social Responsibility (CSR) programme for small/medium enterprises by creating packages of sponsorship/support available linked to Community Services | Project Management Office, Economic Development                              | It will provide opportunities to support local residents and thereby reduce council expenditure. To offer reciprocal benefits to companies (TBC).         | End of March 2021   | No  |
| <b>CSP2</b> | Procurement of rolling programme of role specific training for Community Services employees.   | All Community Services teams – working with Learning and Development Officer | To ensure that all staff have access to mandatory training. To identify and make accessible role specific core training for all Community Services staff. | End of July 2020  | No  |

|             |   |                     |  |                       |    |
|-------------|---|---------------------|--|-----------------------|----|
| <b>CSP3</b> | Creation of formalised processes for voluntary and community groups to access Community Transport vehicles as part of the Voluntary and Community Sector Group Travel and Vehicle Hire Scheme                   | Community Transport | To offer affordable hire of vehicles, particularly during evenings and weekends to local groups, fulfilling a local need   | End of June 2020      | No |
| <b>CSP4</b> | Delivery of a SEND transport pilot, working in partnership with Surrey County Council, providing income generation to the council whilst benefiting SCC from efficiency savings in the procurement of transport | Community Transport | To deliver SEND transport at scale on behalf of SCC, through the collaboration agreement resulting in income generation to RBC and efficiency savings for SCC    | End of September 2020 | No |
| <b>CSP5</b> | To design a new service specification and agree a new contract for the delivery of S106 funded transport at Longcross Garden Village North and Strawberry Fields  | Community Transport | To deliver two S106 transport projects for residents of Runnymede, operating a cost-effective model resulting in income to RBC and financial efficiencies to SCC | End of June 2020      | No |

|             |   |                                      |   |                   |    |
|-------------|---|--------------------------------------|---|-------------------|----|
| <b>CSP6</b> | To implement any agreed further integration of the Community Services Partnership with Surrey Heath Borough Council         | Community Services                   | To support both councils in achieving economies of scale and increase resilience for the services, thereby offering a more cost-effective service to local residents.   | End of March 2021 | No |
| <b>CSP7</b> | To represent RBC within the Integrated Care Partnership by leading on the Prevention and Community Model of Care Workstream | Corporate Head of Community Services | To ensure that Runnymede continues to be a key partner within Integrated Health and Social Care and that its services are imbedded within integrated Health and Social Care pathways. To respond to demand for new prevention services by developing new services and initiatives to be delivered by Borough Councils across North West Surrey. | End of March 2021 | No |

|             |   |   |   |                   |    |
|-------------|---|---|---|-------------------|----|
| <b>CSP8</b> | To represent the Surrey Borough and District Councils on the Surrey Strategic Transport Project Board   | Corporate Head of Community Services                              | To identify opportunities for borough councils across Surrey to deliver transport services that contribute to the future direction of an integrated transport plan for Surrey   | End of March 2021 | No |
| <b>CSP9</b> | To consider opportunities for further services to be offered via Homesafe Plus, either that are possible within resources, which are funded by the ICP or which are operated on a commercial basis. In addition, to extend the offer of the service to wider than just facilitating hospital discharge, but to enable Primary Care, Community Care, Reablement Services, SECAMB etc. to use the service | Corporate Head of Community Services/All Community Services Teams | To enhance the range of services offered by the borough through Homesafe Plus to health and social care partners, in response to unmet need or change in delivery models within communities and to extend the service offer to be accessible to primary care, community care services and emergency services in order to increase referrals to borough services | End of March 2021 | No |



|              |   |   |  |                    |    |
|--------------|---|---|--|--------------------|----|
| <b>CSP10</b> | To plan and roll out a customer satisfaction feedback programme to monitor the performance of services received, and customer engagement sessions to assist in developing services for the future.  | All Community Services Teams                              | To ensure that we provide opportunities for customers to formally provide feedback on our services and to ensure residents have the opportunity to contribute to the development of existing and future services                         | End of March 2021  | No |
| <b>CSP11</b> | To consider the potential for RBC to deliver a befriending service or to work in partnership with a voluntary sector provider to deliver befriending services in Runnymede.<br>To consider befriending as RBC's corporate social responsibility priority, offering opportunities to staff members to volunteer with the befriending service | Business Development/Corporate Head of Community Services | To launch a new service within the borough, either delivered by RBC or in partnership with voluntary sector organisations in order to support the work of Social Prescribing to reduce loneliness and social isolation amongst residents | End of August 2020 | No |

| Reviews |   |  |   |   |   |
|---------|---|--|---|---|---|
| Ref.    | Objective   | Team/section leading on the review (shown in bold) and support teams | Outcome(s) i.e. the benefit(s) the objective brings once delivered  | Completion date (if after the end of March 2021 also state expected stage come the end of March 2021) | Is this an identified priority for the relevant Member Working Party? |
| CSR1    | To undertake a review of the Community Transport structure to ensure its resources are sufficient to meet existing demand and future intention.<br><br>Review fees and charges related to Community Transport together with SHBC, to create a consistent charging model over both boroughs. | Community Transport  | Create a strong, resilient service area with sufficient capacity to undertake the current core business activity and contract work.<br><br>Have the flexibility to pursue and deliver additional transport contracts at short notice by having access to resources<br><br>Ensure that the CT service is legally structured to meet changes in legislation and to be able to commercial services in the future | End of June 2020  | Yes   |

|             |   |                                      |  |                     |     |
|-------------|---|--------------------------------------|--|---------------------|-----|
| <b>CSR2</b> | To work with SCC, to review the current SLA funding received from Adult Social Care and to find a sustainable solution to reducing the funding received. If funding is withdrawn without appropriate plans, to review impact on services and consider operational efficiencies or new opportunities to recover lost funding | Corporate Head of Community Services | Ensure that Community Services is sustainable in the long term without reliance on SCC funding and in full control of its own service development. | End of January 2021 | No  |
| <b>CSR3</b> | Complete the review of the Yellow Bus Service and outline future delivery opportunities   | Corporate Head of Community Services | If the scheme continues it will reduce congestion of the roads and support families through transporting the pupils to school in a convenient way. | End of April 2020   | Yes |

