

# Community Services Committee

**Thursday 17 September 2020 at 6.30pm**

**This meeting will be held remotely via MS Teams with audio access to the public via registered dial-in only**

## Members of the Committee

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

## AGENDA

### Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Miss C Pinnock, Democratic Services, Law and Governance Business Centre, Civic Centre, Station Road, Addlestone (Tel. Direct Line: 01932 425627). (Email: [clare.pinnock@runnymede.gov.uk](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) You are only permitted to hear the debate on the items listed in Part I of this Agenda, which contains matters in respect of which reports have been made available for public inspection. You will not be able to hear the debate for the items in Part II of this Agenda, which contains matters involving Exempt or Confidential information in respect of which reports have not been made available for public inspection. If you wish to hear the debate

for the Part I items on this Agenda by audio via MS Teams you must register by 10.00 am on the day of the meeting with the Democratic Services Team by emailing your name and contact number to be used to dial-in to [democratic.services@runnymede.gov.uk](mailto:democratic.services@runnymede.gov.uk)

5) **Audio-Recording of Meeting**

As this meeting will be held remotely via MS Teams, you may only record the audio of this meeting. The Council will not be recording any remote meetings.

## **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**

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**1. ELECTION OF CHAIRMAN**

The Legal Advisor to the Committee will request the Committee to appoint a Chairman to the Committee by way of asking for nominations to be proposed, seconded and voted upon.

**(To resolve)**

**2. ELECTION OF VICE-CHAIRMAN**

The Chairman will invite nominations for the position of Vice-Chairman to be proposed, seconded and voted upon.

**(To resolve)**

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

**4. MINUTES**

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 9 July 2020, as set out at Appendix 'A'.

It is a requirement of the Council's Constitution that the minutes of the Committee are signed at the next available meeting. However, as the meeting is being held remotely, the Chairman will ask the Members of the Committee if they approve the Minutes which will then be signed when this is physically possible.

Runnymede Borough Council

COMMUNITY SERVICES COMMITTEE

9 July 2020 at 6.30 pm via MS Teams

Members of the Committee Present: Councillors N King (Chairman), I Chaudhri (Vice-Chairman), M Adams, T Burton, D Clarke, M Harnden, C Howorth, A Neathey, J Olorenshaw and S Walsh.

Members of the Committee absent: None

Councillors S Dennett, J Hulley, R King, M Kusneraitis, S Lewis, I Mullens, N Prescott and S Whyte also attended the meeting

74 MINUTES

The Minutes of the meeting of the Committee held on 9 January 2020 were confirmed and signed as a correct record.

75 COMMUNITY SERVICES KEY PERFORMANCE INDICATORS – QUARTER 4 AND OUTTURN 2019/2020

Item deferred to the next scheduled meeting in September 2020.

76 COMMUNITY DEVELOPMENT PERFORMANCE INDICATORS – QUARTER 4, AND OUTTURN 2019/2020

Item deferred to the next scheduled meeting in September 2020.

77 PROPOSED BIKE TRACK FOR KINGS LANE OPEN SPACE

The Committee considered a proposal to provide a bike track, suitable for use by local young people, mainly from the residential area of the Forest Estate, on part of the land at Kings Lane Open Space in Englefield Green, utilising available S106 funding.

Members were advised that Kings Lane Open Space was also used by Egham Hollowegians, who leased a section of the land, and there was also a play area with facilities including a teen shelter, skate ramp and basket swing, outside of the lease where the proposed bike track would be installed, subject to Planning, Environmental and Equalities considerations, further public consultation (Covid-19 secure) and a detailed design being produced to be considered at a future meeting of the Committee.

Officers confirmed that during the course of extensive consultation over a number of years, young people had identified either a skate park or bike track as the preferred facility. A quality skate park was too expensive, but there were S106 monies arising from the development of the former Brunel University Campus in Coopers Hill Lane (£12,949) and a number of other small local developments (£17,051), which were sufficient to provide a bike track at a cost of up to £30,000. Ongoing maintenance costs would be funded from existing Green Space revenue budgets.

Officers were asked to confirm the amount of Section 106 monies available for Englefield Green West from the Brunel Development at Coopers Hill.

The Committee noted the town and country planning and environmental protection implications for the proposals to develop this part of the open space would need to be fully taken into account as well as the Council's Public Sector Equality Duty and issues of access for those with mobility issues would need to be raised with the designers. Prior to any construction works taking place, assessments of the likely impact on biodiversity would be undertaken and any possible impacts avoided or mitigated wherever possible.

The Committee was fully supportive of the proposals which would demonstrate positive implications for young people by improving facilities for their health and wellbeing and agreed to seek approval from Corporate Management Committee to authorise releasing the funding of £30,000 accordingly.

**RESOLVED that –**

- i) the proposal to lay out a bike track as described in the report at Kings Lane Open Space, subject to planning and environmental considerations be approved; and**
- ii) Corporate Management Committee be asked to approve a capital estimate of up to a maximum of £30,000 to fund the bike track from S106 monies held by the Council**

78 PUBLIC SPACE PROTECTION ORDERS HAZEL CLOSE, ELMBANK AVENUE, HOLLY CLOSE, ILEX CLOSE, BLAYS LANE AND SWALLOWFIELD AND ADDLESTONE TOWN CENTRE

The Committee was asked to approve that the current Public Space Protection Orders in place in the borough which were due to expire in June 2021, be subject to a public consultation exercise and the results inform a review of the orders to determine their future operation.

Officers explained that each order had a number of prohibitions aimed at reducing anti-social behaviour and making each area covered a more pleasant and crime-free place for residents and visitors.

Members reviewed some statistical information generated by the Council and Surrey Police which appeared to suggest that the orders might not be needed in the future and that previous behaviours which had necessitated them had abated. This was supported by the low level of enforcement action that had been taken in the preceding 2 years since their introduction in 2018.

