

Community Services Committee

Thursday 11 March 2021 at 7.30pm

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

Members of the Committee

Councillors I Chaudhri (Chairman), C Howorth (Vice-Chairman), M Adams, T Burton, D Clarke, M Harnden, 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).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.
- 4) 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

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

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1. Notification of changes to Committee Membership

2. Minutes

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 7 January 2021, which were circulated by email to Members with this agenda.

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.

3. Apologies for Absence

4. 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.

5. Family Support Programme Update (Community Development, Chris Hunt)

Synopsis of report:

This report provides an update on the work of the Family Support Programme in 2020 with families identified as needing support by Surrey County Council. There is also an update on the progress of the Syrian Refugees housed under the UK resettlement scheme.

Recommendation(s):

None. This report is for Information

1. Context of report

1.1 The troubled family initiative was introduced to change the repeating generational patterns of poor parenting, abuse, violence, drug use, anti-social behaviour and

crime in the most troubled families in the UK. In Surrey, the initiative was rolled out across the district and boroughs and has been known as the Family Support Programme. In 2013, Runnymede and Surrey Heath Councils agreed to a joint project which to date has worked with several families across both boroughs.

- 1.2 The programme works in two parts with families receiving intensive support for a minimum of 12 weeks, with a co-ordinator and team around the family (TAF). The family are then supported for the next 9 months by a lead organisation and other agencies.
- 1.3 Within Runnymede there are three co-ordinators, one of which has a senior role and supervises the other two staff. This is replicated in Surrey Heath with a Manager and administrator working across both boroughs.
- 1.4 Family Support Coordinators currently each hold a caseload of 10 families at any given time. The Senior Coordinator holds a caseload of 6 families, plus line management responsibilities for the other staff.
- 1.5 The overarching criteria are:
 - Children not in School
 - Unemployment
 - Crime/Anti-Social Behavior
 - Domestic Violence
 - Child in Need
 - Health Problems
- 1.6 The FSP was originally supported through a funding programme from the Government. Within Surrey the programme was run in partnership with the Boroughs and Districts delivering the programme on behalf of Surrey County Council (SCC). Following the OFSTED review of Surrey Children's Services in 2018/19 it was noted that the FSP was successfully delivering an Early Help Programme for Surrey for a lower cost per family and was able to chart and track family progress and the progress of those stepped down from the service. Much of the approach was recognised as best practice. When Government funding ceased, Surrey agreed to step in to support the scheme financially as reported to this Committee in 2019 and RBC agreed to also provide top up funding to cover the total cost of running the service.

2. Report

- 2.1 Over the last 18 months the FSP has continued to deliver a valuable service to the residents of Runnymede and Surrey Heath, with families affected by the pandemic and lockdown. It was proposed that as part of the new service operated through SCC extra funding would be used to introduce social workers into the programme. Due to a poor response to the advert for Social Workers (across all boroughs) SCC agreed that each recruit an additional Family Support Coordinator for each borough on a 12- month fixed term contract (the new Coordinators have commenced employment at RBC). The expectation is that two Social Workers for the teams will be employed early in 2022.
- 2.2 From January 2020 to December 2020 the two teams have worked with 150 families, of which 71 were in Runnymede. The additional coordinators employed should see this number increase over the year as the demand for support is continuing to grow.

- 2.3 The success of the programme can be quantified using the ‘distance travelled’ charts which follow at Appendix ‘A’. These include several criteria and chart the progress made within each category.
- 2.4 The areas monitored as part of the programme are:
- Physical health
 - Your well-being
 - Meeting emotional needs
 - Keeping your children safe
 - Social networks
 - Education & learning
 - Boundaries & behaviour
 - Family routine
 - Home & money
 - Progress to work
- 2.5 Significant progress was made in ‘your well-being’ where 65% of people had made progress, ‘boundaries and behavior’ (57%) and ‘home and money’ (61%).
- 2.6 Less improvement was achieved in ‘education and learning’ (17%), ‘physical health’ (14%) and ‘social networks’ (13%). The Committee will appreciate that these areas could well have been affected by the lockdowns and restrictions in place, with the need to do more home schooling, and have access to extended families and health services.
- 2.7 The FSP teams also run the UKRS (UK Resettlement Scheme), previously known as the vulnerable persons resettlement scheme, on behalf of Surrey Heath and Runnymede. Unfortunately, due to Covid19 and the ongoing restrictions, the scheme was paused in March 2020. We have now received a decision from the Ministers regarding the future resettling, and we are able to accept families.
- 2.8 Each time a suitable property is identified they consider the highest priority applicants on the Housing Register to ensure that there is a balance in the need being met. There are currently 9 refugee families across the two Boroughs; 4 in Runnymede, with the most recently family having arrived on 10 March 2020.
- 2.9 The families are well settled and the children are all thriving in education. However, there have been some setbacks with the online learning as would be expected, but this is all being managed very well and the families have created a strong community network between them, supporting each other on accessing local facilities especially for when new families arrive.
- 2.10 The biggest problems that families face is Universal Credit (UC) and applying for Personal Independence Payments (PIP). The UC claims are made within a week of the family arriving (biometric residents permits must arrive, then bank accounts are applied for, then UC can be applied for). The biggest issue here is the delay in receiving payments which can leave families in rent arrears.
- 2.11. The Home Office has tried to address this with their funding to Local Authorities, by providing £100 per person in the family specifically to bridge the gap on waiting for UC to be paid. In Runnymede, all the families are in Council properties.
- 2.12 Often the eligibility of a family resettling in the UK is around adult disability. The government eligibility for claiming PIP is that the individual has lived in the UK for 2 out of the last 3 years. Refugees resettling in the UK under the UKRS are an exception to this eligibility criteria. However, this is not properly explained to the DWP teams. Therefore, it often takes several phone calls, applications and

meetings to finally speak with someone who is aware of the exception for the families. This is very time consuming and can take months to overcome.

3. Policy framework implications

3.1 The Community Development business plan has an objective to review the future funding needs of the FSP in conjunction with Surrey Heath Borough Council and Surrey County Council.

3.2 One of the key priorities of the Corporate Business Plan is supporting local people and in particular improving the quality of life for those vulnerable or deprived.

4. Resource implications

4.1 The programme is currently funded by Surrey CC and Surrey Heath employs all the staff and manages the budgets associated with the programme.

4.2 It was agreed in 2019 that RBC would provide financial support towards the service of £89,000 from 2020/21 and this was included in the approved Medium Term Financial Strategy.

5. Legal implications

5.1 None identified.

6. Equality implications

6.1 Section 149 of the 2010 Act sets out a 'Public Sector Equality Duty' (the Duty) on all public authorities. The Duty requires that a public authority must, in the exercise of its functions, have 'due regard' to the need to:

- Eliminate unlawful discrimination;
- Advance equality of opportunity between people who share a Protected Characteristic and people that do not share it; and
- Foster good relations between people who share a Protected Characteristic and people who do not share it.

6.2 Accordingly, the Council will need to ensure that it discharges the Duty through the Family Support Programme.

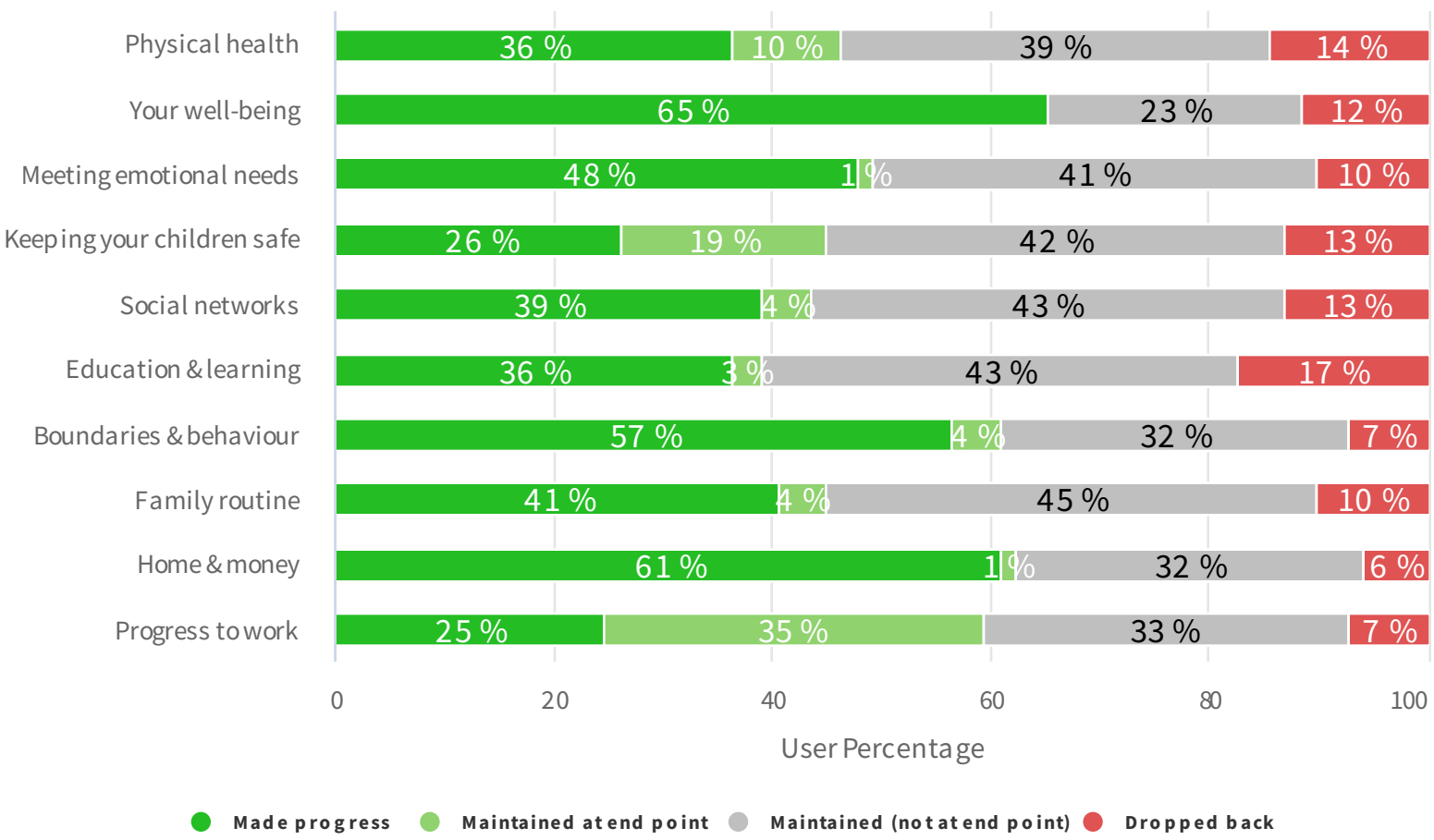
6.3 The Programme attempts to address inequalities by having positive implications especially for the protected characteristics of age, disability, race and religious belief.

(For information)

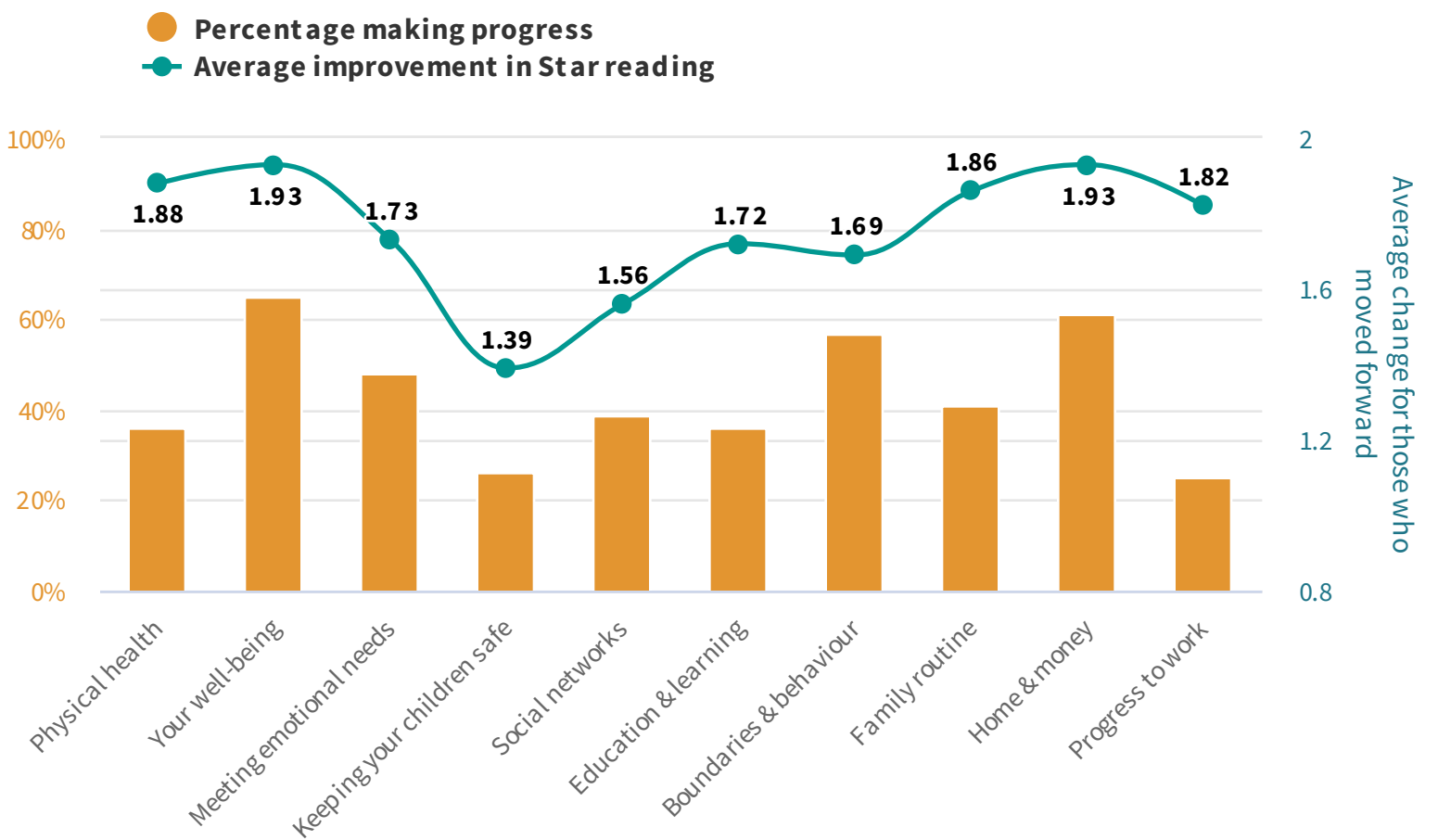
Background papers

None stated.