| One-off Activity |  |  |   |   |   |  |
|------------------|--|--|---|---|---|--|
| Ref.             | Objective  | Team/section leading on the activity (shown in bold) and support teams | Outcome(s) i.e. the benefit(s) the objective brings once delivered  | Completion date (if after the end of March 2021 also state expected stage come the end of March 2021) | Is this an identified priority for the relevant Member Working Party? |  |
| <b>CS01</b>      | To undertake recruitment to all posts approved as detailed in the business cases presented to Corporate Management Committee | All relevant teams/managers with support from Human Resources          | To ensure there is a robust staffing structure for the delivery of the services.  | End of June 2020  | No  |  |
| <b>CS02</b>      | Signing of Collaboration Agreement for the delivery of transport services between Runnymede and Surrey County Council        | Community Transport  | To enable transport services to be delivered on behalf of SCC, without the requirement of bidding within formal procurement processes, enabling closer partnership working in the future. | End of May 2020   | No  |  |
| <b>CS03</b>      | To integrate the extended Social Prescribing offer within two identified Primary Care Network areas in Runnymede             | Social Prescribing   | To create additional capacity within the system which will support an increased number of residents.  | End of March 2021   | No  |  |

|             |   |   |  |                          |    |
|-------------|---|---|--|--------------------------|----|
| <b>CSO4</b> | Procure new contracts for works required by the Home Improvement Agency, ensuring compliance with borough procurement rules   | Home Improvement Agency   | To award contracts to approved and vetted suppliers which provide value for money. | End of September 2020    | No |
| <b>CSO5</b> | To explore the options for supporting the climate change agenda within Runnymede Borough Council, both within service delivery and in support of wider corporate objectives | All staff/Business Development Officer/Corporate Head of Community Services | To make the local environment more sustainable.                                    | March 2021 (And Ongoing) | No |

#### 4.2 Summary of the business as usual activities

| Ref.        | Activity description  | Service Area/Business Unit Function | Does this involve an annual project (to support PMO project pipeline planning)? |
|-------------|---|-------------------------------------|---|
| <b>CSB1</b> | Work in partnership with health and social care on as part of the newly established Integrated Care Partnership (ICP) model, and/or other relevant boards/groups as identified in planning undertaken | Partnership Working                 | No  |
| <b>CSB2</b> | Work in partnership with Surrey Heath Borough Council in the delivery of the Community Services Partnership   | Partnership Working                 | No  |

|       |  |                         |    |
|-------|--|-------------------------|----|
| CSB3  | Work in partnership with other NW Surrey Boroughs in the delivery of services within health defined boundaries and in the development of the HIA Cluster | Partnership Working     | No |
| CSB4  | To install, maintain and repair Community Alarm and Telecare equipment in homes of vulnerable residents  | Community Alarms        | No |
| CSB5  | To install, maintain and provide ongoing support to the GPS location service, available to vulnerable residents across Surrey                            | Community Alarms        | No |
| CSB6  | To administer and install lone worker devices to RBC employees and others  | Community Alarms        | No |
| CSB7  | Provide Dial-a-Ride transport to residents of the borough wanting to access services, facilities and activities  | Community Transport     | No |
| CSB8  | Support voluntary/community organisations locally through the provision of transport to group members/service users etc.                                 | Community Transport     | No |
| CSB9  | Operate existing transport contracts as agreed, working with SCAS, SCC, and voluntary sector organisations   | Community Transport     | No |
| CSB10 | Delivery of hot lunch time meal and teatime service, seven days a week to all parts of Runnymede   | Meals at Home           | No |
| CSB11 | Undertake welfare checks on individual residents in receipt of Meals at Home service   | Meals at Home           | No |
| CSB12 | Continue to provide courier function for RBC through delivery of post, parcels etc. and coordination of banking of transport fare income                 | Meals at Home           | No |
| CSB13 | Provision of activities for service users to participate in  | Social Centres          | No |
| CSB14 | Provision of a hot lunch service   | Social Centres          | No |
| CSB15 | Provision of Social Prescribing Service to residents of Runnymede in need of non-medical support and signposting   | Social Prescribing      | No |
| CSB16 | To ensure compliance with the existing Yellow Bus contract with First Group  | Yellow Buses            | No |
| CSB17 | Coordinate vulnerable people data on behalf of the borough, to be used in a borough emergency  | Emergency Planning      | No |
| CSB18 | Provide support and advice to residents requiring adaptations within their home  | Home Improvement Agency | No |

|              |   |                         |    |
|--------------|---|-------------------------|----|
| <b>CSB19</b> | To provide advice on access to funding support for the completion of home adaptations                                     | Home Improvement Agency | No |
| <b>CSB20</b> | To provide a Handyperson service to residents in need of support with minor adaptations and installations within the home | Home Improvement Agency | No |
| <b>CSB21</b> | Management of Council owned car parks across the borough  | Parking Services        | No |
| <b>CSB22</b> | Enforcement of parking regulations both within council owned parking and in regard to on street parking                   | Parking Services        | No |
| <b>CSB23</b> | Update Community Services Business Continuity Plans   | Business Unit           | No |