However, it was agreed that consulting the residents and other interested parties first would be prudent and then review the findings at the meeting of the Committee in November 2020. Officers confirmed that there would be an opportunity to retain and, if necessary, amend the orders should feedback demand it and the potential outcomes of a review were noted.

Some Members asked that other areas of the borough were looked at as they were aware of potential problem groups; for example in Egham Hythe. This was something that the overarching Joint Action Group could consider in liaison with Surrey Police and Environmental Health.

79 PLAYING PITCH STRATEGY UPDATE

Item deferred to the next scheduled meeting of the Committee in September 2020.

80 CHERTSEY MEADS MANAGEMENT LIAISON GROUP – MINUTES 3 MARCH 2020

Item deferred to the next scheduled meeting of the Committee in September 2020.

81 RUNNYMEDE TRAVEL INITIATIVE

The Committee considered a report on the future of the Council's discretionary Runnymede Travel Initiative (Yellow Bus Service), the main substance of which had been submitted to Corporate Management Committee on 25 June 2020. Members had deferred making a decision, pending consideration of further information they requested for the Community Services Committee to discuss, mainly around the option of providing an in-house model to replace the current contracted service, set to expire at the end of July 2020, with no option to extend. More detailed financial information had also been sought to enable Members to consider the financial implications of committing to an in-house service against the Council's current financial position, and the impact of Covid-19 thereon.

It was noted that the yellow buses were a discretionary service and Officers cautioned it was not currently financially or operationally sustainable and the current service specification was no longer realistic. This and the challenge of providing a 'Covid secure' service which met different and as yet unknown and changing requirements and which was also compliant legally and within the Council's Procurement regime was considered unfeasible and would be extremely difficult to deliver until further work had been undertaken, including more consultation with all the interested parties such as the schools, parents, staff and other partners, who it was recognised had different requirements and changing school day patterns which would inform the fleet and staffing requirements.

Officers had also given much thought to vehicle capacity of the current and any new service, what vehicles to use and how the service could be staffed sufficiently to support the whole Community Transport service. Consideration would also need to be given to the appropriate charging structure, pupil premium (which was paid by the schools), sibling discount, means testing, level of subsidy, potential funding and sponsorship sources and the support to be provided by the schools themselves. Officers sought to look at ways to enhance the service and how that could be funded.

It was appreciated that Officers had undertaken as much preparatory work that was possible in the current climate and within a limited timeframe and resources but were not yet in a position to present a final business plan or timescale for going ahead with either an in-house model, one delivered in partnership with a contractor or one of a more blended approach with a commercial operator. In the two weeks since the meeting of Corporate Management Committee in June, Officers had assessed the positives and identified weaknesses with the current service and had been in contact with two companies about the feasibility of a commercial operator model. Although discussions had been useful, there were too many unknowns for either to be able to make a tangible bid. The timeframe was key to making progress and this depended on several factors such as the procurement framework and other legal and employment related considerations. For example, if TUPE applied to the current contractor's staff as suggested it was, this could have an adverse effect on the budget. Officers had also met with the relevant Headteachers who had provided feedback suggesting that the service was valued, and they wanted it to continue.

The Committee questioned why the current contract was being terminated without an option to extend being part of its terms and conditions when first let in 2017, and that being the case why Officers had not planned for what to do earlier. They did accept that the current Corporate Head of Community Services was not responsible for that decision

having inherited the service following the restructure in 2019 and the Yellow Buses had been discussed at meetings of the Community Development Member Working Group during the latter part of 2019 and early 2020 and a report on the future of the service could not be finalised due to Covid-19 and the need to discuss further details with partner organisations. Since then the Officer had been heavily involved in the Covid-19 response for two Councils which had meant an earlier report to the Committee had not been possible.

Members were unhappy that full consultation had not taken place with the schools; and that there would be a gap in provision from the end of the current contract to the date on which a new service could be provided, subject to procurement of vehicles, additional staffing resources being recruited and the place of the yellow buses within the wider Community Transport service. The Chairman, other Members and Officers had attended meetings with the schools and parents recently and it was suggested that more surveys could be conducted and more statistical information than had been feasible to collate would assist. The Chairman took responsibility and confirmed he was happy to apologise to parents about the perceived lack of consultation. He was asked to make a statement at the next meeting of the full Council on 16 July 2020. In addition, it was suggested that it might be appropriate for the Overview and Scrutiny Select Committee to review the contractual and procurement process of the current contract.

Members were all agreed they wished the service to continue and as an in-house model, despite the financial and operational risks and considerations which were explained in detail. Bringing the service in-house represented savings of approximately £65,000 but still represented a subsidy in the region of £231,892. Members were optimistic that sponsorship would be found, and income could be generated to make an in-house service viable. Various permutations of this and alternative options were discussed with suggestions made regarding piloting a new service for a set period, leasing vehicles while demand was assessed and how to maintain the provision without a gap which they felt was important given the current reliance on the service. There was an emphasis placed on the safe carriage of school children, assisting those most in need and being environmentally friendly by reducing school run traffic. The other environmental implications were noted. Members also felt that as the service had been running for nearly 20 years it was regarded as one which could not be discontinued, even in the current financial position the Council was in where each child was currently being heavily subsidised.

During the discussion of this report, motions to discontinue the service or defer a decision until later in the year were lost, as was an amended motion to bring forward provision of the service in-house.

After some debate regarding the logistics of an interim service and other options about timescale, delivery and cost of leasing and purchase or a combination of the two, the Committee re-confirmed its wish to proceed with the in-house service model proposed, noting an estimated increase from 399.5 hours to approximately 781 hours per week to run a future service. Officers outlined the potential to review driver salaries ahead of recruitment, and Human Resources would support this by submitting a salary benchmarking report to Corporate Management Committee.