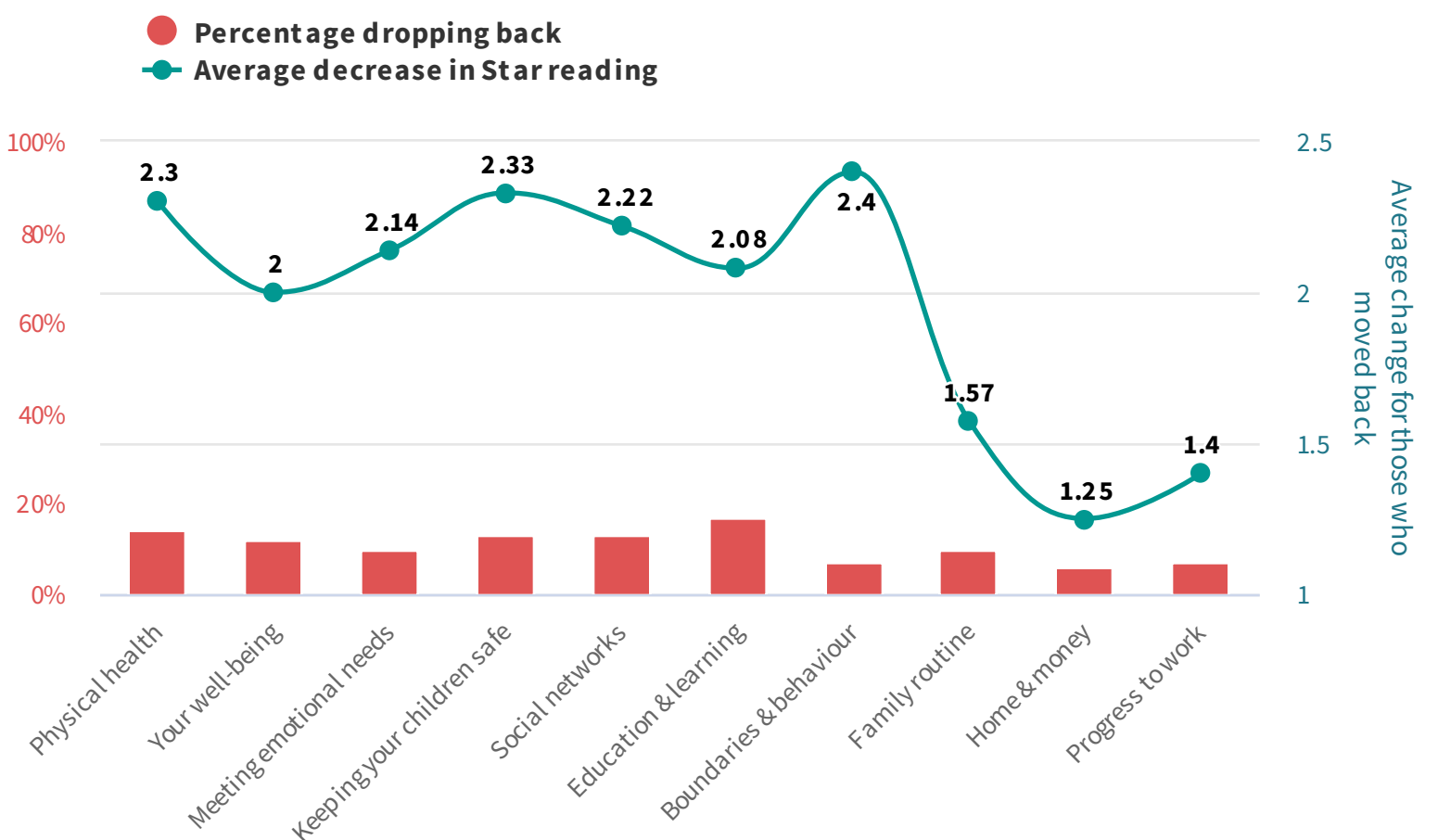
How much progress are people making in each outcome area?



In each outcome area, how much progress are people making?



In each outcome area, by how much are people dropping back?



6. Community Development Business Unit Plan 2021/2022 (Community Development, Chris Hunt)

Synopsis of report:

The report informs Members of the key achievements to date in the 2020/2021 financial year for the Community Development Business Unit, and provides a summary of this year's Community Development Business Unit Plan for approval. The full proposed Business Plan can be found in Appendix B which follows this report.

Recommendation that:

the Community Development Business Unit Plan for 2021/2022 be approved

1. Context of report

- 1.1 As part of the annual business planning cycle each business unit completes an annual Business Unit 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.
- 1.2 The final non-corporate Business Unit Plans go to their relevant service committee for approval first. A final approval is then sought from Corporate Management Committee, approving the Corporate Action Plan (which is an amalgamation of all the plans for the year) in March. In addition, Corporate Management Committee is also asked to approve any business cases requiring growth because growth cannot be approved by a service committee.
- 1.3 A standard corporate template is provided to ensure each Business Unit Plan consistently sets out the: key drivers/influences, objectives, performance/activity indicators, and the associated risks.

2. Report

- 2.1 The full Community Development Business Unit Plan can be found in Appendix 'B'.

Purpose of the Business Unit

- 2.2 The Community Development Business Unit is a multi-functional service area which provides many of the non-statutory services of the Council. The statutory services include Allotments and the Cemeteries service. 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.
- 2.3 The services provided include;
 - Safer Runnymede
 - Green Space – 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 2020/21

- 2.4 The current financial year has been very challenging for the service area with several facilities having to be closed during the national lockdowns. Despite this staff have continued to deliver services for example Safer Runnymede has remained operational 24/7 throughout, parks and open spaces have remained accessible, our Cemetery service has continued to operate effectively, Chertsey Museum has delivered on line education session to schools, the Community Halls are being utilised as vaccination centres and the Family Support Team continue to help local residents with support and advice.
- 2.5 Projects have also continued to be progressed with further work carried out as part of the security improvements to the parks and open spaces, holiday activities were delivered for young people, progress has been made on the Rushmoor and Hart CCTV monitoring project and the Runnymede Pleasure Grounds ANPR system

Key drivers/influencers

- 2.6 The key drivers/influences that impact on the Community Development Business Unit are detailed in section 3 of the business plan and include:
- Community Safety
 - RBC Open Spaces Study
 - Green Space Site Management Plans
 - Ageing Population
 - Deprived Communities
 - Child Obesity
 - Playing Pitch Strategy
 - Prevent Strategy
 - Health and Wellbeing Strategy

Key new areas of work in 2021/22

- 2.7 There is little or no opportunity for growth, but the business plan identifies several new projects and existing ones to carry forward. These include the Health and Wellbeing Strategy, options for community hubs, develop the youth offer in Addlestone, a new grounds maintenance arrangement that incorporates services from other areas, play area replacement programme and the Kings Lane Bike Track.
- 2.8 The Performance Activity Indicators for 2021/2022 are detailed below. These have taken into account where services are unlikely to be back operational until later in the year, or will gradually see numbers increase:

Performance Indicator	Target				
	Q1 (Apr-June)	Q2 (Jul-Sept)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	Full year (Apr-Mar)
Numbers attending Surrey Youth Games Training.		300	0	0	300
Percentage of Careline calls answered within 60 seconds.	99.8	99.8	99.8	99.8	99.8
Number of Community Hall Bookings	0	0	300	300	600
Numbers attending the sportability festival	0	0	0	150	150
Number of FAC's applications.	2	2	2	2	8
Users of Chertsey Museum.	2000	2000	4200	4600	12800
Number of schools using the Chertsey Museum Education sessions.					65
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 the themes in the draft Corporate Business Plan 2021 – 2025 which are, Supporting Our Communities, Enhancing Our Environment, Improving Our Economy, Developing Our Organisation and Health and Wellbeing.

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 2021/22.

(To resolve)

Background papers

None stated.

Community Development Business Unit Plan 2021/2022

Version control

Author: Chris Hunt
Date: 21/01/21
Version No: 1
Status:

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Section 1: Community Development Business Unit 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 we 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 team is led by the Head of Green Space. The Parks and Open Space section employs eighteen members of staff which are Assistant Head of Green Space, Projects Manager, Parks Manager, Tree Officer, Green Spaces Officers x3, Senior Parks Supervisors x2, Groundsmen and Assistants x8 and a Support Officer

There are more than 90 sites totalling 370 hectares of land which are managed by the team. Five are 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 paddling 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 £281,000, for its own sites and other Council land and maintains 44 children's play areas.

There are 12 allotment sites in the borough providing around 600 plots. Three sites are let to allotment associations and self managed by them. The remaining sites (377 plots) are operated by the Green Space team for the Council. Demand for allotments remains high and most plots (97%) are let and there are waiting lists for all 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 admin support.

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 590 cameras and there are contracts with Spelthorne and Thorpe Park. There is also Automatic Number Plate Recognition services provided to the Wentworth Estate. The service also monitors re-deployable cameras that can be moved around locations as required and have also been provided to third parties for a monitoring fee.

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 local clubs and organisations, partners worked with include Active Surrey, Schools, Children's Centres, Youth Service, Royal Holloway University, Surrey Arts Partnership, and Achieve Lifestyle. There are a number of annual events and activities delivered including the Surrey Youth Games, Living Well Week, Sportability Festival, summer holiday programme and parks events such as Xplorer.

Partnerships and Policy

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 funding for areas of deprivation and has supported a number of initiatives and events.

Leisure Centres

The Leisure Centres of Egham and Addlestone are operated by Achieve Lifestyle under leases. Since the opening of the Egham Orbit in 2019 there have been some initiatives with the trust to develop the leisure offer in the borough and future partnership working should help to develop this work further.

Community Halls

The two Community Halls; Chertsey Hall and the Hythe Centre are managed by three full time staff with a halls 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 organisations.

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.

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.

Community Safety Function

The Community Safety Co-ordinator 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 events organised or supported include

Junior Citizen, water safety and promoting awareness weeks. This service also co-ordinates the work of Community Safety Partnership, Joint Action Group and CHaRRM.

In the Borough there are two public space protection orders which are managed by Community Safety and these are kept under review to assess their effectiveness. Safeguarding is also supported from this area for example providing information to the MAPE on any referrals that may come through.

Family Support Programme Function

The Family Support Programme has been running jointly with Surrey Heath for the last five years. A team of four co-ordinators is based in the Council offices and at any time they could be working with up to nine 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 is one co-ordinator employed to carry out this work.