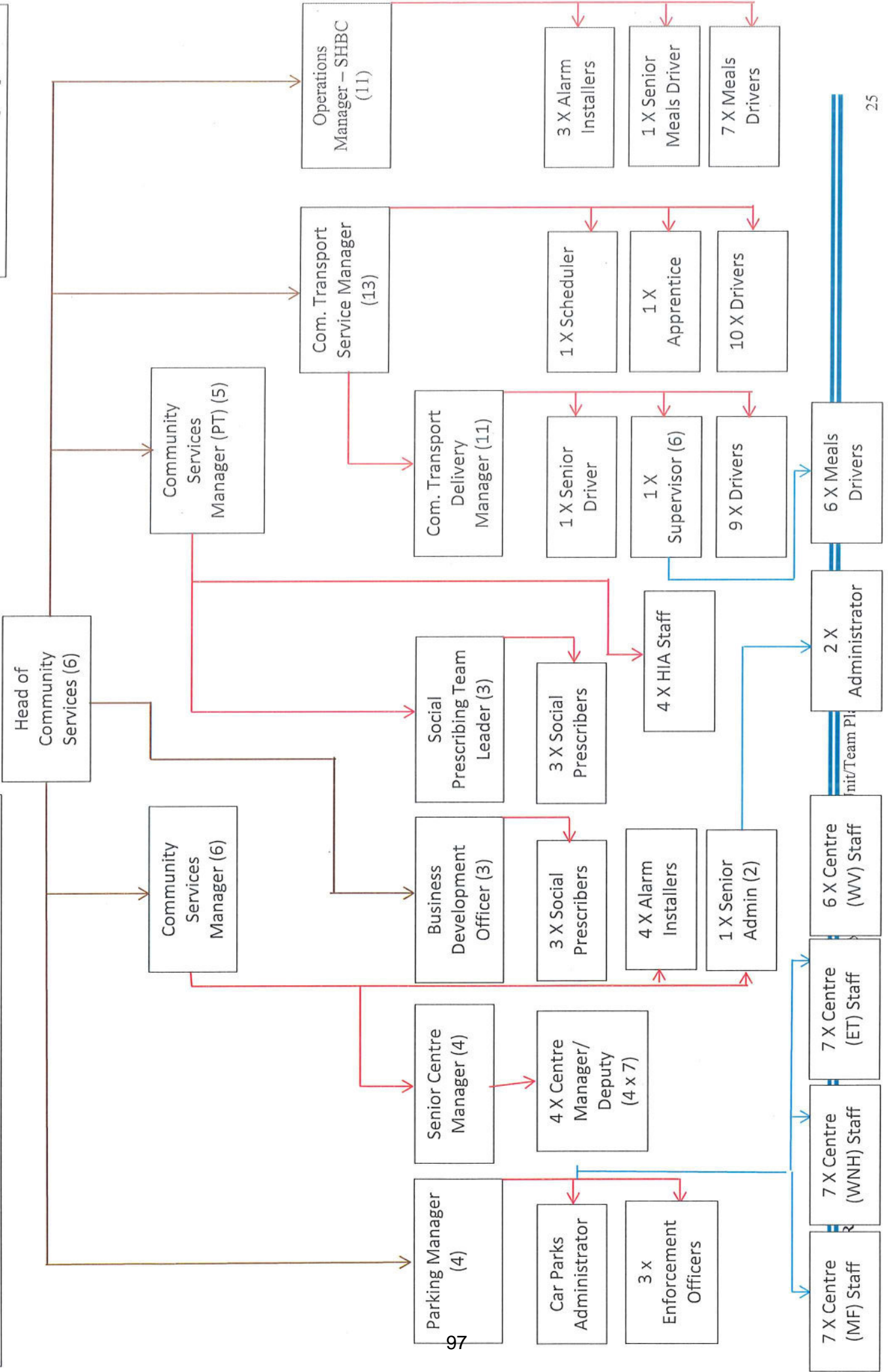
## Section 5: Community Services Business Unit/ requests for growth

| Description                              | Linked objective/project | Amount requested                         | Business case completed? (Not always relevant – if unsure CE to determine. If yes – attach with this plan) | Growth approved by CMC? |
|--|--------------------------|--|--|-------------------------|
| Staffing Resources in Community Services | All                      | £0 in 2020/2021, 19k annually thereafter | Yes  |                         |



**Proposed Structure Subject to Business Case Approval**

**Total: 104 Employees**



## Section 6: Community Services Business Unit/Team's performance indicators

| Performance Indicator  | Target        |               |              |              |                     | Actual        |               |              |              |                     | Trend |  |
|--|---------------|---------------|--------------|--------------|---------------------|---------------|---------------|--------------|--------------|---------------------|-------|--|
|  | Q1 (Apr-June) | Q2 (Jul-Sept) | Q3 (Oct-Dec) | Q4 (Jan-Mar) | Full year (Apr-Mar) | Q1 (Apr-June) | Q2 (Jul-Sept) | Q3 (Oct-Dec) | Q4 (Jan-Mar) | Full year (Apr-Mar) |       |  |
| Number of meals products served (Meals at Home) per quarter                | 10,000        | 10,000        | 9,700        | 10,000       | 39,700              |               |               |              |              |                     |       |  |
| Number of meals served in Social Centres per quarter                       | 8,500         | 10,000        | 9,700        | 10,000       | 34,500              |               |               |              |              |                     |       |  |
| Number of users signed to social centre reward scheme as of end of quarter | 700           | 700           | 725          | 750          | -----               |               |               |              |              |                     |       |  |
| Number of individual hires at social centres per quarter                   | 650           | 675           | 700          | 715          | -----               |               |               |              |              |                     |       |  |
| Number of Homesafe/Home from Hospital referrals per quarter                | 110           | 110           | 120          | 130          | 470                 |               |               |              |              |                     |       |  |
| Number of Homesafe/Home from Hospital referrals (RBC services) per quarter | 25            | 25            | 27           | 30           | 107                 |               |               |              |              |                     |       |  |

|  |        |        |        |        |        |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--------|--------|--------|--------|--------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Number of Wellbeing Prescribing referrals received per quarter   | 100    | 130    | 175    | 200    | 600    |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of individual trips through Community Transport per quarter   | 13,000 | 13,000 | 13,000 | 13,000 | 52,000 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of Handyperson referrals (total) per quarter  | 80     | 100    | 110    | 120    | 410    |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of enquiries received by Home Improvement Agency per quarter  | 50     | 70     | 85     | 100    | 305    |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of DFG grants award (all types) in quarter  | 10     | 20     | 30     | 40     | 100    |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Percentage of payments for car parking made by Ringo cashless system per quarter   | 25%    | 30%    | 33%    | 35%    | -----  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Number of parking penalty charge notices issued ( <i>please note this is not a target, it is just reported for monitoring purposes</i> ) | N/A    | N/A    | N/A    | N/A    | N/A    |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

## Section 7: Summary of the Community Services Business Unit/Team's contribution to Corporate Business Plan themes

| Priority                             | Supporting Our Communities   | Enhancing Our Environment | Improving Our Economy | Organisational development                       |
|--------------------------------------|--|---------------------------|-----------------------|--|
| Reference number (from Section 4)    | CSP3, CSP4, CSP5, CSP6, CSP7, CSP8, CSP9, CSP10, CSP11, CSR1, CSR2, CSR3, CSO2, CSO3, CSO4, CSB1, CSB2, CSB3, CSB4, CSB5, CSB7, CSB8, CSB9, CSB10, CSB11, CSB12, CSB13, CSB14, CSB15, CSB17, CSB18, CSB19, CSB20, CSB21, CSB22 | CSO5                      |                       | CSP2, CSP6, CSP7, CSO1, CSO2, CSB6, CSB16, CSB17 |
| <b>Supports all Corporate Themes</b> |  |                           |                       |  |
| Reference number (from Section 4)    | CSP1   |                           |                       |  |