The Committee agreed that a special meeting of the Committee should be convened before the end of July to discuss the feasibility, details, cost and practicality of interim arrangements. Officers would need to also seek advice regarding procurement of vehicles in the short and longer term and a possible extension of the current contract. In respect of interim arrangements and potential service operators, Officers were asked to discuss this with the Chairman and other Councillors beforehand.

The Committee considered that the financial and operational risks as discussed were worth taking to provide a valued service to the Community for which there was apparent demand and support. It therefore:-



**RESOLVED that –**

**the Council proceeds with the in-house service model proposed and made the following recommendation to Corporate Management Committee accordingly:**

- i) A capital estimate in the sum of £315,000 be approved for the purchase of the additional 7 buses and the committee establish the means for financing it;**
- ii) A capital estimate in the sum of £135,000 be approved for the replacement of existing Community Transport vehicles to be taken from the vehicle replacement budget held within the current capital programme; and**
- iii) The commencement date for the new service will be January 2021, subject to the fleet and employees required to deliver the service being available and subject to the ability to provide the service to comply with any relevant Government requirements in respect of the Covid-19 pandemic that may apply at that time.**

In voting for the original recommendation, rather than a combination of the alternative motions discussed, Councillor Neathey asked for it to be noted that his vote was made on the basis that the special meeting to discuss interim arrangements would take place.

[Note: subsequently, owing to the restricted timeframe, the Chairman agreed that Community Services Committee Members would be invited to the meeting of Corporate Management Committee on 30 July 2020 where the follow up report would be considered.]

Chairman

(The meeting ended at 9.17pm)

**5. APOLOGIES FOR ABSENCE**

**6. DECLARATIONS OF INTEREST**

If Members have an interest in an item please record the interest on the form circulated with this Agenda and email it to the Legal Representative or Democratic Services Officer by 5pm on the day of the meeting.

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.

**7. COMMUNITY SERVICES PERFORMANCE INDICATORS – QUARTER 4 AND OUTTURN 2019/2020 (COMMUNITY SERVICES, DARREN WILLIAMS)**

**Synopsis of report:**

**To provide Members of Community Services Committee with an update on the performance of the Community Services Business Centre, against the Key Performance Indicators set out in the 2019/2020 Business Centre Plan. This report was deferred at the last meeting of this Committee in July 2020.**

**Recommendation(s):**

**None. This report is for information.**

**1. Context of report**

1.1 As part of the performance monitoring process linked to the Community Services Business Centre Plan, a report on the performance of Community Services as a quarterly review against the Key Performance Indicators (KPIs) set at the start of the year is required to be presented to this Committee.

**2. Report**

2.1 This report gives an overview of performance across the Community Services Business Centre in Quarter 4 of 2019/2020 against the Key Performance Indicators set out in the Business Centre Plan, approved by this Committee.

2.2 The report illustrates the breadth of activity being undertaken, with corporate KPIs and other service specific KPIs being presented jointly.

- 2.3 The report also provides a review of performance for the whole of 2019/2020 against the targets set for Community Services.

**Table 1: 2019/2020 Quarter 4 Key Performance Indicators:**

**Key- % Achievement of Target**

Red: -10%+ of Quarter Target  
Amber: Up to -10% of Quarter Target  
Green: Met or exceeded target

**Key- % Growth/Reduction Against Quarter 3 Actual**

Red: -10% or more against Quarter 3 Actual  
Amber: Up to -10% against Quarter 3 Actual  
Green: Match or exceed Quarter 3 Actual

<b>Performance Area</b>	<b>Actual Q1</b>	<b>Actual Q2</b>	<b>Actual Q3</b>	<b>Target Q4</b>	<b>Actual Q4</b>	<b>% Achievement of Target Set</b>	<b>% Growth/Reduction Against Q2 Actual</b>
Number of Meals at Home items served	9239	9,941	10,205	10,000	11,082	110%	8%
Number of meals served in Social Centres	8613	9,046	8,589	8,500	6,575	77%	-23%
Number of users signed up to Social Centre reward scheme	602	636	645	700	505	72%	-21%
Number of individual hires at Social Centres	119	118	107	100	80	80%	-6%
Number of Homesafe Plus Referrals (Total for North West Surrey)	200	209	317	130	384	295%	21%
Number of Homesafe Plus referrals to RBC services	51	44	71	32	100	312%	40%
Number of Social Prescribing referrals received	61	65	77	90	60	66%	-22%
Number of Community Transport journeys completed	12,385	12,617	11,536	14,000	9,576	68.4%	-16%
Number of referrals to Handyperson service	185	161	168	200	184	92%	24%
Number of Community Alarm & Telecare Users	1,489	1,471	1,462	1,500	1,430	95%	-2%
Number of formal complaints related to the Business Centre/Team	0						
Number of compliments related to the Business Centre/Team	0						
Number of decisions investigated by the ombudsman requiring a remedy by the Council	0						

**Table 2: 2019/2020 Annual KPI Results**

**Key- % Growth/Reduction Against Q3 Actual**

Red: -10% or more against Q3 Actual  
 Amber: Up to -10% against Q3 Actual  
 Green: Match or exceed Q3 Actual

<b>Performance Area</b>	<b>Target Total</b>	<b>Actual Total</b>	<b>Percentage Attainment of Target Set</b>
Number of Meals at Home items served	39,700	40,467	101%
Number of meals served in Social Centres	34,500	32,823	95%
Number of users signed up to Social Centre reward scheme	700	505	72%
Number of individual hires at Social Centres	400	424	106%
Number of Homesafe Plus Referrals (Total for NW Surrey)	435	1110	255%
Number of Homesafe Plus referrals to RBC services	107	198	185%
Number of Social Prescribing referrals received	300	263	87%
Number of Community Transport journeys completed	55,000	46,204	84%
Number of referrals to Handyperson service	410	698	170%
Number of Community Alarm & Telecare Users	1,500	1,463 (average over year)	97%