Key Business Unit statistics/volumes:

370 hectares of Green Space

5 Manned Parks

600 allotment plots across the 12 sites

590 cameras monitored by Safer Runnymede

12,000 incidents monitored by Safer Runnymede last year

153 interments in the four cemeteries annually

16,000 visitors per year to Chertsey Museum

60 schools engaged in Chertsey Museum's outreach education service

Children attended Surrey Youth Games Training – no figures for 2020 due to Covid

900 children attended the Junior Citizen event 2019

Section 2: Community Development Business Unit/Team's key drivers/influences

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

	<ul style="list-style-type: none">• Sports Clubs• National Trust• Public Health• Childhood Obesity• District and Boroughs CCTV monitoring• Physical Activity Strategy• Grounds Maintenance contract• Surrey Wildlife Trust• Surrey Heath Borough Council for Family Support Programme and Syrian Refugees	
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Section 3: Planned work

3.1 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 <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 2022 also state expected stage come the end of March 2022)	Is this an identified priority for the relevant Member Working Party? (delete as applicable)

CD01	Chertsey Museum Digitisation	Lead: Chertsey Museum Support: Digital Services	Improves the wellbeing of an increased number of people due to more people being able to access the collections.	Dependent on external funding	NO
CD02	Develop the youth offer in Addlestone	Community Development	To provide a youth café within the Addlestone town centre. Options on location to be considered.	Autumn 2021	Yes
CD03	To develop a new grounds maintenance arrangement that incorporates services from other areas.	Green Spaces, environmental services, housing	Reduce costs and have uniform service across the borough	March 2022	No
CD04	Play area replacement programme	Green Spaces	Identify the current state of the play areas and options for their future replacement or removal	December 2021	No
CD05	Kings Lane Bike Track	Green Spaces/Community Development	Provision of new bike track following consultation with young people in Englefield Green	Summer 2021	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 2022 also state expected stage come the end of March 2022)	Is this an identified priority for the relevant Member Working Party? <small>(delete as applicable)</small>
CD06	Develop options for community hubs	Community Development	Identify opportunities to develop community hubs in areas of the borough that provides access to a range of services	Autumn 2021	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 2022 also state expected stage come the end of March 2022)	Is this an identified priority for the relevant Member Working Party? <small>(delete as applicable)</small>
CD07	Create a Tourism Strategy for the Borough	Community Development, Partnership and Policy Officer, Economic Development	To improve the local economy.	March 2022	NO

CD08	Work with the Sir Williams Perkins School on leisure development options at Barrsbrook Farm	Community Development, Green Spaces, Commercial Services	Work in partnership with the school on plans to develop their on-site sports facilities to include community access through the possible use of Barrsbrook Farm Land.	December 2021	NO
CD09	Rushmoor and Hart CCTV Monitoring	Safer Runnymede	To take on the CCTV monitoring for both the boroughs	August 2021	NO
CD10	Aviator Park Skate Park	Green Space/Community Safety	Identify options for the long term use of the skate park at Aviator Park or an alternative location	Summer 2021	NO
CD11	Publish the Health and Wellbeing Strategy	Community Development and Community Services with input from other service areas	Identifies needs and produces key priorities and action plan for the borough. Linked to the new Corporate Plan	Summer 2021	Yes
CD12	Review of Playing Pitch Strategy to identify improvements that will increase usage.	Community Development	Improve the health and well-being of the users.	June 2021	NO
CD13	Work with the Field of Memories team on developing a site(s) within Runnymede	Green Space, Commercial Services Environmental Health National Trust	Creation of Memorial Forest for families of those who have died from Covid	Initial investigation work complete Autumn 2021	NO

3.2 Summary of the business as usual activities

Ref.	Activity description	Does this involve an annual project (to support PMO project pipeline planning)? <small>(delete as applicable)</small>
CD14	Deliver Surrey Youth Games programme, targeting 250 children. Linked to the Government holiday activity and food programme	YES
CD15	Develop Sports Development initiatives with Achieve Lifestyle at the new Egham Orbit Leisure Centre, have input into the partnership board and actions related to the Health and Wellbeing Strategy	NO
CD16	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
CD17	Manage and administer the lease and rental grant aid policy.	NO
CD18	Create a communication plan for the year detailing all existing and new activities to be promoted.	NO
CD19	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
CD20	Deliver Living Well Week targeting 500 attendees as well as other Community Development initiatives linked to work with the Arts Partnership and Active Surrey	NO
CD21	To engage with 15,400 users for the Chertsey Museum service and delivery of the school education programme, YAC and holiday sessions	NO

CD22	Continue to deliver the Armed Forces Covenant to improve access to Borough services for serving and ex armed forces personnel.	NO
CD23	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 with 900+ year 6 children attending; 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
CD24	To manage the Community Safety groups in the Borough, e.g. Chairing of the Community Safety Partnership and developing an annual plan, chairing CHaRMM as required and secretary support to the Joint Action Group and supporting MARAC and Neighbourhood Watch.	NO
CD25	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
CD26	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 safeguarding enquiries.	NO
CD27	Co-ordinate the Safety Advisory Group (SAG)	NO
CD28	Identify opportunities to increase the efficiency and income generation capacity for the Community Halls. Develop a marketing strategy for the halls to increase bookings and link to the Community Hub option.	NO
CD29	Monitor the effectiveness of the CCTV monitor at Staines Police Station and its potential roll out to other areas.	NO
CD30	Promote CCTV services to both the public and private sector and identify opportunities for new contracts	NO
CD31	Management of the Green Spaces tree stock and use of new software system	NO
CD32	Dementia Action Alliance to develop dementia friendly communities (ie Addlestone South/Addlestone North and Egham Hythe) and improve access to support for carers. Key partners: dementia care home providers, Adult Social Care and voluntary/community groups.	NO

CD33	To deliver the Family Support Programme in partnership with Surrey Heath BC and Surrey CC	NO
CD34	Feedback on Planning consultations i.e. Bittams Community Building	NO

3.3 Medium term aspirations/plans (optional)

Ref.	Project/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	Expected start and completion date
CD35	Runnymede Pleasure Grounds delivery	Community Development, Green Spaces, Project Management	To deliver a project to upgrade the café, play provision, parking and landscaping on site.	<i>Start: December 2022.</i> <i>Complete: December 2023</i>
CD36	New Safer Surrey Model	Safer Runnymede	To produce an operational model that would allow all CCTV provision in the County to be provided by Safer Runnymede.	<i>Start: April 2022.</i> <i>Work up options for March 2023.</i>
CD37	Digitisation of telecare services	Safer Runnymede, Community Services	To work up options and costs for the roll out of digitisation which needs to be completed by 2025. Work has already started with this on the upgrading of phone lines.	<i>March 2025.</i> <i>Option appraisal March 2021.</i>

Section 4: 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? <small>(delete as applicable)</small>
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None

Section 5: Community Development Business Unit performance indicators

Performance Indicator	Target					Actual					Current status	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)		
Numbers attending Surrey Youth Game s Training.		300	0	0	300							
Percentage of Careline calls answered within 60 seconds.	99.8	99.8	99.8	99.8	99.8							
Number of Community Hall Bookings	0	0	300	300	600							
Numbers attending the sportability festival	0	0	0	150	150							
Number of FAC's applications.	2	2	2	2	8							
Users of Chertsey Museum.	2000	2000	4200	4600	12800							
Number of schools using the Chertsey Museum Education sessions.					65							
Numbers attending Junior Citizen.	0	0	900	0	900							
Numbers attending Living Well Week.	0	500	0	0	500							

Section 6: Community Development Business Unit risk management (excluding project risks with separate Project Charter)

Ref (after generic GDPR risks, the reference should link to the planned activity reference)	Issue	Consequences	Impact area <i>Life and limb, Reputational, Financial, Legal, Other</i>	Probability <i>(Pre-control measures)</i>	Impact <i>(Pre-control measures)</i>	Risk Rating <i>(Pre-control)</i>	Control Measure(s)	Probability <i>(Post control measures)</i>	Impact <i>(Post control measures)</i>	Rating <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 Welfare of residents Financial Reputational	3	4	12	Data quality standards will be addressed in the Information Governance Strategy and Policy and departmental procedures. 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	

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. Loss of confidence in Council by other parties in respect of its ability to manage information properly. Adverse publicity	Delivery of services Welfare of residents Financial Reputational	3	4	12	Compliance with Council's adopted Information Governance Strategy and Policy. Adoption of measures to ensure that the Council complies with its obligations under the GDPR. Compliance with Council's various existing policies which relate to management of information. Provision of training to staff on requirements of GDPR. Appointment of Data Protection Officer by Council to oversee compliance with GDPR.	2	4	8	
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. Loss of confidence in Council by other parties in respect of its ability to	Delivery of services Welfare of residents Financial Reputational	3	4	12	Compliance with Council's adopted Information Governance Strategy and Policy. Adoption of measures to ensure that the Council complies with its obligations under the GDPR. Compliance with Council's various existing policies which relate to management of information.	2	4	8	

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

	data in a secure fashion results in disclosure of personal data	to comply with legal obligations. Loss of confidence in Council by other parties in respect of its ability to manage information properly. Adverse publicity	Reputational				Adoption of measures to ensure that the Council complies with its obligations under the GDPR. Compliance with Council's various existing policies which relate to management of information. Provision of training to staff on requirements of GDPR. Appointment of Data Protection Officer by Council to oversee compliance with GDPR.				
CD07	There isn't the budget to deliver outcomes in the Tourism Strategy	There will likely be less tourists and the local economy may be impacted	Financial (across the Borough)	4	2	8	Partnership work with the private sector to share resources or access external funding Support of Visit Surrey	4	2	8	CH
CD08	WPS may stop delivering the project or it is unable to progress	The area will remain undeveloped for recreational and sporting use	Health and wellbeing of potential users negatively impacted	3	2	6	Officers will look at alternative uses for the site and support from Active Surrey and other sporting organisations	3	2	4	CH
CD09	Rushmoor and Hart decide not to progress the transfer	Loss of new contract	Financial as potential income will be lost	3	2	6	Continued dialogue with the two councils, progress on the prep work for the transfer	2	2	4	CH

	of their CCTV monitoring										
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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)	Certain 5	5	10	15	20	25
	Probable 4	4	8	12	16	20
	Possible 3	3	6	9	12	15
	Unlikely 2	2	4	6	8	10
	Highly unlikely 1	1	2	3	4	5
		Negligible 1	Small 2	Noticeable 3	Serious + Significant 4	Critical + Considerable 5
IMPACT (B)						

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

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

**7. Community Development Performance Indicators – Quarter 3 2020/2021
(Community Development – Chris Hunt)**

Synopsis of report:

To advise Members of the performance of the Key Performance Indicators for Community Development for Quarter 3 of 2020/2021

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 2020/2021 Quarter 3 Key Performance/Activity Indicators for the services within Community Development which are under the remit of this Committee. These include Community First, Community Development, Community Safety, Green Space, Safer Runnymede and residual 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 Unit Plan, the following indicators were being monitored this year. 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% highlighted red.

Performance Indicator	Q1 Actual	Q2 Actual	Target Q3 (Oct-Nov)	Actual	% Achievement Q3
Numbers attending Surrey Youth Games Training.	0	0	0	0	0
Percentage of Careline calls answered within 60 seconds.	99.93	99.92	99.8	99.92 (9383)	100%
Number of Community Hall Bookings	0	0	650	0	0
Numbers attending the sportability festival	0	0	0	0	March 21
Number of FAC's applications.	2	2	8	3	37.5%

Users of Chertsey Museum.	0	814	4200	1540	37%
Number of schools using the Chertsey Museum Education sessions.	0	42	70	46	66%
Numbers attending Junior Citizen.	0	0	900	0	Cancelled
Numbers attending Living Well Week.	0	0	0	0	On line only

- 2.2 Due to Covid19, services continued to be affected by the lockdown and closure of buildings.
- 2.3 The Community Halls were open for a small period of time but with restrictions on their usage and the numbers who could attend. Despite this a few groups did come back but the number of hires was significantly down on target. In December 2020 agreement was reached to use both halls as Vaccination Centres; this will be for an initial 6 month period, but with an option to extend if required.
- 2.4 Chertsey Museum remained open at the beginning of Quarter 3. However, with continued limitations on numbers several activities were unable to take place. In November the Museum closed again but has continued to deliver the School educational sessions with 24 during the period and some other on line activities including the young archaeology club.
- 2.5 The Junior Citizen event normally takes place in November at Thorpe Park. However, due to the current restrictions, it was cancelled after consultation with the schools and Police.
- 2.6 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.
- 2.7 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 this Committee's Business Unit Plan.

(For information)

Background Papers

None stated.

8. Public Space Protection Orders – Update and Proposed Extension (Community Development, Kate Walker)

Synopsis of report:

This report updates Members on the two Public Space Protection Orders (PSPOs) which were put in place in 2018, in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014 and asks the Committee to consider proposed changes to the Orders.

Recommendation that:

the proposed extension and enforcement area changes to the orders as set out in the report be approved, pending the results of ongoing consultation due to be concluded in March 2021.

- i) the PSPOs for Addlestone and parts of Englefield Green be extended for 3 years from June 2021 to June 2024; and**
- ii) the PSPOs enforcement areas be expanded**

1. Context of report

- 1.1 This report provides information on the public consultation of two Public Space Protection Orders (PSPOs) within the Borough - Hazel Close, Elmbank Avenue, Holly Close, Ilex Close, Blays Lane and Swallowfield PSPO and the Addlestone Town Centre PSPO.
- 1.2 The Hazel Close, Elmbank Avenue, Holly Close, Ilex Close, Blays Lane and Swallowfield PSPO will be referred to as the Englefield Green PSPO for the purpose of this report.
- 1.3 Runnymede Borough Council implemented these PSPOs in June 2018 due to unreasonable and persistent behaviour which was having, or was likely to have, a detrimental effect on those living in the locality.
- 1.4 The PSPOs were last discussed by this Committee in November 2020.