**Section 8: Community Services Business Unit/Team's risk management (excluding project risks with separate Project Charter)**

| Ref * | Issue                                      | Consequences   | Impact area<br><i>Life and limb</i><br><i>Reputational</i><br><i>Financial</i><br><i>Legal</i><br><i>Other</i> | Probability**<br><i>(Pre-control measures)</i> | Impact**<br><i>(Pre-control measures)</i> | Risk Rating<br><i>(Pre-control)</i> | Control Measure(s)  | Probability***<br><i>(Post control measures)</i> | Impact***<br><i>(Post control measures)</i> | Rating<br><i>(Post control)</i> | Owner |
|-------|--|--|--|--|---|-------------------------------------|---|--|---|---------------------------------|-------|
| 1.1   | Data collated/ reported may be inaccurate. | Inaccurate data has the risk of misleading Members, Officers, the public and other stakeholders, and could potentially result in alternative decisions being made. | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational                                      | 3  | 4   | 12                                  | Data quality standards will be addressed in the Information Governance Strategy and Policy and departmental procedures.<br><br>Consideration will also be given to whether business centres/teams have any other data quality risks specific to their area and if so, these will also be included in the relevant Business Centre/Team Plans. | 2  | 4   | 8                               | CHoCS |

|     |  |   |   |   |   |    |   |   |   |   |       |
|-----|--|---|---|---|---|----|---|---|---|---|-------|
| 1.2 | Disclosure of personal data to someone who is not entitled to that data e.g. via telephone conversation or email | Financial sanctions imposed by the Information Commissioners' Office for failure to comply with legal obligations.<br>Loss of confidence in Council by other parties in respect of its ability to manage information properly.<br>Adverse publicity | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational | 3 | 4 | 12 | Compliance with Council's adopted Information Governance Strategy and Policy.<br>Adoption of measures to ensure that the Council complies with its obligations under the GDPR.<br>Compliance with Council's various existing policies which relate to management of information.<br>Provision of training to staff on requirements of GDPR.<br>Appointment of Data Protection Officer by Council to oversee compliance with GDPR. | 2 | 4 | 8 | CHoCS |
|-----|--|---|---|---|---|----|---|---|---|---|-------|

|     |  |   |   |   |   |    |   |   |   |   |       |
|-----|--|---|---|---|---|----|---|---|---|---|-------|
| 1.3 | Loss of Council owned device containing personal data results in disclosure of personal data | Financial sanctions imposed by the Information Commissioners' Office for failure to comply with legal obligations.<br>Loss of confidence in Council by other parties in respect of its ability to manage information properly.<br>Adverse publicity | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational | 3 | 4 | 12 | Compliance with Council's adopted Information Governance Strategy and Policy.<br>Adoption of measures to ensure that the Council complies with its obligations under the GDPR.<br>Compliance with Council's various existing policies which relate to management of information.<br>Provision of training to staff on requirements of GDPR.<br>Appointment of Data Protection Officer by Council to oversee compliance with GDPR. | 2 | 4 | 8 | CHoCS |
|-----|--|---|---|---|---|----|---|---|---|---|-------|

|     |   |   |   |   |   |    |   |   |   |   |       |
|-----|---|---|---|---|---|----|---|---|---|---|-------|
| 1.4 | Unauthorised access to Council systems which allows access to personal data | Financial sanctions imposed by the Information Commissioners' Office for failure to comply with legal obligations.<br>Loss of confidence in Council by other parties in respect of its ability to manage information properly.<br>Adverse publicity | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational | 3 | 4 | 12 | Compliance with Council's adopted Information Governance Strategy and Policy.<br>Adoption of measures to ensure that the Council complies with its obligations under the GDPR.<br>Compliance with Council's various existing policies which relate to management of information.<br>Provision of training to staff on requirements of GDPR.<br>Appointment of Data Protection Officer by Council to oversee compliance with GDPR. | 2 | 4 | 3 | CHoCS |
|-----|---|---|---|---|---|----|---|---|---|---|-------|



|     |   |   |   |   |   |    |   |   |   |   |       |
|-----|---|---|---|---|---|----|---|---|---|---|-------|
| 1.5 | Failure to dispose of documentation containing personal data in a secure fashion results in disclosure of personal data | Financial sanctions imposed by the Information Commissioners' Office for failure to comply with legal obligations.<br>Loss of confidence in Council by other parties in respect of its ability to manage information properly.<br>Adverse publicity | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational | 3 | 4 | 12 | Compliance with Council's adopted Information Governance Strategy and Policy.<br>Adoption of measures to ensure that the Council complies with its obligations under the GDPR.<br>Compliance with Council's various existing policies which relate to management of information.<br>Provision of training to staff on requirements of GDPR.<br>Appointment of Data Protection Officer by Council to oversee compliance with GDPR. | 2 | 4 | 8 | CHoCS |
|-----|---|---|---|---|---|----|---|---|---|---|-------|

|     |  |   |   |   |   |    |  |   |   |    |       |
|-----|--|---|---|---|---|----|--|---|---|----|-------|
| 1.6 | Loss or reduction of SLA funding received from Surrey County Council | Increased subsidy in the delivery of services, as paid for by RBC   | Delivery of service<br>Welfare of residents<br>Financial<br>Reputational  | 4 | 4 | 16 | Currently working on projects and services to reduce risk of loss of any funding or to reduce scale of losses  | 3 | 4 | 12 | CHoCS |
| 1.7 | Reduction in income from contracts secured                           | Increased subsidy in the delivery of services, as paid for by RBC   | Delivery of service<br>Welfare of residents<br>Financial<br>Reputational  | 2 | 4 | 8  | Ongoing work undertaken to try and secure additional contracts or extend existing contracts  | 2 | 4 | 8  | CHoCS |
| 1.8 | Changes in legislation resulting in service delivery changes         | Potential increased costs to RBC, training needs of staff increased, cost of service to residents increases | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational | 3 | 4 | 12 | Training for service manager to be completed in case of change service delivery, to enable quicker transition.<br>Review of Community Transport to be completed to identify a robust model for future service delivery, to include any legislative changes | 3 | 3 | 9  | CHoCS |

|      |   |   |   |   |   |    |   |   |   |   |       |
|------|---|---|---|---|---|----|---|---|---|---|-------|
| 1.9  | Health and safety policies and procedures not in place or in need of review | Possible injury to staff and service users, civil or criminal proceedings brought before RBC  | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational | 3 | 4 | 12 | Individual service managers have completed IOSH training<br>Training needs of staff identified and core training being implemented for all<br>Community Services staff<br>New manager within<br>Community Service to lead on ensuring all areas H&S procedures are robust | 2 | 4 | 8 | CHoCS |
| 1.10 | Inability to recruit to posts required as outlined in business case         | Lack of resources to deliver new or additional services, activity etc.<br>Impact on health and wellbeing of employees as a result of working to 100% of capacity on continual basis | Delivery of services<br>Welfare of residents<br>Financial<br>Reputational | 3 | 5 | 15 | Business case for growth has been written and will be presented to CMC for consideration<br>Approval of growth request resulting in recruitment of additional staff   | 3 | 3 | 9 |       |