Number of formal complaints related to the Business Centre/Team	1		
Number of compliments related to the Business Centre/Team	4		
Number of decisions investigated by the ombudsman requiring a remedy by the Council	0		

- 2.4 Members are asked to note that for Quarter 4 Figures, measuring the overall performance of services is difficult, owing to the impact of Covid in March 2019. This resulted in many different impacts on service including residents not leaving their properties, referrals to services reducing due to the change in focus on priorities and equally from the Council being able to conduct little marketing and promotion of service, due to the change in priority.
- 2.5 Meals at Home has obviously seen a spike as a result of Covid-19, which is reflected in Table 1. However, its improvement in performance is not just down to Covid-19 and was continuing to build on the results of previous quarters. To evidence this, between 1 January and 13 March 2019, a total of 8,511 meals were delivered (both lunch and teas) at an average of 116 meals per day. Using this daily average to forecast the remainder of the period would have seen an additional 2,088 meals being delivered, resulting in a total of 10,599. Mindful there may have been some sign up in early March related to Covid-19, it would be probable that the 10,000 quarterly target would have been reached even without the spike.
- 2.6 With regard to the KPI relating to the number of residents signed up to the Social Centre Reward Scheme, the KPI shows this to be an area that has underperformed. However, Social Centre managers consider that those who sign up for the Centre Reward Scheme are far more likely to be those who attend the services for a full day, often more than once a week. Also, each Centre has a number of people who do not access the scheme, but are registered as current service users of the service. These are more likely to be people who attend for specific services and activities as opposed to a full day's provision.
- 2.7 Therefore, whilst the current Reward Scheme Members has reduced, the actual number of registered users with the service is significantly higher with approximately 950 wider members.
- 2.8 Looking at the whole year performance in Table 2, overall the performance of Community Services is very pleasing. There are areas where decisions are now required on how we take some of the services forward (for example transport), but with lots of strands of work currently underway Officers are confident that any areas of concern will be addressed.
- 2.9 There are two major success stories of 2019/2020 which both sit outside the "traditional" Community Services. Firstly, the Handyperson service which was approved by this

Committee a little over 12 months ago, has far exceeded the target set, with very limited marketing. Most referrals have either been internal or via health and social care partners. With the service only operating two days per week in Runnymede, as detailed in the future plan approved for the Home Improvement Agency by this Committee, Officers recommend that now is the right time to consider the potential increase in service provision, to continue to meet its current, growing demand and also widen those who are able to refer into the service.

- 2.10 The second area is Homesafe Plus. The service has, over the course of the year, become more and more highly valued by health and social care partners. This is reflected in the quarter on quarter increase in referrals across NW Surrey and also specifically for Runnymede residents.
- 2.11 The NW Surrey figure is provided for two main reasons. Firstly, Community Services leads many aspects of the Homesafe plus service, having designed the service format and utilised software systems and the Council's website, as well as Officers' expertise to make it a success. Secondly, Safer Runnymede monitor all (to all borough areas) out of hours or emergency discharges from hospital where a community alarm is given to the patient to "plug and play" as soon as they return home.
- 2.12 There is an appetite across partners to continue developing the service in order to offer a wider range of services and also to develop the way it is used by Health and Social Care partners. The North West Surrey Integrated Care Partnership (ICP), on which RBC is represented by the Corporate Head of Community Services, supports the development of Homesafe Plus and as a result, a request has been received for business cases linked to two aspects of service development to be presented to the ICP. The Area Director for Social Care is also keen for the Homesafe Plus model to be rolled out in full at Frimley Park Hospital, which linked to our partnership with Surrey Heath, is also ongoing. It is proposed that a report on Homesafe Plus is brought to a future meeting of this Committee.
- 2.13 To conclude, a successful year, with many services performing very well, and a likelihood that all services would have reached at least Amber if it was not for the impact of Covid-19.
- 2.14 Thanks must go to Officers in all roles across all services who contribute to such excellent performance levels. It is likely that recovery will be a challenge, not just against the wider challenges the Council faces but also in reaching the levels of performance prior to lockdown. However, the resilience and determination amongst the team to provide high quality services and to be successful in supporting residents gives confidence that this will be achieved.
- 2.15 This item presents the opportunity for Members of the Committee to ask any questions relevant to the remit of this Committee. However, to ensure that Officers are able to give a full response, Members are requested to give advance written notice of any questions to the Chairman, relevant departmental Corporate Head no less than 48 hours prior to the meeting.
- 2.16 Members are also asked to note that this report should be distinguished from committee specific reports and is a standard report submitted to all the service committees. The aim is to improve awareness of corporate performance and should be read in conjunction with the Community Services Business Centre Plan.
- 2.17 Owing to the exceptional circumstances of recent months, the results for Quarters 1 and 2 will be reported to the next scheduled meeting of this Committee in November 2020.

**(For Information)**

**Background Papers**

None stated.

**8. COMMUNITY DEVELOPMENT PERFORMANCE INDICATORS – QUARTER 4 AND OUTTURN 2019/2020 (COMMUNITY DEVELOPMENT – CHRIS HUNT)**

**Synopsis of report:**

**To advise Members of the performance of the Corporate Key Performance Indicators for Community Development for 2019/2020. This report was deferred at the last meeting of this Committee in July 2020.**

**Recommendation(s):**

**None. This report is for information.**

**1. Context of Report**

1.1 The purpose of this report is to provide Members with the 2019/2020 Key Performance results for the services within Community Development which are under the remit of this Committee. These include the work of Community First, Community Development, Community Safety, the Green Space team, Safer Runnymede and Leisure Services such as Community Halls and Chertsey Museum.