2. Report

Consultation survey

- 2.1 Public consultation was concluded in September 2020 which obtained views relating to the perceived effectiveness and relevance of the orders. Within the consultation, the public were asked to comment on the prohibitions currently on the orders, the enforcement area and any behaviours which should be considered in future.
- 2.2 The consultation outcome determined that consideration should be given to extending the PSPOs, along with amendments to the enforcement areas.

PSPO	No amendment to enforcement area required	Enforcement area too big	Enforcement area too small
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Addlestone Town	35%	3%	63%
Englefield Green	23%	5%	73%

- 2.3 Due to the ongoing global pandemic, further stakeholder consultation into the extension and amendments of the orders were not completed.

Police data

- 2.4 For the period covering 17th April 2020 – 5th February 2021, Runnymede Police team received a significantly higher number of calls in relation to anti-social behaviour and criminal damage covering the PSPO and surrounding areas when compared to the same area for the previous duration of the PSPO.

Area (including surrounding roads)	ICAD reports of ASB		ICAD reports of Criminal Damage	
	Jun 18-Apr 20	Apr 20-Feb 21	Jun 18-Apr 20	Apr 20-Feb 21
Addlestone Town	319	1,140	133	46
Englefield Green	113	391	44	20

- 2.5 The total number of reports for Addlestone Town from June 2018 to April 2020 was 452 and from April 2020 to February 2021 it was 1,186. The total number of reports for Englefield Green for the same periods of time are 157 and 411.

Enforcement area

- 2.6 In Appendix 'C' following this report, are the suggested enforcement area amendments in relation to Addlestone Town; Appendix 'D' relates to Englefield Green.
- 2.7 The amended enforcement areas have been produced from the public comments given freely during the consultation of which the response rate for both exceeding the response rate for the initial consultation for implementing the orders.

3. Community Safety Partnership Priority

- 3.1 The Council is part of the Community Safety Partnership (CSP) which has three areas of priority. One is to reduce crime and anti-social behaviour by tackling offenders, reduce reoffending and to support vulnerable victims and areas.
- 3.2 PSPOs are an enforcement tool granted under the Anti-social Behaviour, Crime and Policing Act 2014 to address areas whereby anti-social behaviour is prevalent. Councils are the only partner within the CSP who are able to make orders for PSPOs and therefore responsible for any extensions or amendments to the orders.

4. Legal Implications

- 4.1 The PSPOs were put in place in accordance with provisions under the Anti-social Behaviour, Crime and Policing Act 2014. The consultation requirements are detailed in section 72 of the Act, subsections (3) to (7). Before an authority varies, extends or discharges a PSPO it must carry out the 'necessary consultation' and

'necessary publicity'. Such consultation includes with the local police, 'appropriate' community representatives and the 'owners or occupiers' of land within the 'restricted area' to the extent that, it is 'reasonably practicable' to do so.

- 4.2 The 'necessary publicity' for a variation or discharge would be of the text of the proposal. The proposed order must be 'notified' to the County Council.

5. Equalities Implications

- 5.1 The Council is required to have due regard to its public sector Equality Duty as stated under the Equality Act 2010 which 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
- 5.2 The PSPOs are intended to benefit all residents and visitors to the borough but may be more beneficial for those with the protected characteristics of age and disability who might be disproportionately affected by some of the anti-social behaviours included in the orders. Within the orders are provisions of how young people under the age of 18 would be treated differently with regard to enforcement action.
- 5.3 The Protected characteristics of race and religious belief are engaged by the reference to face coverings in the Addlestone PSPO, where a person is prohibited from wearing face coverings in an attempt to conceal their identity to cause harassment, alarm or distress to any person; this includes scarves, balaclavas, and masks. In mitigation, this would not include face coverings worn in respect of religious or cultural beliefs, nor those in the circumstances currently required by Government guidance.
- 5.4 Officers reviewed the EQIA Screening Assessment that was completed when the PSPOs were introduced in 2018 and consider no amendments to it are necessary.

6. Conclusions

- 6.1 The residents of Runnymede have overwhelmingly supported the extension of both PSPOs and requested the enforcement areas be expanded to deter negative behaviours whilst encouraging acceptable behaviour. As such, an extension for the full 3 year period is recommended.
- 6.2 The increase in reports to Police support a requirement to approve the extension of both PSPOs which will continue to allow for enforcement action to be taken, when necessary against perpetrators of antisocial behaviour. By approving an extension and amendment to the enforcement areas of the PSPOs, the Council is highlighting our commitment to tackling anti-social behaviour with the support of the residents.
- 6.3 Officers recommend approval of the extension and enforcement area changes as illustrated in the appendices, pending results of the ongoing consultation due to be concluded in March.

(To resolve)

Background papers

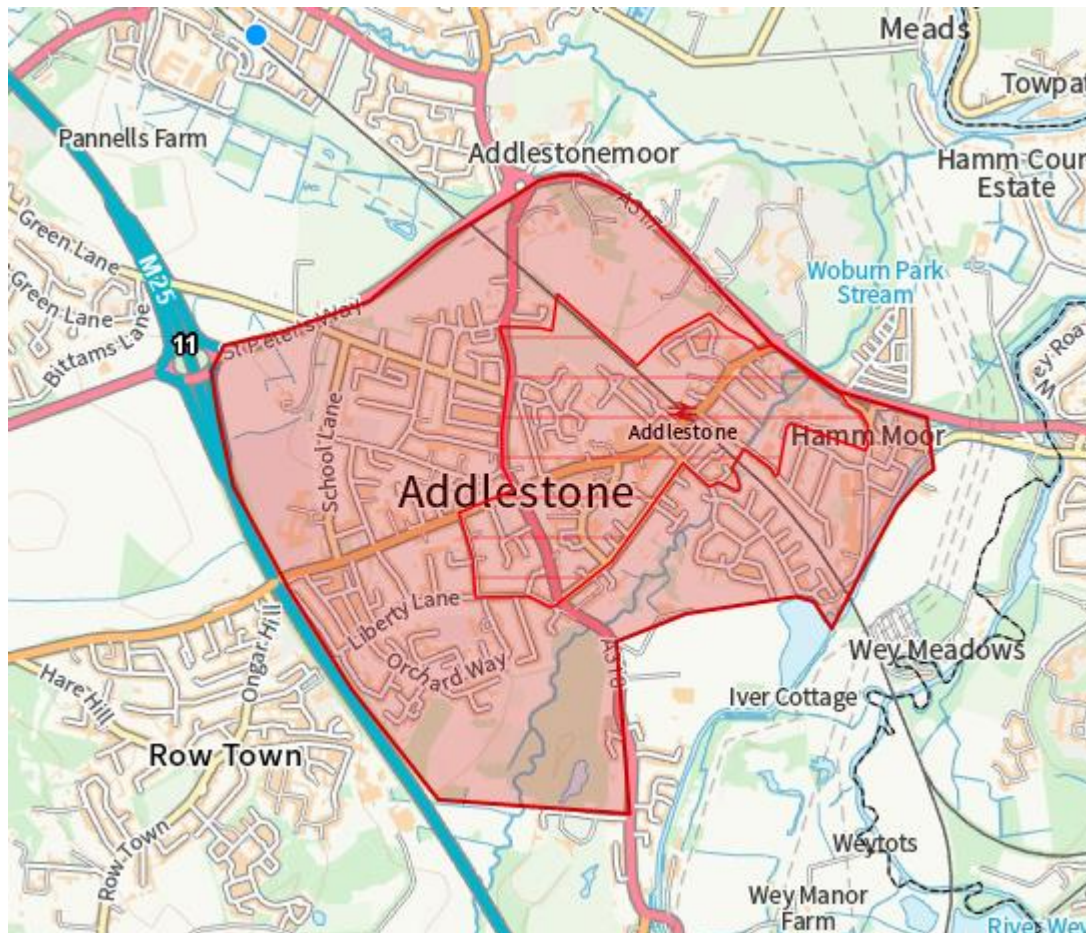
None stated.

Areas identified for Addlestone Town PSPO coverage

Key:

Red hatched area – current PSPO enforcement area.

Red area – Suggested amendment for enforcement area.

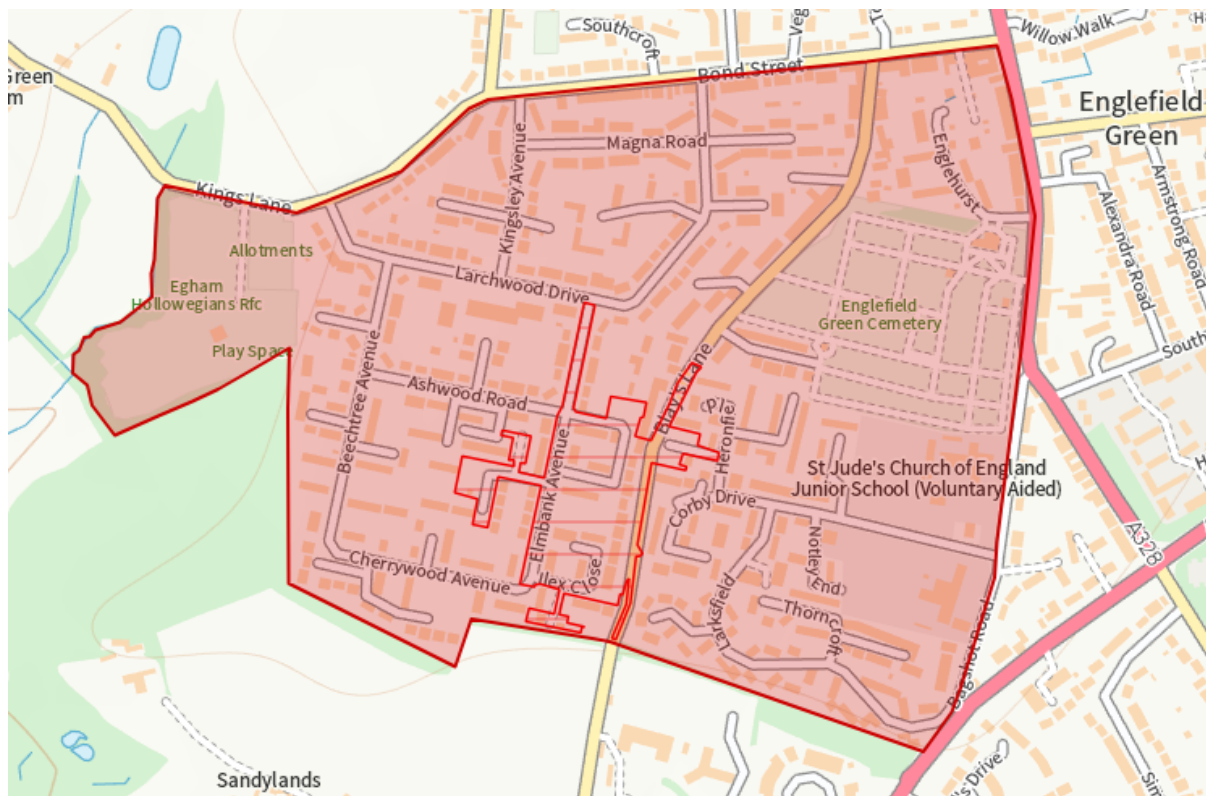


Areas identified for Englefield Green PSPO coverage

Key:

Red hatched area – current PSPO enforcement area.

Red area – Suggested amendment for enforcement area



9. **Community Services Business Unit Plan 2021/2022 (Community Services, Darren Williams)**

Synopsis of report:

The report informs Members of the key achievements to date in the 2020/2021 financial year for the Community Services Business Unit, and provides a summary of this year's Community Services Business Unit Plan for approval. The full proposed Business Plan can be found in Appendix 'E'.

Members are asked to note that whilst the plan is written for the Community Services Business Unit, it is extended to incorporate the integrated Community Services Partnership with Surrey Heath Borough Council

Recommendation that:

the Community Services Business Unit Plan for 2021/2022 be approved.

1. Context of report

- 1.1 The annual business planning cycle first involves SLT meeting as a group to share their perceived challenges and opportunities for the forthcoming year as well as their intended activity highlights above and beyond business as usual. The process is also used for members of SLT to advise other business units where their support will be needed for this to then be factored into other Business Unit Plans.
- 1.2 The final non-corporate Business Unit Plans go to their relevant service committee for approval first. A final approval is then sought from Corporate Management Committee approving the Corporate Action Plan (which is an amalgamation of all the plans for the year). In addition, Corporate Management Committee is also asked to approve any business cases requiring growth because growth cannot be approved by a service committee.
- 1.3 A standard corporate template is provided to ensure each Business Unit Plan consistently sets out the key drivers/influences, objectives, performance/activity indicators, and associated risks.

2. Report

- 2.1 The full Community Services Business Unit Plan can be found in Appendix 'E' and a summary is provided below.