**Risk matrix** When assessing a risk for the first time you should assume there are no controls already in place. The subsequent assessment is completed with the controls in place. The assessor should assign values for the identified "likelihood" of occurrence (A) and the severity of the 'Impact' (B). By multiplying 'A' and 'B' together you get the rating score, which gives an indication of how important the risk is. The thick black line is the "line of tolerance". Those risks that are plotted above the line (score 10 – 25) are "out of tolerance" and will be referred to the Corporate Risk Register for further oversight and support. For project risks not in this document, you should also flag to Applied Resilience any risks within Project Initiation Documents that are above the line (this should be done at the time of the PID being approved).

| LIKELIHOOD (A)  |   | 5               | 4          | 3               | 2                          | 1                            |  |  |
|---|---|-----------------|------------|-----------------|----------------------------|------------------------------|--|--|
| Certain<br>5<br><br>Probable<br>4<br><br>Possible<br>3<br><br>Unlikely<br>2<br><br>Highly unlikely<br>1 | 5 | 10              | 15         | 20              | 25                         |                              |  |  |
|   | 4 | 8               | 12         | 16              | 20                         |                              |  |  |
|   | 3 | 6               | 9          | 12              | 15                         |                              |  |  |
|   | 2 | 4               | 6          | 8               | 10                         |                              |  |  |
|   | 1 | 2               | 3          | 4               | 5                          |                              |  |  |
|   |   |                 |            |                 |                            |                              |  |  |
| IMPACT (B)  |   | Negligible<br>1 | Small<br>2 | Noticeable<br>3 | Serious + Significant<br>4 | Critical + Considerable<br>5 |  |  |

Green = Low risk, Amber 9 = Medium risk, Amber 10 – 12 high risk, Red = High risk

## Business Case

### Project/ Proposal details

|                     |   |       |         |          |     |
|---------------------|---|-------|---------|----------|-----|
| Proposal Short Name | Funding for Staff Resources in Community Services |       |         |          |     |
| Proposer            | Darren Williams                                   | Date: | 24/9/18 | Version: | 1.0 |
| Service area        | Community Services                                |       |         |          |     |

### Proposal context

#### Background

Describe the purpose of the proposal, what benefits are expected to be delivered or what problem will be solved (*What is wrong with the status quo? What are the drivers for change?*).

In 2018 a review was conducted of the Community Development Business Unit resulting in Community Services being established as its own business unit, commencing in November 2018. As part of this review, the proposal approved by members included the recruitment of an additional manager post to support the Corporate Head of Community Services in the strategic and operational delivery of services. This was identified by the Chief Executive as a key requirement. A year later, despite two attempts to recruit to this post the business unit still carries this vacancy.

The development of Runnymede's role within the Integrated Care Partnership and the strategic position it now holds within this partnership environment, again supports the requirement for the role, so that strategic leadership, partnership working and service development can be focussed on by the Corporate Head of Community Services, with an additional senior manager within the department to lead on the operational delivery of services. As identified in the Peer Challenge, integrated health and social care is a key area for further development and integration and will be able to be pursued with the resources in place.

As part of the review, the Home Improvement Agency transferred to Community Services from Housing. What has quickly been recognised is the underperformance of the HIA, not due to the lack of commitment, effort or work of the team, but largely due to the lack of resources in delivering the service (those being a 9 hour Caseworker on a casual contract and a 25 hour Administrator). As a result, the Disabled Facilities Grant is underspent due to an inability to promote the availability of grants etc. with the long term potential of the funding being reduced or not given to RBC to administer.

Community Services has grown considerably over the last five years, maximising the use of existing resources and utilising every inch of capacity within individual team members who have responded without complaint and who have performed to the highest standards. However, as expectations of Community Services and the delivery of services both continue to increase, in many areas there is now a need for additional resources that will provide the capacity required and which will ensure that individual employees fulfil the role they are employed to do (e.g. managers providing management and leadership of teams and services as opposed to being required daily for service delivery).

Finally, the partnership with Surrey Heath which is set to be extended in the future, also has a demand on officer time which requires additional resource. Key to the success of future partnership integration is the correct management structure and resources for service delivery and this has been considered in addition as part of this business case.

**Key facts** (*What key facts would support understanding of the context?*) :

Please see above.

### Strategic objectives – relate the project/proposal to Corporate values and priorities

**How does the proposal fit with the Councils' strategic priorities?**

*Choose relevant Corporate values (delete ones that do not apply):*

**Customer-focused** – we will have very satisfied customers

**Passionate** – we will empower our staff to be passionate about all we do

**Performance driven** – we will strive for excellence in all we do

Corporate priorities in the [Corporate Business Plan](#) under each Corporate theme:

## Strategic objectives – relate the project/proposal to Corporate values and priorities

- To expand our care/prevention services in order to help relieve the pressures on the NHS and create additional income streams for the council (Supporting Local People)
- To continue supporting and improving the quality of lives of our vulnerable/deprived individuals (Supporting Local People)

This can be achieved by:

- Continuing to offer a safe environment for vulnerable residents to attend, which increase their participation within the local community and reduces feelings of social isolation
- Providing a range of services and activities that stimulate older, vulnerable residents either mentally or physically
- Working in partnership within Integrated Health and Social Care, with other borough councils in NW Surrey, Surrey County Council etc. resulting in the further development of existing services and the implementation of new services.
- Fulfilling the objectives of the Community Services Business Unit Plan
- Identifying new commercial/social value projects and services
- Continuing to review and revise the existing service offer to ensure it is relevant to the needs of residents in 2020 and beyond

In a way that means:

- Services are accessed by residents in greater volume
- Services evolve to meet the needs of residents in the future
- New services are created to meet unmet need
- Runnymede continues to enhance its reputation as a key partner within integrated health and social care
- Runnymede continues to work in partnership with SCC on a range of areas, in particular the development of transport within the County

So that:

- Additional income is generated which reduces the overall subsidy of the council in delivering services
- Commercial opportunities are realised generating income to support the delivery of social value services
- Runnymede continues to meet the needs of its older and other vulnerable residents by offering a diverse range of services

## Appraisal of business options (must include evaluation of a 'do nothing' option)

### Option 1 (preferred option):

#### Description

The preferred option is to recruit additional staff into key roles/teams within the business unit and to have a robust staff structure that provides appropriate capacity to continue the development and delivery of services. A review of the business unit structure has been undertaken to identify under resourced or at risk service areas. Consideration has been given the required blend of managerial and operational roles, ensuring appropriate numbers of direct reports etc. Working in partnership with Environmental Services, agreement has been reached on the reallocation of salaries to enable appropriate resourcing within Community Services in relation to the Home Improvement Agency. The staffing requirements in relation to enhanced partnership working with Surrey Heath have also been considered.