1.2 As part of the Performance Management Framework, quarterly performance reports are made to Corporate Management Committee on:-

- Financial Performance
- Corporate KPI Performance
- Projects Performance

**2. Report**

2.1 Within the Community Development Business Centre Plan, the following indicators were being monitored in 2019/20/20. Where targets have been met the indicator has been highlighted green, where up to -10% of target has been met it has been highlighted amber and over -10% red.



<b>Performance Indicator</b>	<b>Actual 2019/20</b>	<b>Annual Target</b>	<b>% against Target</b>	<b>% growth reduction</b>
Numbers of young people attending Surrey Youth Games Training	245	300	81.66%	-18.34%
Percentage of Careline calls answered within 60 seconds	99.9%	99.8%		+1%
Numbers attending the Sportability Festival		N/A		
Number of Free Access to County sports people (FACs) applications	21	8	262%	+162%
Users of Chertsey Museum	16,666	15,400	108%	+8%
Schools using Chertsey Museum	56	80	70%	-30%
Numbers at Junior Citizen	932	800	116.5%	+16.5%
Numbers at Living Well Week	418	700	59.7%	-41.3%
Number of formal complaints related to the Business Centre/Team	1	-		
Number of compliments related to the Business Centre/Team	15	-		
Number of decisions investigated by the Ombudsman requiring a remedy by the Council	0	-		

- 2.2 In Quarter 4 the sportability festival did not take place, owing to the Covid 19 lockdown. Chertsey Museum's usage figures were also adversely impacted owing to its closure and all outreach work in March being cancelled; despite this, museum visitors were still up on the annual target.
- 2.3 The performance indicators for events earlier in the year have previously been reported to this Committee and the reasons for any reduction in numbers have been highlighted. Over the year it is evident that Safer Runnymede is continuing to deliver an excellent service in terms of the answering of careline calls, the number of FACs applications have increased and the service area has had a number of compliments over the year.
- 2.4 This item presents the opportunity for Members of the Committee to ask any questions relevant to the remit of this Committee. However, to ensure that Officers are able to give a full response, Members are requested to give advance written notice of any questions to the Chairman, relevant departmental Corporate Head no less than 48 hours prior to the meeting.
- 2.5 Members are also asked to note that this report should be distinguished from committee specific reports and is a standard report submitted to all the service committees. The aim is to improve awareness of corporate performance and should be read in conjunction with the Community Development Business Centre Plan.
- 2.6 Owing to the exceptional circumstances of recent months, the results for Quarters 1 and 2 of 2020/2021 will be reported at the next scheduled meeting of this Committee in November 2020.

**(For information)**

**Background Papers**

None stated.

**9. ENHANCED SECURITY MEASURES FOR PARKS AND OPEN SPACES – UPDATE  
(COMMUNITY DEVELOPMENT, PETER WINFIELD)**

**Synopsis of report:**

**To update Members on progress made with works to enhance boundary security measures at parks and open spaces around the borough.**

**Recommendation(s):**

**None. This report is for information.**

**1. Context of report**

- 1.1 In January 2019, this Committee received a report concerning the high number of unauthorised encampments that had occurred on Council owned parks and open spaces during 2017 and 2018. To address this, the Committee recommended that £250,000 be allocated to enhance boundary security measures at approximately 20 of the most vulnerable sites.
- 1.2 This was the first phase of work, as undertaking enhancements at all identified sites was estimated to cost about £333,200. Therefore, a progress report was required on completion of the first phase, along with a request for further funds if needed.
- 1.3 Subsequently, Corporate Management Committee approved a Capital Estimate of £250,000 in 2019/2020 for the first phase of enhanced security measures.

**2. Report**

- 2.1 Preparatory work started in February 2019 in readiness for funds becoming available in April 2019.
- 2.2 To date, enhanced security measures have been installed at 27 sites;
  1. Abbeyfields
  2. Aviator Park
  3. Barrsbrook Farm
  4. Bourne Meadow
  5. Cabrera Avenue Open Space
  6. Chertsey Meads
  7. Chertsey 'Rec'
  8. Coopers Hill Recreation Ground
  9. Englefield Green
  10. Gogmore Farm Park / South Grove
  11. Hamm Moor Open Space
  12. Heathervale
  13. Hythe Park
  14. King George V Playing Field
  15. Kings Lane Sports Field and Open Space
  16. Manorcrofts Recreation Ground
  17. Marshall Place Open Space
  18. Murray House Open Space
  19. Ottershaw Memorial Fields

- 20. Pooley Green Recreation Ground
- 21. Runnymede Meadows (Part)
- 22. Sayes Court Open Space
- 23. St Ann's Hill
- 24. Thorpe Green
- 25. Timber Hill
- 26. Tulk Field
- 27. Walton Leigh Recreation Ground

2.3 The measures employed vary from site to site, but include new or upgraded vehicle height barriers, new metal bollards, new steel cored plastic bollards, upgraded field gates, replacing vulnerable wooden fencing with steel fencing, creating ditches and bunds (earth mounds) and upgrading locking systems.

2.4 Further works at Cabrera Avenue Open Space and Pooley Green Recreation Ground were commissioned earlier this year but then delayed by the coronavirus outbreak. These are now due to be completed by the end of August and mid-late September. Work is also being scheduled for the Hythe Social Centre Open Space, which experienced a recent encampment on 30/31 July and further metal bollards are planned for Thorpe Green. A new height barrier is also being procured for the main access road onto Chertsey Meads. This brings the total to 28 sites where work has been scheduled, undertaken, or in the process of being completed, details of which are set out in Appendix 'B'.

2.5 Officers consider that completion of the works described above, together with some minor works at a small number of sites, will bring this project to a close. Therefore, further capital funding is not required.

2.6 There was only one unauthorised encampment on Council open spaces this Summer, which was at the Hythe, and there was a brief occurrence in the Waitrose car park in Addlestone One. The other unauthorised encampment took place on land belonging to the National Trust. All of the incidents were dealt with speedily and satisfactorily.