Purpose of the Business Unit

- 2.2 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.
- 2.3 The Community Services Business Unit delivers a wide range of services, many of which in partnership between Runnymede and Surrey Heath Borough Councils, while other services are included which focus on or deliver services within one or other borough area. The partnership will fully integrate into a host authority model

in April 2021 and will be based on equality between council partners and shared financial risk and reward.

- 2.4 Community Services plays an ever-increasing partnership and service delivery role with health and social care. The role of the borough councils in relation to the wider Health and Social Care agenda, the delivery of community based and prevention services, place shaping and regeneration, is recognised more than ever before. The Community Services Partnership works across the system areas of Surrey Heartlands and Frimley ICS and more locally with the North West Surrey Alliance and Surrey Heath Alliance.

Key achievements in 2020/21 (to date)

- 2.5 The key achievements in 2020/21 to date by the Business Unit are:
- Agreement of an integrated Community Services Partnership between RBC & SHBC
 - Successful development and delivery of the Homesafe Plus, hospital discharge service
 - Positive contribution as a partner to the NW Surrey Integrated Care Partnership (ICP)
 - Secured funding for Homesafe Plus development and Personalised Care Planning from NW Surrey ICP
 - Established a Befriending service for Runnymede residents during the first Covid-19 lockdown
 - Contributed significantly in many areas of the Councils welfare response and support for residents throughout the pandemic
 - Increased the number of Meals delivered to residents through Meals at Home

Key drivers/influences

- 2.6 The key drivers/influences impacting on the Business Unit in 2021/2022 are included in the Business Unit plan. However, it is important to highlight that for 2021/2022 the Community Services Partnership will look to align to the corporate priorities of both Runnymede and Surrey Heath. Other key drivers relate to the integration of health and social care.

Key new areas of work in 2021/2022

- 2.7 The key new areas of work for the Business Unit in 2021/2022 are:
- Ensuring the successful integration of the Community Services Partnership
 - Establishing the Community Services Partnership Governance Board, to ensure representation from elected Members of both RBC and SHBC
 - Further development of the Homesafe Plus, Hospital Discharge service
 - Working with colleagues at SHBC on establishing the borough as a key partner within the Surrey Heath Alliance and wider Frimley ICS
- 2.8 The business unit plan also has a considerable amount of projects, reviews and one off activity. Whilst these are considerable in number and could be considered a risk to set out the volume of work as objectives, it is reflective of the work undertaken to date, the larger geographical area the business unit plan now covers and the aspiration of the business unit. Members are advised that a significant number of the objectives outlined rely on the engagement with and support of partners. Therefore, some objectives might not be realised in 2021/2022. Where this is the case elected Members of both councils will be kept informed.

Performance/Activity Indicators

2.9 The proposed Performance/Activity Indicators for 2021/2022 are:

Key Performance Indicator	Annual Total
Number of meals products served by Meals at Home (RBC & SHBC)	79,700
Number of meals served at Day Centres/Social Centres (excluding meals paid for via High Need Day Care SLA at SHBC) (RBC & SHBC)	No target set due to impact of Covid, but activity will be reported
Number of individual hires at Day Centres/Social Centres (RBC & SHBC)	No target set due to impact of Covid, but activity will be reported
Total Number of Homesafe Plus referrals from NW Surrey (across all boroughs)	1,200
Number of NW Surrey Homesafe Plus referrals received for Runnymede/Surrey Heath residents (RBC & SHBC)	350
Number of Homesafe Plus referrals from Frimley ICS area	TBC
Total number of Social Prescribing referrals (RBC & SHBC)	960
Number of Handyperson referrals (RBC & SHBC)	785
Number of enquiries to Home Improvement Agency (RBC)	300
Number of applications for DFG funding resulting in a grant award (RBC)	102
Number of residents accessing the Community Alarm service (RBC & SHBC)	2,085
Number of completed Community Transport journeys (RBC & SHBC)	No target set due to impact of Covid, but activity will be reported
Number of pupils registered with school transport service at end of quarter (RBC)	275 (at end of year)
Total number of school transport journeys completed (return) (RBC)	22,800
Percentage of car parking payments made by Ringo cashless system (RBC)	35% by end of year
Number of parking penalty charge notices issued (RBC)	No target is set for this activity by the Council. However activity is reported to Members for information
Number of Befriending Referrals (RBC)	TBC
Number of residents supported through Befriending Service (RBC)	TBC
Number of residents supported via integrated CAB/Social Prescribing post (RBC)	TBC

2.10 Members are asked to note that a final review of the performance/activity indicators and their targets will be completed in March 2021 when further result information is

known. Therefore, subsequent amendments may be proposed for this Committee's Chairman and Vice-Chairman to consider.

3. Policy framework implications

3.1 This Plan primarily supports the achievement of the following themes within each Council's Corporate Business Plan:

- Runnymede: Supporting our Communities
- Surrey Heath: People

3.2 Some of the objectives for the forthcoming year will also support other themes within the respective Corporate Business Plans.

4. Resource implications

4.1 None identified.

(To resolve)

Background Papers

None stated.

Community Services Partnership Annual Plan 2021/2022

Author: Darren Williams
Date: 28/01/2021
Version No: 1.1
Status: **Draft**



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Version control table

Version number guidance:

Significant changes should be recorded as a complete new whole number i.e. Version 1.0 changes to Version 2.0. Minor changes should be recorded as a decimal place increase ie Version 1.0 changes to Version 1.1

Version number	Description of change	Change author	Date
1.0	Plan created	Darren Williams	28/01/2021
1.1	Plan amended	Darren Williams/Sarah Walsh	17/02/2021

Section 1: Community Services Business Unit/Team 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.

The Community Services Business Unit delivers a wide range of services, many of which are delivered in partnership between Runnymede and Surrey Heath Borough Councils, whilst other services are included which focus on or deliver services within one or other borough area. The partnership will fully integrate into a host authority model in April 2021 and will work based on equality between council partners and on a shared financial risk and reward basis. Going forward, partner councils can include additional services within the partnership.

Community Services plays an ever-increasing partnership role with health and social care. The role of the borough councils in relation to the wider Health and Social Care agenda, the delivery of community based and prevention services, place shaping and regeneration, is recognised more than ever before, as is the capability of boroughs. The Community Services Partnership works as part of the integrated health and social care agenda across the system areas of Surrey Heartlands and Frimley ICS and more locally with the North West Surrey Alliance and Surrey Heath Alliance.

Community Alarm & Telecare Team

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: 2 x Locality Service Manager, 5.8 FTE x Community Alarm Installers, supported by 3 x Administrators

Community Services Administration

The Community Services Administration team has previously been grouped with the Community Alarm service. However, given that their remit is to support a number of aspects of Community Services it is felt important to recognise it as a function of its own. The administration team will provide support across the partnership, primarily for the Community Alarm service through the receipt of referrals, fault notifications, service termination requests etc. and by coordinating the team of installers in visiting properties, being responsive to the need of residents etc. The administration team support with the receipt of general enquiries in relation to all other service areas, acting as the first point of contact with the ASC Locality Team within the Civic Offices and undertaking a range of other tasks that contribute to the smooth delivery of services.

Staff Team: 1 x Senior Administrator, 2 x Administrators, 1 x PT VPRS Administrator

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 through Section 106 agreements. The service is operated with a combined fleet of 21 vehicles, coordinated and managed by an office support team. The Community Transport service is a flexible model that in future will look to support a range of initiatives across the partnership area in the year to come.

Staff Team: 1 x Manager, 1 x Supervisor, 1 x Transport Scheduler, 2 X FT Senior Driver, 7 x FT Driver, 12 x PT Driver plus casual staff

Day Centres/Social Centres

Open Monday to Friday, the social centres provides a range of services and activities for older residents of Runnymede and Surrey Heath. 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. In addition to a coffee shop providing lighter snacks, with paid staff supported by volunteers. Special events and other celebrations are held throughout the year, with entertainment provided.

The Saturday Club is delivered at Windle Valley Centre, with the primary focus being on providing social interaction and support to both formal/informal care givers, as well as to the person who is cared for. The Saturday Club coordinates a number of trips and outings, as well as organising a range of activities that are provided at Windle Valley Centre.

Staff team at Eileen Tozer, Manor Farm & Woodham & New Haw Centres: 1 x Manager, 1 x Deputy Manager, 1 x Support Assistant, 3 x Kitchen Staff, 1 x Cleaner

Staff team at Windle Valley Centre: 1 x Manager, 1 x Deputy Manager, 2 x Care Officers, 1 x Support Assistant, 2 x Kitchen Staff

Emergency Planning and Vulnerable Resident Data

Whilst not formally responsible for emergency planning at either Council, Community Services plays two key roles in responding to borough emergencies. In the event of a borough emergency Councils are required to provide details of their identified vulnerable residents. These are identified in the main from those accessing Community Services. As a result, there is a requirement of Community Services to manage and upload vulnerable resident data.

In the event of a borough emergency, Community Services staff are responsive in providing support through the setting up of rest centres, often based at day centre buildings and managing these facilities whilst supporting residents. In addition, the Community Transport team provide support in the event of an emergency by providing transport to evacuate residents from an affected area, provide transport to rest centre facilities and onwards to any identified accommodation if unable to return home.

Staff Team: 1 x VPRS Administrator, other resources required redeployed from Community Services team

Handyperson Services

A Handyperson service operates across Runnymede & Surrey Heath, 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.

Staff Team: Service delivered on behalf of partnership by Woking Borough Council.

Health and Social Care Representation

The Community Services Business Unit is required to work more and more as part of the wider Health and Social Care system and as a result leads in many areas of this. The Community Services Partnership covers the following health footprints:

Runnymede (excluding Englefield Green):	NW Surrey CCG and Surrey Heartlands Integrated Care System
Englefield Green:	East Berkshire CCG and Frimley Health Integrated Care System
Surrey Heath (excluding parts of Chobham):	Surrey Heath CCG and Frimley Health Integrated Care System
Areas of Chobham not in Surrey Heath CCG:	NW Surrey CCG and Surrey Heartlands Integrated Care System

The above shows that whilst the borough boundaries do not align completely with the recognised health footprints, the Community Services Partnership is able to provide full coverage of all areas and representation as appropriate. Specific to the role of Community Services, the following integrated health and care representation and working is undertaken:

This work is led in Runnymede area by the Corporate Head of Community Services, whilst in Surrey Heath the corporate approach to integrated systems working is to be agreed. It is expected though that Community Services will play a key role in this.

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: Community Services Manager (HIA & Social Prescribing), 1 x PT Administrator, 1 x Caseworker (vacant), 1 x Adult Lead Worker Apprentice (vacant), 1 x PT Caseworker

Hospital Discharge Services

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 service embeds borough services within formal hospital discharge processes.

Funding has been secured for 2021/2022 to employ a Homesafe Plus Development Officer with a view to both widening the offer and also extending the service to other health teams including, primary care, community health providers, ambulance services, care agencies etc.

In Surrey Heath, the support with the facilitation of hospital discharge is provided on an informal basis with referrals received directly from health and social care staff to individual service areas. As a priority for 2021/2022 the intention is to extend the Homesafe Plus offer into Frimley Park. In support of this, discussions with health and social care partners have been held regarding this in Q4 of 2020/2021.

Staff team: 1 x Homesafe Plus Coordinator (Vacant), Delivered by a combination of all Community Services teams and with monitoring support from Safer Runnymede

Meals at Home

Deliver a hot lunch time meal service to all areas of Runnymede and Surrey Heath 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.

Staff team: 1 x Operations Manager, 1 x Senior Meals at Home Driver, 12 x Meals at Home Drivers.

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

School Transport Service

New school transport service to be launched in Runnymede, providing secondary school aged pupils with transport services to the five secondary schools in the borough. To be coordinated and delivered as part of the wider Community Transport service. Seven additional vehicles will be added to the Community Transport fleet and drivers recruited. Scheduled to commence by September 2021.

Social Prescribing and Personalised Care Planning

Social 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. Social Prescribing will link residents to local statutory, borough, voluntary and community sector services that meet the identified needs.

Social Prescribing is delivered by Community Services in both borough areas, working in partnership with the local Clinical Commissioning Group and Primary Care. In Surrey Heath, the borough is responsible for the day to day operations of Social Prescribing and its development as a service. In Runnymede, work to improve the service is completed locally with Primary Care as well as in partnership with the other NW Surrey Boroughs delivering the service in their areas, together with health partners.

In NW Surrey, funding to recruit Personalised Care Planners for a period of two years has been approved, with one post allocated to each NW Surrey Borough. These posts support the new hospital discharge pathways that have been implemented, providing Social Prescribing and other support to patients who have been discharged from hospital, primarily those classified as “pathway 0”, who have no ongoing health or social care support post discharge.

Staff team: 2 x Social Prescribing Officers (Runnymede Area), 4 x Social Prescribing Officers (Surrey Heath Area – please note 3 officers are employed by other organisations but form the wider team), 1 x Personalised Care Planning Officer (Runnymede area – currently vacant). Services managed in Runnymede by Community Services Manager and in Surrey Heath by Business Development Officer.