## Finance/resources -

Resources totalling £360,000 (approx..) have been identified as required to resource the Community Services Business Unit to the required level as well as future proof some service areas (e.g. Social Prescribing) that are offering considerable benefit to residents but which suffer from short term funding arrangements. Recognising that the financial restrictions of the Council would make such a funding request unviable, savings and additional income sources have been identified. This in affect will make this a cost neutral funding request for 2020/2021, with only a modest growth request of £6,500 thereafter.

## Impact & Benefits

There is an overarching impact to Community Service by having a robust structure from which to develop both the partnership with Surrey Heath and the services offered by RBC further. The structure provides the resources to work more closely with Health and Social Care partners and SCC more widely on a range of new services and projects, as well as in representing the needs of residents and the place that is Runnymede.

There are direct benefits to individual teams and areas of work/responsibility which are summarised below:

### Strategic Leadership and Representation

The proposed structure will provide capacity to enable the Corporate Head of Community Services to concentrate on the strategic priorities of the council, service development, leadership of the Community Services Partnership and representation at a strategic level within the Integrated Health and Social Care Partnership.

### Senior Operational Management

The structure will provide senior management and leadership to the range of operational services that are provided. Not only this, but with the correct structure in place, the lead operational managers are intended to be able to work at a level one step removed from actual delivery to focus on the management of staff, service direction and core requirements such as health and safety, staff training etc. The senior operational managers within the structure will work with the Corporate Head to create a Community Services Management team, and will be engaged in the strategic direction of Community Services as well as helping to shape future service delivery.

### Management of Services, Teams and Individual Staff Performance

The new performance management competency framework requires greater structure to management of individual performance and it is envisaged that with a reduced number of direct reports for some, and additional managers brought in at first line manager/supervisor level that all Managers will have the time to plan and prepare and deliver the competency framework as expected. In addition, with having appropriate tiers of management within the structure should provide a clear cascade for communication from Corporate Head Level/SLT down, keeping all staff informed of developments within the business unit and the council more widely.

### Community Transport & Yellow Buses

An additional Manager for the Community Transport service will assist in the transfer of the Yellow Buses to the depot, providing it with a home within the structure and a direct point of contact for schools, provider and parents. In addition, an additional manager will assist in contract management within CT, the introduction of new services and overseeing fleet management, which as a result of the partnership would currently stand at 30 vehicles with the potential to increase further. Working together with the existing manager, splitting line management responsibilities will also enable closer and more accessible support for team members, something which is very difficult to achieve at present.

### Social Prescribing

Given the recruitment of two other Social Prescribing posts on behalf of the local Primary Care Networks, a home for the management and service development of Social Prescribing is required. In addition, with Social Prescribing popular amongst members and given the results it is achieving with residents in Runnymede, there is a desire to continue this service. However, with uncertainty of future funding for the current post we have, the opportunity to make the post permanent without grant funding would address the risks and maintain this service. The proposal to

have a lead Social Prescriber who will manage the other two members of staff as well as deliver service is a cost effective way of achieving both aspects of what is required.

## Home Improvement Agency

The Home Improvement Agency is currently under resourced and unable to fulfil the requirements of it in regard to supporting residents and maximising the potential of the Disabled Facilities Grant that the council receives. A new structure consisting of two full time Case Officers, an Administrator and a Technical Officer (to be based within Housing Maintenance) will provide the resources to deliver the new policy in 2020/2021 and take this area from one of the poorer performing Boroughs and Districts in Surrey, to hopefully becoming one of the best. In addition, a senior manager with a responsibility for HIA will give the direction, management and support required by the new team to achieve the ambition of Community Services.

## Day Centres

Day Centres are under resourced on a daily basis and this is to a degree addressed by the other business case submitted. However, there are two other key issues that this business case would look to address.

Firstly, there is no formal cover arrangements for sickness and annual leave, which given the number of employees within Day Centres and the requirement for staff on site each day, results in reactive planning to staff shortages. In doing so, one of four options will usually be adopted, either the use of casual staff (and over reliance therefore), the redeployment of staff from one centre to another (impacting the other centre), the use of staff from other teams in Community Services, taking them away from their substantive role or as have been the case over the last two years, the senior manager who is currently on grade MMA, covering every position from a grade 2 Cleaner to a grade 9 Centre Manager. It is important to know that this flexibility is crucial in operational services, and all staff, managers and team members alike are prepared to support service delivery when needed (at all levels). However, the over reliance is having a significant impact on morale, other service areas and the wellbeing of key team members.

The second issue looking to be addressed is the shared role of Day Centre Manager/Independent Retirement Living Manager and Deputy Manager at Manor Farm Centre/Grove Court. This arrangement was introduced in 2014 by previous management as a way of creating financial efficiencies. However, this arrangement has proven difficult to coordinate and is so responsive across two service areas that invariably one or other service/building is left short of resources at some point in the day. Manor Farm has also experienced significant growth in attendance at the centre and also offers a far greater range of services and activities to residents than what was provided in 2014. Meanwhile in IRL, the changing nature and needs of residents, the increased responsibilities of Managers since having transferred to Housing in November 2018 has meant that the demands of staff are now too great and are impacting morale, service delivery and staff wellbeing. Both Housing and Community Services Business Centres believe that the opportunity to split the role will be to the benefit of both business units.

Therefore given all the above, the opportunity to have dedicated management resources in Manor Farm Centre through releasing the Manager and Deputy Manager from their role in Grove Court and for an additional floating Deputy Centre Manager and Floating Support Assistant will have a considerable positive impact on the delivery of Day Centre services going forward.

## Limitations

This business case does not have any limitations and the opportunity to create a more robust structure can only be a positive for the business unit.