### 3. **Resource implications**

3.1 Committed expenditure is £177K, and the value of orders raised is an additional £23K with a remaining budget of £50K to be spent on outstanding works.

3.2 Any further minor enhancements identified will be funded from existing revenue budgets.

### 4. **Legal implications**

4.1 All the areas to which these improvement works have been undertaken are designated Open Spaces, but the measures taken are proportionate and do not detract from their continued access and enjoyment by members of the public.

### 5. **Equality implications**

5.1 The Council is required to have due regard to its Public Sector Equality Duty before undertaking the action proposed.

5.2 The Council's Duty is stated under the Equality Act 2010 and is to have due 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 and persons who do not share those characteristics

in relation to the 9 'Protected Characteristics' (being age, disability, race/ethnicity, pregnancy and maternity, religion, sexual orientation, sex, gender reassignment and marriage / civil partnership).

- 5.3 The completed security enhancements will make unauthorised vehicular access to the relevant parks and open spaces more difficult. The possible effect on pedestrian access, including ease of access by those with physical impairments, has been considered and minimised in each case.
- 5.4 A Screening Assessment was considered by the Council's Equalities Group at the start of the project and concluded that a full Equality Impact Assessment was not needed.
- 6. **Other implications**
  - 6.1 In choosing solutions for each site, Officers have, so far as possible, selected materials and furniture which maximises security but also has a look and feel in keeping with the open space they are protecting.
  - 6.2 Whilst the completed works will greatly improve security at the Council's parks and open spaces, it cannot be concluded that the sites will be completely secure and would not experience unauthorised encampments in the future.

**(For information)**

**Background papers**

None stated.

<b>Site</b>	<b>Summary of work to date</b>
Abbeyfields	Removal of redundant vehicle access bridge
Aviator Park	Replacement field gate, installation of metal bollards
Barrsbrook Farm	Replacement of 2 elderly gates, installation of fixed & removable metal bollards, gapping up of hedge
Bourne Meadow	Replacement boundary fencing, alteration of existing field gate, installation of fixed & removable metal bollards
Cabrera Avenue Open Space	Replacement of field gate with new metal gate
Chertsey Meads	Replacement of gate, installation of metal bollards
Chertsey Rec	Installation of new height barrier & metal bollards
Coopers Hill Recreation Ground	Two new height barriers, installation of metal bollards
Englefield Green	New field gate, installation of recycled plastic 'timber' bollards with hidden metal & concrete core
Gogmore Farm Park / South Grove	Alteration of existing height barrier, installation of fixed & removable metal bollards
Hamm Moor Open Space	Replacement of elderly gates & fencing with metal gates and railings
Heathervale	Installation of new height barrier
Hythe Park	Replacement of timber knee-high with metal railings, installation of fixed & removable metal bollards
King George V Playing Field	Replacement of field gate with new metal gate, installation of removable metal bollards
Kings Lane Sports Field and Open Space	Replacement of elderly chainlink gates and fencing with metal gates & railings, new height barrier, fixed metal bollards
Manorcrofts Recreation Ground	Alteration of existing gate, replacement of wooden fence with metal railings
Marshall Place Open Space	Replacement of wooden field gate and fencing with metal gates and railings
Murray House Open Space	Installation of fixed & removable metal bollards
Ottershaw Memorial Fields	Alteration of existing height barrier, additional hedge planting to thicken existing hedgeline
Pooley Green Recreation Ground	Alteration of existing field gate
Runnymede Meadows (Part)	Replacement field gate, replacement of timber knee-high post & rail with knee-high concrete posts & metal rail
Sayes Court Open Space	New height barrier, replacement field gate, fixed metal bollards, bund, ditch & bund
St Ann's Hill	New height barrier
Thorpe Green	Ditch & bund, new field gate, one replacement height barrier plus one new height barrier, handrails on bridges, metal bollards
Timber Hill	Alteration of existing height barriers, replacement of timber knee-high post & rail with knee-high concrete posts & metal rail
Tulk Field	Installation of fixed & removable metal bollards
Walton Leigh Recreation Ground	Installation of removable metal bollards
<b>Outstanding Work</b>	
Cabrera Avenue Open Space	Replacement of timber knee-high post & rail with metal railings (due end of August)
Chertsey Meads	Procurement of new height barrier (ongoing)
Hythe Social Centre Recreation Ground	Procurement of new gate & boundary treatment, possibly knee-high concrete posts & metal rail fencing (dependent on availability/prices)
Pooley Green Recreation Ground	Replacement of timber knee high with metal railings (due September 2020)
Thorpe Green	Installation of additional metal bollards

## 10. PLAYING PITCH STRATEGY- UPDATE (COMMUNITY DEVELOPMENT, CHRIS HUNT)

### Synopsis of report:

The Playing Pitch Strategy was completed in June 2018 and an annual review of progress against the action plan was agreed. This report was deferred at the last meeting of this Committee in July 2020.

### Recommendation(s):

None. This report is for Information.

#### 1. Context of report

- 1.1 The Playing Pitch Strategy (PPS) was completed and reported to this Committee in June 2018. An action plan was developed for each sport and it was agreed that an annual progress report would be provided.
- 1.2 The PPS was developed with input from stakeholders, including the National Governing Bodies (NGB's) for the following sports: Football, Cricket, Hockey, and Rugby. There were also contributions from Sport England, Active Surrey and local clubs who were consulted as part of the strategy's development.
- 1.3 Each sport in the strategy had individual strategic, site specific action plans.