Section 2: Community Services Business Unit/Team's key drivers/influences

Drivers and influences		
Internal drivers/influences		
<p style="text-align: center;">Key corporate drivers/influences - Runnymede</p> <ul style="list-style-type: none"> • The Corporate Business Plan is trying to achieve against the following themes: <ul style="list-style-type: none"> - Supporting Our Communities - Enhancing Our Environment - Improving Our Economy - Developing Our Organisation • Medium Term Financial Strategy • Corporate Key Performance Indicators. 	<p style="text-align: center;">Key corporate drivers/influences – Surrey Heath</p> <ul style="list-style-type: none"> • The Corporate Business Plan is trying to achieve against the following themes: <ul style="list-style-type: none"> - Place - People - Prosperity - Performance • Medium Term Financial Strategy • Corporate Key Performance Indicators. 	
External drivers/influences		
<p style="text-align: center;">National Policy/Drivers</p> <ul style="list-style-type: none"> • Government white paper on integrated health and care (2021) • Care Act 2014 	<p style="text-align: center;">Key partner's / supplier's drivers/influences</p> <ul style="list-style-type: none"> • North West Surrey Alliance • Surrey Heath Alliance • Surrey Heartlands ICS • Frimley Health ICS • Surrey Health & Wellbeing Strategy 	<p style="text-align: center;">Internal Drivers (relating to the Partnership)</p> <ul style="list-style-type: none"> • Housing • Leisure

Section 3: Planned work

3.1 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.

Ref.	Project name <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 2022 also state expected stage come the end of March 2022)	Borough area to which the objective belongs
P1	Complete the restructure of the Community Services Business Unit, as agreed by Partner Boroughs in approving the integrated partnership from 2021	Corporate Head of Community Services Support with delivery provided by Human Resources at both RBC & SHBC	All posts to be recruited to, filled as per the agreed structure to ensure there is adequate resources in Community Services to meet the demands and objectives of the business unit	By the end of June 2021	Both Boroughs
P2	Identify and implement at least one new assistive technology device/equipment and implement into the services available via the Community Alarm service	Community Services Manager Operations Manager Wider Community Alarm team Community Services Administration team Support from Safer Runnymede Possible support from Procurement	At least one new service/product made available to residents in support of residents continuing to live independently. To provide potential income stream to the partnership	By the end of March 2022	Both Boroughs
P3	Work with health and social care partners in delivery of Carer Respite, Dementia and other Day Centre services	Corporate Head of Community Services Community Services Manager Day Centre Managers & Teams Finance	If service opportunities are identified, move to part 2 of the project - service planning and mobilisation, working towards service implementation	By the end of March 2022	Both Boroughs
P4	To implement a new Community Facility hiring offer at Windle Valley Day Centre, working in tandem with the availability of other community	Corporate Head of Community Services Windle Valley Centre Manager Wider Windle Valley Centre team	Residents and community organisations of Bagshot and neighbouring areas to	By the end of August 2021	Surrey Heath

	space provided by SHBC in the Bagshot area	Executive Head of Business (SHBC) Support from Community Alarm team Support from Facilities team (SHBC)	have access to community facilities locally Income generation opportunity realised for Windle Valley Centre		
P5	Work with Surrey County Council and the Runnymede Joint Committee on the proposed implementation of a controlled parking zone (CPZ) in Englefield Green	Corporate Head of Community Services Parking Services Manager Support from Customer Services Support from Finance Elected Members	Following a consultation with residents on the proposed controlled parking zone, ensure that Parking Services is resourced to deliver enforcement of the new restrictions	By the end of March 2022	Runnymede
P6	Implement the school transport service as approved by Full Council (Runnymede) in September 2020	Community Transport Manager Corporate Head of Community Services Community Transport team Procurement Finance Communications Corporate Projects Team	Full launch of the new school transport service in Runnymede	By the end of September 2021	Runnymede
P7	Develop new transport services in support of the Parishes of Surrey Heath, working in partnership with Windlesham & Chobham Parish Councils	Corporate Head of Community Services Community Transport Manager & wider team Communications/marketing teams	Commencement of pilot or full transport service(s) in the Windlesham & Chobham Parish areas, delivering services that help to reduce isolation for residents and increase connectivity with local towns, services and amenities	By the end of June 2021	Surrey Heath
P8	Working in partnership with Surrey County Council in the formation of a joint committee or other structure, to assist in the strategic development of Community Transport in Runnymede and Surrey Heath	Corporate Head of Community Services Corporate Head of Law & Governance	Have an agreed legal structure that enables the Borough and County Councils to work in partnership in the delivery of transport services and initiatives	By the end of October 2021	Both Boroughs

P9	Develop a transport service in support of Watchmoor Business Park, Camberley, linking the business park with Camberley Town Centre and other access requirements (e.g. train stations)	Community Transport Manager Corporate Head of Community Services	Delivery of transport service linking Camberley Town Centre with Watchmoor Business Park		Surrey Heath
P10	Develop the vulnerable people data held by the council that is to be used in the event of a borough emergency	Corporate Head of Community Services Community Services Administration All Community Services teams Support from Applied Resilience	An accurate set of vulnerable resident data always held, for use in a borough emergency To provide proactive uploads of datasets to the VPRS portal on a weekly basis	???	Both Boroughs
P11	To set up a DFG demonstrator wet room facility at Manor Farm Day Centre and Windle Valley Day Centre, funded by the Disabled Facilities Grant. In doing so providing a facility for residents to access when using the centre or when awaiting major adaptations at home etc.	Corporate Head of Community Services Community Services Manager (HIA) Day Centre Managers	Completion of DFG demonstrator wet room and promotion of its availability at both Manor Farm and Windle Valley Centre	By the end of October 2021	Both
P12	Integration of Homesafe Plus model into discharge pathways at Frimley Park Hospital, working in partnership with health and social care and neighbouring authorities in Berkshire, Hampshire and Surrey.	Corporate Head of Community Services Operations Manager All Community Services Teams	Establish an integrated, single point of access approach in Surrey Heath CCG/Frimley ICS areas to enable access to Borough Council services as part of discharge planning	By the end of October 2021	Surrey Heath
P13	To widen the availability of Meals at Home to Bracknell Forest residents in need of such services, with a view to generating income to reduce the overall cost of delivering services to Runnymede and Surrey Heath residents	Operations Manager Meals at Home Team Support from Finance Colleagues	Delivery of an extended Meals at Home service, generating an additional income to offset the cost of providing the service	By the end of June 2021	Both

P14	Work in partnership with Surrey Heath CCG, GP Federation, Citizens Advice and Frimley ICS to deliver a new Social Prescribing software platform in Surrey Heath, resulting in multiple service benefits	Corporate Head of Community Services Social Prescribing Officers	Implementation of Social Prescribing software, integrated into service delivery	By the end of June 2021	Surrey Heath
P15	Work in partnership with Primary Care Networks, North West Surrey Alliance and partner borough councils to deliver a new Social Prescribing software platform in North West Surrey, resulting in multiple service benefits	Corporate Head of Community Services Social Prescribing Officers	Implementation of Social Prescribing software, integrated into service delivery	By the end of June 2021	Runnymede
P16	Work in partnership with North West Surrey Alliance, Spelthorne and Woking Borough Councils to deliver a pilot service providing step down accommodation for residents discharged from Hospital to reside at prior to returning home	Corporate Head of Housing Services & Business Planning Corporate Head of Community Services Independent Retirement Living team Community Services teams	Provision of step-down accommodation locally to enable timely discharge of patients from hospital who are medically fit but not able to return home.	By the end of March 2022	Runnymede

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 2022 also state expected stage come the end of March 2022)	Is this an identified priority for the relevant Member Working Party?
R1	Complete a corporate review of Day Centre services across partner borough councils, working with colleagues and elected members and health and social care system partners in each borough area	Corporate Head of Community Services Chief Executives (at each partner authority – as project sponsors) Corporate Projects Team Finance Legal Services Commercial Services Human Resources	<ol style="list-style-type: none"> 1. To ensure that the resources, facilities and objectives of Day Centre services meet the needs of residents locally and meet the changing demands in service requirements 2. To identify opportunities to generate financial efficiencies 3. To create a strategy for the future delivery and evolution of Day Centre services 4. To ensure that services provided locally support the wider requirements of the Health and Social Care system 	By the end of September 2021	No

R2	Work with colleagues in a corporate review of Parking Services	Chief Executive (project Sponsor) Corporate Head of Community Services Corporate Head of Customer, Digital & Revenue Services Corporate Head of Commercial Services Parking Services Manager Finance department Legal department	1. To determine the future strategy for the delivery of parking services and parking enforcement in Runnymede 2. Identify the resources required, which are available within the Councils finances, for the delivery of Parking Services 3. Identify the appropriate business unit within the Council for Parking Services to be based in the long term	By the end of August 2021	No
R3	Complete consultation with Community Transport staff based at Chertsey, relating to the possible change of work patterns in order to incorporate the school transport service	Corporate Head of Community Services Community Transport Team Support from Human Resources Support from Corporate Projects Team	To ensure that having considered all the individual circumstances, opinions etc. of team members, a solution is reached regarding individual work patterns that enables the School Transport Service to be incorporated into the wider Community Transport offer	By the end of April 2021	No
R4	Support the review the Councils Emergency Planning Policy in relation to the identification of vulnerable residents	Head of Business Planning & Performance Corporate Leadership Team Corporate Head of Community Services Applied Resilience	To identify sources of vulnerable resident data to assist the welfare response of the council in the event of a borough emergency	By the end of July 2021	No
R5	Work with WellNorth Enterprises and the North West Surrey Alliance on the potential development of integrated health/community facilities	Chief Executive Corporate Head of Community Services Corporate Head of Commercial Services Strategic Projects Manager Support from many other Business Units as project develops	Completion of discovery phase of potential integrated health/community facility and a decision as to whether to proceed to next stage to be made in partnership with North West Surrey Alliance	By the end of October 2021	Runnymede

R6	As part of the budget setting for 22/23 we will review all budgets to ensure they accurately reflect the cost of the partnership, making efficiencies where possible.	Corporate Head of Community Services Support from Finance Community Services Partnership Board	To ensure that the budget agreed for the following financial year are accurate against the expenditure required for the delivery of the Partnership	By end of December 2021	No
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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 2022)	Borough Area Related To?	Is this an identified priority for the relevant Member Working Party?
OA1	Develop a strategy for the transition of Community Alarm services from analogue to digital technology	Community Services Manager Operations Manager Supported by Corporate Head of Community Services Support required from Procurement Support required from Finance Support required from Safer Runnymede	A strategy for the transition to the delivery of digital Community Alarm and Telecare services to be completed	By the end of August 2021	Both Boroughs	No
OA2	To develop working practices to improve the efficiency and effectiveness of the Community Alarm team	Community Services Manager Operations Manager Wider Community Alarm team Community Services Administration team Possible support from Home Improvement Agency team Possible support from Digital Services	Implementation of new working procedures to promote increased Community based working and staff efficiency	By the end of October 2021	Both Boroughs	No

OA3	Implement new procedures to incorporate and streamline support provided to the Community Services team based in Surrey Heath offices	Community Services Manager Community Services Administration team Operations Manager Wider Community Alarm team	Administrative support consistently provided across the partnership area in support of the integrated Community Alarm team	By the end of June 2021	Both Boroughs	No
OA4	Work to re-establish Day Centre services when conditions relating to the pandemic allow	Community Services Manager Day Centre Teams	Centres reopened in accordance with any restrictions/controls as a result of Covid. Delivery of services required by vulnerable residents attending	By the end of August 2021	Both Boroughs	
OA5	Implement the measuring of personal wellbeing as a key performance indicator for Community Services, within services recognised as suitable for such an approach	Corporate Head of Community Services Community Alarms Home Improvement Agency Day Centres Social Prescribing Homesafe Plus Handyperson Service Meals at Home	Be able to demonstrate the social value and positive impact on residents lives as a result of the services provided by the Community Services Partnership, using a recognised model within the NHS	By the end of August 2021	Both Boroughs	
OA6	Work to re-establish the Community Transport service, including delivery of contract services when conditions relating to the pandemic allow	Community Transport Manager Community Transport team Corporate Head of Community Services Support from Communications	Recommence the full Community Transport service, either at one time or incrementally. Return to delivering several contract opportunities as well as providing access to individual residents and community groups	By the end of August 2021	Both Boroughs	

OA7	Work in partnership with Surrey Heartlands CCG (as lead Commissioner for Non-Emergency Patient Transport in Surrey) to assist in the development of a future transport strategy with a view to the Community Transport service becoming a provider of health transport services	Corporate Head of Community Services	Support and influence the redesign of the Non-Emergency Patient Transport model to enable Community Transport operators to play a greater role in service delivery	By the end of March 2022	Both Boroughs	
OA8	Develop projects to facilitate a bid to Surrey County Council's Ultra Low Emission Vehicle grant scheme, with a view to securing investment in the use of green technology within Community Transport	Corporate Head of Community Services Community Transport Manager Support from Finance Support from DSO Support from Commercial Services	Submission of a grant application for funding for ULEV vehicles. (2 nd stage to be developed on basis of funding approved for Community Services Partnership)	By the end of June 2021	Both Boroughs	
OA9	Work in partnership with Woking BC and Spelthorne BC in developing the Handyperson offer, in support of residents and wider health and social care system	Corporate Head of Community Services	Forward plan for the development of the offer and increase in service provision where required. Enhanced promotion of the service to residents resulting in increased uptake in service	By the end of October 2021	Both	
OA10	Integration of a new Home Improvement Agency Team, implementation of procedures	Community Services Manager (HIA) Home Improvement Agency team Corporate Head of Community Services Support from Private Sector Housing	Fully integrated and resourced HIA team with adopted work practices against the current HIA Policy and DFG grant allocation plan	By the end of June 2021	Runnymede	