## Risks

it is important to note that the finances of this business case are based on income levels from a further integrated partnership with Surrey Heath Borough Council. Should this not be realised, consideration of the additional cost to RBC will need to be given, with potential alterations to the structure required.

### **Describe why this is the preferred option**

This is the preferred option as it provides a cost effective solution to achieving the resources required within Community Services.



## Business Case

### Staffing Appraisal (preferred option):

Outline the expected staffing/resourcing requirements for the preferred option in the table below:

Add any costs into the financial appraisal table.

| Existing Staffing                                     | New Staffing                      | External Staffing                       |
|---|-----------------------------------|---|
| <i>i.e. absorbed through existing staffing levels</i> | <i>i.e. new staff requirement</i> | <i>i.e. consultant, temporary staff</i> |

Financial appraisal (preferred option) (seek advice and support from your Accountant):

|  | Yr1<br>£         | Yr2<br>£         | Yr3<br>£         |
|--|------------------|------------------|------------------|
| <i>Revenue items</i>                   |                  |                  |                  |
| Staff salaries (existing/ new)         | 370,188          | 370,188          | 370,188          |
| Consumables                            | £0               |                  |                  |
| Consultancy/ temp staff                | £0               |                  |                  |
| Other (please describe)                | £0               |                  |                  |
| <b>Total revenue costs</b>             | <b>370,188</b>   | <b>370,188</b>   | <b>370,188</b>   |
| <i>Less:</i>                           |                  |                  |                  |
| Budget Efficiencies in existing budget | (350,754)        | (350,754)        | (350,754)        |
| Apprenticeship budget virement         | (30,026)         |                  |                  |
| <b>Total Savings / Income</b>          | <b>(380,780)</b> | <b>(350,754)</b> | <b>(350,754)</b> |
| <b>Income – Expenditure / (Saving)</b> | <b>(10,592)</b>  | <b>19,434</b>    | <b>19,434</b>    |

### Option 2 (mandatory; do nothing option)

#### Description

Describe the current position and the reasons that do nothing is not a viable option?

Include the consequence of the do nothing option, such as loss of revenue, additional costs, loss of contract

For the reasons outlined above, do nothing is not really an option. The impact of doing nothing, that being the impact on other members of staff, impact on service delivery, on vulnerable service users and the impact on the safe working environment and support offered to residents all mean that doing nothing is not an option.

### Option 3 (rejected option)

#### Description

What else have you considered and rejected? Why were they rejected?

### Approval at CLT

| Decision | Approved/ Rejected/ More information required | Date: |
|----------|---|-------|
|          |   |       |

## Business Case

|             |  |  |  |
|-------------|--|--|--|
| Approved by |  |  |  |
| Feedback    |  |  |  |

# Business Case

Guidance Notes

## Proposal Context

Summarise the purpose and need for the proposal. Provide factual, evidence based information to support the justification and assists the reader in understanding the issues faced that need to be resolved or the change that is proposed.

## Strategic Objectives

Explain the overall aim of the proposal and how the proposal supports the Council's strategic vision, priorities and objectives.

Link the proposal to the relevant Corporate Values, Corporate priorities and themes published in the Corporate Business Plan.

To be considered, the proposal must demonstrate how it will support the Corporate Business Plan.

Explain the objectives of the proposal in the "This can be achieved by" section:

- Ask yourself how the aim of the proposal can be achieved – what are the objectives? Break it down into component parts

In a way that means:

- If we are to deliver the objectives, how will we go about it? What needs to be true to deliver success?

So that:

- Describe the desired outcome(s)

Example below:

| Strategic Objectives  |
|---|
| <p>Engagement, Passion for winning and Pride means</p> <ul style="list-style-type: none"> <li>• Employees should feel included in changes</li> <li>• CompanyX wants to improve productivity</li> <li>• CompanyX wants to attract younger generation and retain talents</li> </ul>   |
| <p>This can be achieved by creating a vibrant workplace:</p>  |
| <p>In a way that means:</p> <ul style="list-style-type: none"> <li>• Day to day business is not disrupted</li> <li>• Impact of construction is minimised</li> <li>• Site running costs do not exceed current levels</li> <li>• Existing furniture is reutilised where possible within the new layout</li> <li>• Workstations are deployed consistently throughout 1F and 2F</li> <li>• Team collaboration areas created in proximity</li> <li>• New work zones are created on the GF</li> </ul> |
| <p>So that:</p> <ul style="list-style-type: none"> <li>• Employees are located within their immediate teams and co-located with other related teams</li> <li>• There are sufficient workstations for all employees on 1F and 2F</li> <li>• Team collaboration and break out areas are close by</li> </ul>   |

## Appraisal of business options

Option 1 – Preferred Option. Provide sufficient information to be able to support informed decision making. Where possible projections of expenditure and/ or income should be evidence based. Expenditure and income should be forecast and phased in the Financial appraisal table.

– Why is the amount of resource required? If this is an existing resource, how will this additional workload be managed? If a new resource is required, how has the amount been estimated?

– What market appraisal has been done to support cost estimates? What assumptions have been made?

– If the proposal generates an income, how have the figures been calculated? What benchmark data has been used? How will the offer be marketed? What research has been done to assess supply/demand?

Add or delete Years in the financial appraisal table as required.

Option 2 – Do Nothing. Provide a statement as to why the do nothing option is not appropriate

Option 3 – Rejected Options. What else has been considered and rejected? Why

11. RUNNYMEDE PLEASURE GROUND DRAFT ESTIMATES 2020/2021 (FINANCE, JILL STOCKDALE)

**Synopsis of report:**

To recommend the draft annual estimates under this Committee's remit for the next financial year (2020/2021).

**Recommendation(s):**

the proposed financial projection set out in Appendix 'H' be approved

**1. Context of report**

- 1.1 Members are asked to consider the probable budget for 2019/2020 and the proposed budget for 2020/2021.
- 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 the best interests of the Trust.
- 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.
- 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 2019/2020 budget was agreed by this Committee in January 2019. The revised 2019/2020 and proposed 2020/2021 budget for the Trust is set out in Appendix 'H'.
- 2.4 In order to maximise the income received from car parking at the pleasure ground, the Trustees approved the installation of a new Automatic Number Plate Recognition (ANPR) system which will ensure that all users of the car park are charged appropriately for their stay.
- 2.5 The Committee approved this at its meeting in November 2018. However, owing to a slight delay this has not been possible and it is now expected installation will take place in early 2020. It is anticipated that there will be a one-off cost of £50,000 to install the ANPR system and an annual charge thereafter of £14,000 which will cover the costs of licenses, administration and network connections. The ongoing costs should be covered by the additional income expected to be achieved via the ANPR system.