#### 2. Report

- 2.1 In last year's report, Officers advised that a visit would be undertaken by the Ground and Natural Turf Improvement Programme (GANTIP) to provide feedback on the football pitches the Council provides, and recommendations would be made with regard to any improvements that could be undertaken.
- 2.2 The GANTIP inspection has taken place and a report produced which identifies that generally the pitches are in a reasonable condition and display many positive traits. Some generic recommendations were suggested as set out below, and Officers will consider introducing these:
  - Increased frequency of aeration and decompaction during the year
  - Increased frequency of grass cutting and cut height
  - Monitor and act more efficiently on spot repairs
  - Rotate or off set pitches annually
  - Annual application of weed and feed product
  - Football and cricket to work together to improve the grounds

Several of the recommendations require funding which might not be available from existing budgets. In addition, changes would need to be made to the current ground maintenance schedule. However, this can be considered as part of the forthcoming review of the Grounds Maintenance contract, which will be reported to this Committee in due course.

- 2.3 There were more site-specific recommendations arising from the report, including the replacement of some of the football goals. Highlighting this will assist the Council in making any grant applications for this purpose in the future.

- 2.4 The Green Space Team has introduced a competency-based progression programme for parks based grounds staff. This will enable them to move up the grades as they take training and/or are assessed against key criteria; for example, the management of fine turf.
- 2.5 The Covid 19 pandemic has had a significant impact on local sports clubs, most sport other than individual activities such as cycling and running, were suspended in March 2020. Local clubs have been able to apply for grants and loans from their National Governing Bodies and Sport England to help with ongoing costs where they own or lease land and must maintain the facilities.
- 2.6 In the context of Covid, over the last few months, the regulations for some sports have been relaxed. Advice has been provided to clubs by the various National Governing Bodies. For the Green Space Team this impacts on Bowls and Cricket, over the summer, which can now both be played, providing risk assessments have been carried out on the activity. Football matches for grass roots clubs will be returning at the start of the season in September/October and all clubs using our pitches have been asked to provide their Covid risk assessments. Whilst risk assessments have been scrutinised by the Council's Safety Advisor, responsibility for compliance with guidance and risk assessments rests with park users. Should any breaches occur we would be responsible for any enforcement action that might be required.
- 2.7 The impact of the pandemic on Council facilities has been that cricket squares and bowling greens had limited work carried out on them at the start of the season, but staff have brought them into use, even if only for half the summer season.

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

- 3.1 The PPS was produced to link with the Local Plan, on which Sport England is a consultee and who require one in accordance with their approved methodology.

### 4. **Resource implications**

- 4.1 The cost of any improvements to date have been carried out within approved budgets. However, for any larger scale capital projects, additional funding would need to be sought from relevant NGBs and other funding bodies.

### 5. **Legal implications**

- 5.1 There is no statutory duty to produce a Playing Pitch Strategy, but it is regarded as best practice and the current strategy was produced in response to comments made by Sport England through the Local Plan process.

**(For information)**

#### **Background papers**

Playing Pitch Strategy, Football Facility Plan, Pitch Improvement report.

## **11. CHERTSEY MEADS MANAGEMENT LIAISON GROUP – MINUTES 3 MARCH 2020 (LAW AND GOVERNANCE, CLARE PINNOCK)**

Attached at Appendix 'C' are the Minutes of the meeting of the Management Liaison Group held on 3 March 2020 (deferred at the last meeting of this Committee).

**(For information)**

**Background Papers.** None.



Runnymede Borough CouncilCHERTSEY MEADS MANAGEMENT LIAISON GROUP3 March 2020 at 7.30pm**Members of the****Group present:**

Councillor D A Cotty	(Chairman) Runnymede Borough Council
Councillor M G Nuti	Runnymede Borough Council
Mr R Deacock	St George's College
Mr G Drake	Chertsey Society
Mrs K Drury	Chertsey Meads Residents' Representative
Mr H W Evans	Surrey Bird Club
Mrs J Hearne	Chertsey Meads Residents' Representative
Mr N Johnson	Chertsey Meads Residents' Representative
Mrs H Lane	Surrey Wildlife Trust
Mr D Mead	Chertsey Agricultural Association
Mrs M Nichols	Chertsey Society
Mrs C Noakes	Hamm Court Residents' Representative
Mr C J Norman	Chertsey Meads Residents' Representative
Mr B Phillips	Surrey Botanical Society
Mr M Ray	Hamm Court Residents' Representative
Mrs T A Stevens	Chertsey Meads Residents' Representative
Mr D Turner	Chertsey Agricultural Association

**Members of the****Group absent:**

Dr J Denton	Invertebrates Expert
Mrs F Harmer	Chertsey Meads Residents' Representative
Ms I Girvan	Surrey Wildlife Trust
Mr G James	Sustrans
Mrs C Longman	Chertsey Meads Residents' Representative
Mr J O'Gorman	Chertsey Meads Residents' Representative
Mrs S Ritchie	Dog Walkers Representative

**Advisory members of  
the Group present:**

Mr P Winfield	Head of Green Space, Runnymede Borough Council
Mr C Dulley	Assistant Head of Green Space, Runnymede Borough Council
Ms J Harper	Projects Manager, Green Space, Runnymede Borough Council

**Action**

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

2. MINUTES

The Minutes of the meeting of the group, held on 3 September 2019, were confirmed and signed as a correct record.

3. APOLOGIES FOR ABSENCE

Apologies were received from Dr J Denton, Mrs F Harmer, Mrs C Longman and Mr J O’Gorman.

4. MEMBERSHIP OF THE CHERTSEY MEADS MANAGEMENT LIAISON GROUP

Mr M Ray, the new Hamm Court Residents’ Representative was welcomed to the Group.

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

5. ACTIONS FROM THE LAST MEETING

Commercial Dog Walkers

Letters had been sent to three of the Commercial dog walking companies that had been noted as using the Meads and more would be sent as reported. Only one company had replied stating that they no longer used the Meads. Three suggestions had been made by the company to supply dog bags, to have more dog bins and more signage. These received no overwhelming support from the Group. Members were encouraged to continue reporting issues as they arose. It was suggested that the dog bin in Mead Lane needed emptying more often.