OA11	Procurement project to ensure that all works paid for by the Council via the Disabled Facilities Grant are awarded with full procurement compliance	Corporate Head of Community Services Community Services Manager (HIA) Support from Procurement Support from Legal	Achieve full procurement compliance in relation to the work of the Home Improvement Agency	By the end of October 2021	Runnymede	
OA12	Develop the Meals at Home offer in both boroughs by creating a Spring/Summer and Autumn/Winter rolling lunch time and tea service menus	Operations Manager Meals at Home Team	To develop the Meals at Home offer to provide greater choice and appeal throughout the year	By the end of May 2021	Both	
OA13	Formally launch the tea service as an additional offer to residents of Surrey Heath accessing Meals at Home	Operations Manager Meals at Home Team Windle Valley Day Centre Team	To consistently offer additional meal options and a choice-based menu to all residents accessing Meals at Home in Surrey Heath	By the end of May 2021	Surrey Heath	
OA14	Delivery of new Personalised Care Planning Service as part of the North West Surrey "Discharge to Assess" hospital discharge model	Corporate Head of Community Services Community Services Manager (HIA) Social Prescribing Officers	Successful recruitment of Personalised Care Planning Officer, creation of service processes and functions linked to wider discharge pathways, launch and implementation of service	By the end of June 2021	Runnymede	
OA15	Tender for and award a contract to provide Befriending services in Runnymede, working in partnership with Community Services	Corporate Head of Community Services Support from Procurement Support from Finance Support from Legal	Award of contract for Befriending services and commencement of service in Runnymede	By the end of June 2021	Runnymede	

OA16	Integration between Citizens Advice Runnymede & Spelthorne & the Councils Social Prescribing service, to provide greater timeliness to those with social and wellbeing needs who have been impacted by the Covid pandemic	Corporate Head of Community Services Support from Legal Support from Finance	Commencement of service resulting in timely support to residents in need of Social Prescribing/CAB services	By the end of June 2021	Runnymede	
OA17	Work with the Member Working Group and the Corporate Head of Community Development to write a Runnymede Health and Wellbeing Strategy, providing a clear direction as to how the Council will support and encourage healthy living across all residents in the borough	Corporate Head of Community Development Corporate Head of Community Services Other Corporate Heads & Business Units	Strategy completed that provides a clear direction for the Council regarding Health and Wellbeing and which accurately reflects the engagement within integrated Health and Social Care	By the end of July 2021	Runnymede	Yes
OA18	Work with the Member working group and the Corporate Head of Community Development to consider the viability of community hubs in the borough and to develop a business case if required	Corporate Head of Community Development Corporate Head of Community Services Chief Executive Other Corporate Heads and Business Units	Completion of initial stages to realising integrated Community Hubs with the intention of providing a wide range of services with leisure, recreational, health and social/wellbeing benefits to residents	By the end of October 2021	Runnymede	Yes

3.2 Summary of the new business as usual activities

New Business as Usual			
Ref.	Activity description	Borough	Does this involve an annual project (to support PMO project pipeline planning)?
NB1	Integrate the Community Services Partnership following the transition of budgets and personnel on April 1 st , 2021, ensure that by the end of 2021/2022 the integrated partnership is operating as per the agreement between councils, with seamless service provision across the whole geographical area Lead Officer: Corporate Head of Community Services	Both	
NB2	Establish the Community Services Partnership Board in relation to the governance of the partnership between Runnymede and Surrey Heath Borough Councils, with a full programme of meetings are delivered in 2021/2022 to ensure that the Partnership is delivered as agreed – Lead Officer – Corporate Head of Community Services	Both	
NB3	Working in partnership with Health and Social Care and other boroughs, to further develop the Homesafe Plus hospital discharge service, including integrating Homesafe Plus within hospital discharge processes, extending access to Homesafe Plus to Primary Care, Community Health, Frailty Hubs, Social Care, SECAMB and other partners Lead Officer – Corporate Head of Community Services/Homesafe Plus Development Officer	Runnymede (with potential benefits extending to Surrey Heath)	
NB4	Working with colleagues at Surrey Heath Borough Council, to become an active and contributing member of the Surrey Heath Alliance and in various workstreams relating to the Alliance and Frimley ICS. This is with a view to identifying opportunities for collaborative working with system partners and to develop services, identified at the earliest stage possible Lead Officer – Corporate Head of Community Services	Surrey Heath	

3.3 Partnership and Representation Activity

Ref.	Description	Borough Related to
PR1	Work in partnership with the North West Surrey Alliance and ensure that borough council(s) are appropriately represented in discussions at all levels	Both
PR2	Work on discreet transformation projects and activities aligned to Surrey Heartlands and the Surrey Health and Wellbeing Strategy	Both
PR3	Work in partnership with the Surrey Heath Alliance and ensure that the borough councils and their services are appropriately represented at all levels	Surrey Heath
PR4	Establish working relationships with representatives of East Berkshire CCG, to ensure that Englefield Green residents are appropriately represented	Runnymede
PR5	Become more engaged in the work of Frimley Health, ensuring the borough council(s) are represented appropriately	Both

Section 4: Community Services 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?
Procurement of Befriending Services in Runnymede	OA15	£50,000	Yes – however due to the position of no growth being available for 21/22 consideration of alternative ways to fund are being considered	N/A

Section 5: Community Services Business Unit/Team's performance indicators

Performance Indicator	Target					Actual					Current status	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 by Meals at Home	10,000 RBC 10,000 SHBC	10,000 RBC 10,000 SHBC	9,700 RBC 10,000 SHBC	10,000 RBC 10,000 SHBC	79,700							
Number of Meals served at Day Centres/Social Centres (NB. SHBC total excludes meals paid for via High Need Day care SLA)	Due to the impact of Covid-19 on this service area, targets for 21/22 have not been set, but actual activity will be reported to Members											
Number of individual hires at Social Centres	Due to the impact of Covid-19 on this service area, targets for 21/22 have not been set, but actual activity will be reported to Members											
Total number of Homesafe Plus Referrals from NW Surrey (across all boroughs)	300	300	400	400	1200							
Number of NW Surrey Homesafe Plus Referrals Received for Runnymede/Surrey Heath Residents	80	80	95	95	350							
Number of Homesafe Plus Referrals from Frimley ICS	---	-----	-----	-----	-----							
Total number of Social Prescribing Referrals	100 RBC 100 SHBC	110 RBC 110 SHBC	120 RBC 120 SHBC	130 RBC 130 SHBC	960							

Number of Handyperson Referrals	110 RBC 50 SHBC	125 RBC 50 SHBC	150 RBC 65 SHBC	160 RBC 75 SHBC	785							
Number of enquiries received by Home Improvement Agency (RBC)	50	75	85	90	300							
Number of applications for DFG funding resulting in a grant award	12	20	30	40	102							
Number of residents accessing the Community Alarm Service	1450 RBC 1000 SHBC	1455 RBC 1010 SHBC	1460 RBC 1015 SHBC	1465 RBC 1020 SHBC	2085							
Number of Completed Community Transport Journeys	Due to the impact of Covid-19 on this service area, targets for 21/22 have not been set, but actual activity will be reported to Members											
Number of Pupils registered with school transport service at end of quarter	-----	-----	200	250	250 (at end of year)							
Total number of school transport journey completed (return)			9,600	13,200	22,8000							
Percentage of car parking payments made by Ringo cashless system	25%	30%	33%	35%	-----							
Number of parking penalty charge notices issued <i>(please not this is not a target, it is just reported for monitoring purposes)</i>	N/A	N/A	N/A	N/A	N/A							
*Number of Befriending Referrals	-----	-----	-----	-----	-----							
*Number of residents supported through Befriending service	-----	-----	-----	-----	-----							

** Number of residents supported via integrated CAB/Social Prescribing post	-----	-----	-----	-----	-----							
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*These KPI's will be agreed at the point of awarding a contract for the delivery of Befriending and results received quarterly from the appointed provider.

** This KPI will be for information only to members, to give oversight of the impact of COMF funding in supporting residents. KPI's will be provided by CAB.

Section 6: Community Services Business Unit/Team's risk management (excluding project risks with separate Project Charter)

Ref (after generic GDPR risks, the reference should link to the planned activity reference)	Issue	Consequences	Impact area <i>Life and limb</i> <i>Reputational</i> <i>Financial</i> <i>Legal</i> <i>Other</i>	Probability** (Pre-control measures)	Impact* (Pre-control measures)	Risk Rating (Pre-control)	Control Measure(s)	Probability*** (Post control measures)	Impact** (Post control measures)	Rating (Post control)	Owner
1*	<i>Eg. Critical member(s) staff unable to attend work</i>	<i>Xx function potentially not delivered</i>	<i>Life and limb</i> <i>Reputational</i> <i>Financial</i> <i>Legal</i>	3	4	12	<i>Business Continuity plans. Staff trained to cover. Contractors sourced for emergency cover</i>	3	2	6	CHoS
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	Delivery of services Welfare of residents Financial Reputational	3	4	12	Data quality standards will be addressed in the Information Governance Strategy and Policy and departmental procedures.	2	4	8	

		result in alternative decisions being made.					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.			
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 Commissioner s' Office for failure to comply with legal obligations. Loss of confidence in Council by other parties in respect of its ability to manage information properly.	Delivery of services Welfare of residents Financial Reputational	3	4	12	Compliance with Council's adopted Information Governance Strategy and Policy. Adoption of measures to ensure that the Council complies with its obligations under the GDPR. Compliance with Council's various existing policies which relate to	2	4	8

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

							Provision of training to staff on requirements of GDPR. Appointment of Data Protection Officer by Council to oversee compliance with GDPR.				
1.4	Unauthorised access to Council systems which allows access to personal data	Financial sanctions imposed by the Information Commissioner s' Office for failure to comply with legal obligations. Loss of confidence in Council by other parties in respect of its ability to manage information properly. Adverse publicity	Delivery of services Welfare of residents Financial Reputational	3	4	12	Compliance with Council's adopted Information Governance Strategy and Policy. Adoption of measures to ensure that the Council complies with its obligations under the GDPR. Compliance with Council's various existing policies which relate to management of information. Provision of training to staff	2	4	8	

							on requirements of GDPR. Appointment of Data Protection Officer by Council to oversee compliance with GDPR.				
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 Commissioner's Office for failure to comply with legal obligations. Loss of confidence in Council by other parties in respect of its ability to manage information properly. Adverse publicity	Delivery of services Welfare of residents Financial Reputational	3	4	12	Compliance with Council's adopted Information Governance Strategy and Policy. Adoption of measures to ensure that the Council complies with its obligations under the GDPR. Compliance with Council's various existing policies which relate to management of information. Provision of training to staff on requirements of GDPR.	2	4	8	

							Appointment of Data Protection Officer by Council to oversee compliance with GDPR.				
1.6	Loss or reduction of SLA funding received from Surrey County Council	Increased subsidy in the delivery of services	Delivery of service Welfare of residents Financial Reputational	4	4	16	Currently to develop projects that generate additional income and therefore reduce risk of loss of any funding	3	4	12	CHoC S
1.7	Reduction in income from contracts secured	Increased subsidy in the delivery of services	Delivery of service Welfare of residents Financial Reputational	2	4	8	Ongoing work undertaken to try and secure additional contracts or extend existing contracts	2	4	8	CHoC S
1.8	Health and safety policies and procedures not in place or in need of review	Possible injury to staff and service users, resulting in civil or criminal proceedings being brought before the council	Delivery of services Welfare of residents Financial Reputational	3	4	12	Individual service managers have completed IOSH training Training needs of staff identified and core training being implemented for all Community Services staff	2	4	8	CHoCS

							New manager within Community Service to lead on ensuring all areas H&S procedures are robust				
1.9	Inability to recruit to posts required as outlined in the restructure approved by members	Lack of resources to deliver new or additional services, activity etc. Impact on health and wellbeing of employees as a result of working to 100% of capacity on continual basis	Delivery of services Welfare of residents Financial Reputational	3	5	15	Timely recruitment of staff in an agreed priority order to support areas most in need of resources first	3	3	9	
1.10	Impact of Covid on Council finances resulting in inability to afford to deliver discretionary services	Reduction or closure of services resulting in an impact on the health and wellbeing of residents	Delivery of Services Welfare of residents Reputational	3	5	15	Commitment to explore further opportunities to generate income and reduce overall cost of services Continued integration of the partnership resulting in further financial efficiencies	2	5	10	

Risk matrix

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

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

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

10. Community Services Key Performance Indicators – Quarter 3 2020/2021 (Darren Williams)

Synopsis of report:

To provide the Committee with an update on the performance of the Community Services Business Centre, against the Key Performance Indicators set out in the 2020/2021 Business Centre Plan

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 Unit Plan, a report on the performance of Community Services as a quarterly review against the Key Performance Indicators (KPI) set at the start of the year is required to be presented to Community Services Committee.