Reserves

- 2.6 The Trust currently runs at a surplus as a result of the car parking and other income producing activities located on the land. All surpluses are held in reserves to cover for any unexpected expenditure requirements.
- 2.7 Members are advised that 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. However, there was some flexibility provided the Council did not allow reserves to simply accrue, whilst legitimate needs of the charity are going unmet.
- 2.8 Following a major flooding incident in 2014, the Trustees agreed that £40,000 of the existing reserves be set aside in a restricted reserve in case of future flooding.
- 2.9 During November 2017, it was agreed that Runnymede Magna Carta Legacy would pay £25,000 to the Runnymede Pleasure Grounds Trust to cover the cost of maintaining and insuring the statue of Queen Elizabeth II for a period of five years. £12,500 was received on the 7 December 2017 which has been included within the restricted funds. The remaining £12,500 is still outstanding. Discussions regarding the legal agreement associated with the loan of the statue to the Trust remain ongoing.
- 2.10 The unrestricted reserves of the Trust as at 31 March 2019 were £184,894. Of this, £50,000 is being used to finance the purchase and installation of the ANPR system. Other projects to utilise the reserves are currently on hold pending the redevelopment of the site.

#### Fees and Charges

- 2.11 The Trust generates most of its income from Car Parking charges which have been frozen since 2014/15. It is proposed to freeze the charges again in 2020/21. The current and proposed fees and charges are set out below:

| FEES AND CHARGES  |              |              |   |            |
|---|--------------|--------------|---|------------|
| PARKS AND OPEN SPACES   |              |              |   |            |
|   | 2019/20<br>£ | 2020/21<br>£ |   | Yield<br>£ |
| <b>Car Parking at Runnymede Pleasure Grounds (Includes VAT)</b>           |              |              |   |            |
| Per Hour  |              |              |   |            |
| Coaches   | 1.50         | 1.50         | } | 100,000    |
| Per Day   | 2.00         | 2.00         |   |            |
| Motor Cars  | 6.00         | 6.00         |   |            |
| Per Season (Residents Only)<br>Monday to Friday Only, excl. Bank Holidays | 50.00        | 50.00        |   |            |

### 3. Legal Considerations

- 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.

**RUNNYMEDE PLEASURE GROUND**  
Registered Charity Number 305021

**Financial projection for the financial years 2019/20 and 2020/21**

| 2018/2019<br>Actual<br>£                       | Notes                                     | 2019/2020<br>Estimate<br>£ | 2019/2020<br>Probable<br>£ | 2020/2021<br>Estimate<br>£ |
|--|---|----------------------------|----------------------------|----------------------------|
| <b>Incoming resources</b>                      |   |                            |                            |                            |
| 104,811  | Car parking                               | 100,000                    | 103,000                    | 115,000                    |
| 36,761   | Rents and leases                          | 18,180                     | 36,586                     | 35,598                     |
| 227  | Costs Recovered                           | 0                          | 0                          | 0                          |
| 2,004  | Interest on Internal Investments          | 878                        | 982                        | 968                        |
| <u>143,803</u>                                 | <b>Total income</b>                       | <u>119,058</u>             | <u>140,568</u>             | <u>151,566</u>             |
| <b>Expenditure</b>                             |   |                            |                            |                            |
| 4,008  | Wages & Salaries                          | 10,546                     | 10,000                     | 10,200                     |
| 26,887   | Premises related expenses                 | 26,820                     | 28,923                     | 42,890                     |
| 24,175   | Grounds maintenance                       | 21,169                     | 19,330                     | 11,862                     |
| 716  | Transport expenses                        | 980                        | 1,180                      | 1,280                      |
| 3,813  | Fees                                      | 5,000                      | 5,000                      | 3,000                      |
| 903  | Insurance                                 | 681                        | 901                        | 922                        |
| 0  | Communication and Computing               | 14,000                     | 3,500                      | 14,000                     |
| 2,330  | Equipment                                 | 3,634                      | 54,234                     | 1,510                      |
| <u>62,832</u>                                  |   | <u>82,830</u>              | <u>123,068</u>             | <u>85,664</u>              |
| <b>Management and administrative recharges</b> |   |                            |                            |                            |
| 29,000   | Administrative recharges                  | 28,200                     | 28,200                     | 34,600                     |
| <u>91,832</u>                                  | <b>Total expenditure</b>                  | <u>111,030</u>             | <u>151,268</u>             | <u>120,264</u>             |
| <u>51,971</u>                                  | <b>Net movement in funds for the year</b> | <u>8,028</u>               | <u>(10,700)</u>            | <u>31,302</u>              |

**Balance Sheet projections**

| 31 Mar 2019<br>Actual<br>£  |              | 31 Mar 2020<br>Original<br>£ | 31 Mar 2020<br>Probable<br>£ | 31 Mar 2021<br>Estimate<br>£ |
|-----------------------------|--------------|------------------------------|------------------------------|------------------------------|
| <b>Current Assets</b>       |              |                              |                              |                              |
| 237,394                     | Cash at Bank | 237,394                      | 226,694                      | 257,996                      |
| <u>237,394</u>              |              | <u>237,394</u>               | <u>226,694</u>               | <u>257,996</u>               |
| <b>Funds of the Charity</b> |              |                              |                              |                              |
| 184,894                     | Unrestricted | 184,894                      | 174,414                      | 205,943                      |
| 52,500                      | Restricted   | 52,500                       | 52,280                       | 52,053                       |
| <u>237,394</u>              |              | <u>237,394</u>               | <u>226,694</u>               | <u>257,996</u>               |

**Notes**

- 1 Increased costs relate to Planned maintenance which is expected to take place in 2020/21
- 2 Software License and network connection for new ANPR system in the car park.
- 3 Probables includes £50,000 for an ANPR system in the car park
- 4 Restricted funds reduced by the All risks insurance of the Queen Elizabeth statue

12. 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 paragraph 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

- |     |   |      |
|-----|---|------|
| a)  | <u>Exempt Information</u>   | Para |
| 13. | LEASE RENEWALS AT THE ORCHARD, CHERTSEY   | 3    |
| b)  | <u>Confidential Information</u><br>(No reports to be considered under this heading) |      |