UK Power Networks (UKPN) proposal

Negotiations over the draft wayleaves were ongoing. Jane Hearne offered to try and prompt some progress between the parties.

Jane Hearne

New Signage

The new sign alerting people to be careful because of children crossing by the first car park was in place and appreciated. A replacement deer sign would be installed in the new financial year.

Chris Dulley

Moorings

Limited progress had been made with the joint authorities’ approach to over staying moorers on The Thames. It was agreed to await what the neighbouring authorities were doing and follow their lead. It was reported that the Desborough Cut was currently experiencing problems

Chris Dulley

New Height Barrier

The new height barrier was being funded from a budget agreed by the Council for boundary security works, not from the Chertsey Mead budget. The cost was approximately £30,000 and a formal tendering process was underway. Members discussed the proposed design of the new barrier which it was agreed had to be robust and capable of being quickly mended if needed. Mrs Harper confirmed that the design would be the most suitable for the location but that it would be more visible. There might be a need for some tree clearance if the barrier was a sliding one. It was hoped to install the new barrier in the school summer holiday and confirmed that the Chertsey Show would be taken into consideration.

6. **MANAGEMENT AND MAINTENANCE OF THE MEADS**

**Suitable Alternative Natural Green Space (SANG) Status**

The Council had expedited the process for designating Chertsey Meads as a SANG now that it was no longer bound by when the Council's local Plan was approved. Members noted that some amendments were being made to the Chertsey Meads SANG Management Plan as requested by Natural England. The final version had been sent to them and it was hoped that everything would be in place for April. Once approved, the Council could start accessing funds to undertake identified projects in the Chertsey Meads Management Plan. Jo Harper, the Projects Manager in Green Space was managing these projects and SANGs projects elsewhere in consultation with other key partners including Surrey Wildlife Trust. Priority projects would be improving the visitor experience with works to paths, car parks, seating and signage and any major plans would be considered by the Group first.

**Esso Pipeline Proposal**

At the last meeting of the Group, members had received a presentation on the Esso Pipeline proposals to replace 90km of Esso's 150km aviation fuel pipeline, part of the route directly impacting on Chertsey Meads which the pipeline would cross. Members were advised that the Planning Inspectorate was currently considering the application for development consent and that the Council had made representations throughout the process to date. Specifically, an Environment Investment Programme was being negotiated with Esso, which it was hoped would help mitigate any damage to the Meads.

**Annual Work Programme**

Members reviewed the annual work programme which had been annotated with colour coding to show progress.

The Privet mentioned at the last meeting had been identified as the invasive type and work was in hand to control it. It was also planned to cut back some of the trees on the island in the south east corner of the Meads which was currently inaccessible. Some pollarding work was in the plan, but the results of a bat survey were awaited. With regard to the Reed beds, Douglas Turner agreed to give Peter Winfield details of someone that did scything on horseback as the reed beds were currently too wet to access for cutting. The interpretation board for the reed beds was currently on hold. The creation of a scrape was one of the possible SANGs projects that was being investigated. Terry-Ann

Stevens said she would check from the river in their boat if there were any signs of life in the otterholt.

The need for a treescreen had been overtaken by trees being planted on the Traylens side of the river but that the site would continue to be monitored.

The whole management plan would be reviewed in 2021.

#### Sleeper Bollards

The group was thanked for their prompt reporting of damaged or missing sleeper bollards. Members suggested that replacement sleepers and road repairs would be welcomed. Potential sponsorship to create a natural Hawthorn hedgerow along the main roadway was also discussed, noting there was a balance to be struck between security and maintaining the open aspect of the meads.

### 7. EVENTS\*

#### Chertsey Show

The Chertsey Show was planned for 8-9 August 2020 and 7-8 August 2021.

#### Annual Site Visit

The annual site visit was planned for 4 June 2020 to be led by Dr Denton. Meeting in the second car park for a 7pm start.

#### Litter Pick

Sunday 5 April had been previously agreed and a second date of 4 October was agreed, meeting in the second car park at 10am. Publicity posters were circulated.

\*[ Please note that since the meeting future events will all be subject to the emerging guidance regarding Covid 19 and that in the immediate future the first litter pick in April has been cancelled and the Group will be kept informed]

### 8. Any Other Business

The land between Hamm Court and the Meads was discussed and whether there were any cattle grazing at Hamm Court Farm, it was thought there had not been for some time. An issue was raised in that someone had been spraying the vegetation with an unknown chemical between Meadowlands and Hamm Court causing significant damage. Establishing who owned the land would be necessary and how best to address the problem. It was also asked whether the Surrey Mineral Plan had changed at all and was Hamm Court still under threat.

Mr Deacock reported on the conservation project at St George's College. 500 trees had been planted so far but that the site had been affected by flooding. A mile of hedgerow along the Wey side had been planted including Willow, Alder, Oak, Beech, Hawthorn and Hazel. The college was looking at options for having an outdoor classroom. Good progress was being made although they did have a potential issue with

the 50-60 deer that were in the vicinity.

Peter Winfield agreed to arrange for a further inspection of the reported potholes in the road around Docket Moorings

**Action**

Peter Winfield

9. **DATES OF FUTURE MEETINGS**

Members noted that the next two meetings were scheduled to take place Tuesday 1 September 2020 and Tuesday 2 March 2021, both at 7.30pm, to be held at the Civic Centre in Addlestone.

Chairman

The meeting ended at 8.45 pm

**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>   | <b>Para</b> |
| <b>13.</b> | <b>EXTENSION OF MEALS AT HOME SERVICE</b>   | <b>3</b>    |
| b)         | <u>Confidential Information</u><br>(No reports to be considered under this heading) |             |