2. Report

2.1 This report gives an overview of levels of performance across the Community Services Business Centre in Quarter 3 of 2020/2021.

2.2 The report shows the continued impact of Covid 19 on Community Services, whilst demonstrating the value of other services in continuing to support vulnerable residents throughout the pandemic.

2.3 The following table outlines the performance KPIs for Community Services for Quarter 3, compared with the target figures set for 2020/2021 in the Community Services Business Unit plan.

Table 1: 2020/2021 Q1 & Q2 Key Performance Indicators:

Key- % Achievement of Target

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

Performance Area	Actual Q1	Actual Q2	Target Q3	Actual Q3	% Achievement of Target Set (Q3)
Number of Meals at Home items served	15,023	12,894	10,000	11,525	115%
Number of meals served in Social Centres	0	0	10,000	0	0%
Number of users signed to social centre reward scheme as of end of quarter	0	0	725	N/A	0%

Number of individual hires at Social Centres	0	0	715	0	0%
Number of Homesafe Plus Referrals (Total for North West Surrey)	327	440	120	427	255%
Number of Homesafe Plus referrals to RBC services	68	93	27	101	274%
Number of Social Prescribing referrals received	32	82	175	119	68%
Number of Community Transport journeys completed	63	918	13,000	1,543	12%
Number of referrals to Handyperson service	87	150	120	119	99%
Number of Community Alarm & Telecare Users	1,425	1,422	1,500	1,395	93%
Number of enquiries received by Home Improvement Agency per quarter	N/A	N/A	85	Not currently measured	N/A
Number of DFG grants award (all types) in quarter	3	5	30	7	23%
Percentage of payments for car parking made by Ringo cashless system per quarter	42%	35%	33%	59%	178%
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	347	N/A	1,134	N/A

2.4 Reviewing information within the table, the performance is mixed for Quarter 3. Areas which are fully operational, such as Meals at Home and the hospital discharge service, Homesafe Plus, remain strong performers.

- 2.5 Social Prescribing is largely functioning and the performance reflects the fact that a steady stream of referrals is being received, despite the fact that partners within health, in particular Primary Care, are clearly focused on their response to Covid-19, vaccination roll out and supporting patients with other medical needs. With the complexity of some of the cases increasing in addition, whilst the target is highlighted red in terms of referral numbers, this is misleading as there has not been any let up in activity.
- 2.6 The areas that are highlighted in red in general relate to service areas that are not currently functioning, either at all or anywhere near capacity due to Covid-19, namely Day Centre services and Community Transport.
- 2.7 Finally, an area that goes without much discussion at this Committee is Parking Services. The first of the KPIs shows the payment of car parking via the Ringo telephone app as opposed to payment in cash. The increase in payment via this method is pleasing as whilst we do not want to limit the use of our car parks by not accepting cash payments, the most cost effective and operationally efficient way of parking being managed, is through digital payments. Therefore, increase in this area is both beneficial to the Council and hopefully makes use of car parks easier for many residents.

(For Information)

Background Papers

None stated.

11. School Transport Update (Community Services, Darren Williams)

Synopsis of report:

To provide an update on progress in setting up the School Transport service, approved by Full Council in September 2019.

To advise of the procurement process undertaken, the projected timescales for receipt of vehicles and the impact this will have on commencement of the service

Recommendation that:

a revised start date for the School Transport service of September 2021, be approved.

1. Context of report

- 1.1 In September 2020, full Council approved the provision of a new, in house, school transport service, with an anticipated commencement date of April 2020.
- 1.2 The impact of Covid-19 has meant that the corporate response to the pandemic had to be prioritised over some 'business as usual' activity. Nevertheless, Officers have still tried to make progress with this service, initially by undertaking a procurement exercise for 7 x lease vehicles.
- 1.3 This has been achieved, but the timescales for receipt of the vehicles affects the intended start date for the service.

- 1.4 In addition, the impact of Covid-19 on education, and the ongoing requirement to provide transport have been considered against the approved operational model. As a result, this has also affected delivery of the new service.

2. Report

- 2.1 Following the approval of the proposed School Transport service in September 2020, with support from the Council's Corporate Project office, a plan for implementing the service had been constructed to achieve the preferred April commencement date.
- 2.2 However, the impact of Covid-19 on Officer time, given the need to prioritise the Council's response in support of residents, has meant that the timings of the project plan have been delayed.
- 2.3 Despite this, Officers identified two key areas of work that had to be completed to have any chance of commencing the service in April. These were procurement of vehicles and recruitment of staff.
- 2.4 In December 2020, via a procurement framework, an exercise was undertaken to award a contract for leasing seven vehicles, as approved by full Council, for a period of five years.
- 2.5 To meet the April 17th date (after school holidays) for commencement, the procurement process had a short turn around time for submission of bids. This might be one of the reasons why the Council only received one bid.
- 2.6 Within the bid, the bidder confirmed that vehicles arriving for April was not possible. The reasons included the impact of Covid on vehicle conversion times, and the potential impact of a "no deal" Brexit which, at the time was a possibility.
- 2.7 Consequently, commencement in April was not possible. Prior to this report being brought to Members, a task and finish group of Members of Community Services Committee and Officers was formed with the approval of the Leader and Chief Executive, who were advised.
- 2.8 The positive from the procurement process, is that despite only one bid being received, a competitive price has been provided, which results in a saving against the budget presented at the meeting of Full Council, totalling circa £15,000 per annum.
- 2.9 However, with the signing of contracts currently being completed, Members are asked to consider the commencement date for the service. The Task group discussed the potential of a pilot of the service commencing in the last half term of the 2021/2022 academic year, while also considering a September 2021 commencement at the start of the new academic year.
- 2.10 Given the ongoing developments with regard to vehicle procurement, lead times etc. against a backdrop of continued work around Covid-19 and significant volumes of work within the Community Services Business Unit, this report seeks the support of Members to revising the commencement date to September 2021.

3. Financial Implications

- 3.1 The 2021/2022 budget and Medium Term Financial Strategy approved at full Council on 9 February included a provision for £2m of ongoing savings by the end of March 2023 in order to balance the budget in future years. Although initial plans for voluntary redundancies, savings and re-engineering services have been drafted,

they currently fall well short of the total required. Although the £15,000 annual saving on vehicles is welcomed and can contribute to these savings, this still leaves the School Transport service costing the Council in the region of £250,000 a year.

- 3.2 The £250,000 estimate is based upon a set of assumptions made during the summer of 2020 which included the demand for places. A new start date of September 2021 means that the service will have been out of operation for over 18 months by the time it restarts, and many families, some who may now be working from home on a permanent basis, will have found alternative means of transport. Therefore, the service could end up costing more than the sums assumed last year.
- 3.3 Should the demand for the service be lower than anticipated, the service will need to reduce its ongoing costs and will be re-engineered accordingly. Should any such changes result in a surplus of leased vehicles, these will be used to replace other Council owned vehicles that are naturally coming to the end of their lives and are due for replacement in the next 18 months.

4. Legal and Equalities Implications

- 4.1 None Identified.

5. Conclusion

- 5.1 The commitment to providing a school transport service made by full Council in September 2020 included the aspiration and intention to commence the service in April 2021.

(To resolve)

Background papers

None stated.

12. Cabrera Trust Management Committee – Minutes 7 January 2021 (Law and Governance, Carol Holehouse)

Attached at Appendix 'F' are the Minutes from the meeting of the Cabrera Trust Management Committee held on 7 January 2021.

(For information)

Background papers

None.

Runnymede Borough CouncilCABRERA TRUST MANAGEMENT COMMITTEE7 January 2021 at 2.30pm via MS Teams

Members of the Committee present: Councillors P Sohi (Chairman), J Hulley (Vice-Chairman), C Howorth, Mr P McKenzie (Honorary Treasurer) and Mr C Hunt (Honorary Secretary)

The following attended in an advisory capacity;

Mr P Winfield, Head of Greenspace, Honorary Warden: Mrs H Lane

ACTION1. MINUTES

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

2. APOLOGIES FOR ABSENCE

Apologies were received from Mr T Ashby and Mr P Beesley

3. EFFECT OF COVID 19 ON ACTIVITIES RELATING TO THE SITE

Officers reported that due to the pandemic, there had been no Forest School activity, the new friends group had not been progressed and, apart from normal grounds maintenance there had been no significant contractor work on site. In addition, no volunteer work parties had been organised and no annual inspection of the site took place. However, there had been no major problems and it was hoped that activities could be re-instated later in 2021 when it was considered safe to do so.

4. HONORARY WARDENS

The Committee was advised that Mr Midwinter had resigned from his role as Honorary Warden. Mr Midwinter had been an Honorary Warden for the Cabrera Trust since 2012. The Committee and Officers thanked Mr Midwinter for the invaluable contribution he had given during this time. Mr Midwinter had suggested Mr Grobien as his successor. Mr Grobien had subsequently submitted an expression of interest and indicated his willingness to take on the role as Honorary Warden. The Committee was asked to consider Mr Grobien's appointment to the Committee.

The Committee was fully supportive of the appointment of Mr Grobien as Honorary Warden and welcomed him to the Committee

RESOLVED that –

Mr Phillip Grobien be appointed onto the Cabrera Trust Management Committee as Honorary Warden

ACTION

Peter Winfield/Carol Holehouse

5. ACTIONS TAKEN SINCE THE LAST MEETING

The Committee was informed on various actions taken since the last meeting

Theft of saplings

In April, a member of the public was seen cutting some saplings from the edge of the woodland and loading them into a car. This was an offence under the Byelaws which say *'No person shall remove from or displace in the ground any stone, soil or turf, or the whole of any part of any plant shrub or tree'*. The owner of the vehicle was traced and sent a warning letter and it was hoped this would be sufficient to deter the individual from repeating these actions in the future.

Boundary Security Cabrera Avenue Open Space

The boundary fences and gates at the Cabrera Avenue open space had been upgraded as part of a Borough wide project to enhance the protection of open spaces against vehicular incursions. The timber rail fences had been replaced with steel railings and the vehicle barrier at Beechmont Avenue had also been upgraded. These works were funded by the Council as part of the Borough project and not by the Trust. The Committee wished to thank Officers for undertaking this work which was a positive development for the local community.

Cycling

An issue had been raised with Officers regarding cyclists on mountain bikes using the Riverside Walk and churning up the paths. This was a breach of the Byelaws which say *'No person shall, without reasonable excuse, ride a cycle, except in any part of the ground where there is a right of way for cycles, or along such routes as may be fixed by the Council and indicated by signs placed in conspicuous positions in the ground'*. Officers were working to establish the extent of the problem and would report back to the Committee if necessary.

Peter Winfield

6. DRAFT ANNUAL ESTIMATES FOR 2021/22

The Committee was asked to approve the probable budget for 2020/21 and the draft estimates for 2021/22.

The Honorary Treasurer reported that despite a difficult year the value of the Trust's investments had increased from £128,134 to £144,826. The Trust's expenditure budget would need to be discussed with Green Space Officers in due course to establish the budget for the next financial year.

Peter
McKenzie/
Peter
Winfield

It was estimated that an additional £25,000 would be required to be drawn down from the Trusts investment holdings in 2020/21, and an additional £5,000 in 2021/22 to offset the net cost of running and managing the site. The investments held under the Charifund Investment vehicle had consistently produced higher returns for the Trust than those of the Charities Official Investment Fund (COIF). As the need for income was paramount it was therefore recommended that the withdrawals should firstly be taken from the COIF as the dividend yield had traditionally been lower than that for the Charifund.

Peter
McKenzie

RESOLVED that –

**The probable budget for 2020/21 and
draft estimates for 2021/22 be
approved**

7. DATES FOR MEETINGS IN 2021/2022

The AGM and the July meeting of the Cabrera Trust Management Committee is scheduled to be held on **Thursday 15 July 2021 at 2.30pm.**

The January 2022 meeting is scheduled to be held on **Thursday 6 January 2022 at 2.30pm**

Chairman

(The meeting ended at 2.54 pm)

13. Exclusion of Press and Public

OFFICERS' RECOMMENDATION that -

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

(To resolve)

PART II

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

a)	<u>Exempt Information</u>	PARAs
14.	CROSS LANE, OTTERSHAW	1 and 3
15.	RUSHMOOR AND HART CCTV MONITORING	3
16.	SOCIAL PRESCRIBING AND CITIZENS ADVICE RUNNYMEDE AND SPELTHORNE	3
b)	<u>Confidential Information</u> (No reports to be considered under this heading)	