

Public Document Pack



Community Services Committee

Thursday, 9 November 2023 at 7.30 pm

Council Chamber - Civic Centre

Supplementary Agenda

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| 10. Community Services Service Area Plan Update – Quarter 2 2023/24 | 2 - 8 |

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| Report title | Community Services Service Area Plan Update – Quarter 2 2023/2024 |
| Report author | Darren Williams, Corporate Head of Community Services |
| Department | Community Services |
| Exempt | No |

Purpose of report:
For Information

Synopsis of report:
This report provides an overview of progress against the agreed objectives within the 2023/2024 Community Services, Service Area Plan, as of the end of Quarter 2 (Jul – Sep 2023)

Recommendation(s):
None. This report is for information

1. Context and background of report

1.1 In January 2023, Community Services Committee approved the Service Area Plan, to be delivered by the Community Services Business Unit, in 2023-2024.

2. Report and, where applicable, options considered and recommended

2.1 Appendix ‘A’ provides a summary of all work priorities within the service area plan and the progress made by the end of September 2023.

2.2 As stated in the Quarter 1 progress report, presented to the committee in September 2023, most objectives are underway, and Officers are working hard to move them forward.

2.3 At the previous meeting, reference was made to a limited number of objectives that had not commenced. In relation to work surrounding the Armed Forces Covenant, this work is being reviewed and progressed centrally from within the Chief Executive’s Office, and Community Services are supporting with this work.

2.4 Therefore, whilst progress and outcomes will be determined by the lead within the Chief Executive’s Office, an update will be provided within future Community Service Area Plan updates. Equally, when work is completed, a report will be brought to Community Services Committee.

2.5 During Quarter 2, progress has been made in a number of areas, some of which link to previous reports and decisions made by this committee. This includes the further development of processes and plans for the S106 monies identified for Englefield

Green, the development of the play space replacement programme and the completion of the tender process linked to the skatepark intended for Heathervale Park.

- 2.6 Quarter 2 has seen the completion of some objectives within the service area plan, including the completion of the tennis court refurbishment programme, working in partnership with the Lawn Tennis Association and the commencement of the Befriending Service by Voluntary Support North Surrey, utilising Contain Outbreak Management Funding previously awarded by the Council.
- 2.7 Given the number of objectives within this service area plan, and the number of additional objectives that have been allocated over the course of the year to date, to Community Services, it may be that some objectives are carried forward to next years' service area plan, however officers remain committed to achieving as many of the objectives set, as possible, by the end of March 2024.

3. Policy framework implications

- 3.1 The Community Services Service Area Plan contains objectives that all meet the corporate strategy. The work of Community Services generally fits the themes of Empowering Communities and Health and Wellbeing, and objectives within the plan align to priorities within each of these strategies.

4. Resource implications/Value for Money (where applicable)

- 4.1 None.

5. Legal implications

- 5.1 None.

6. Equality implications

- 6.1 None.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 None.

8. Background papers

None stated.

9. Appendices

Appendix 'A' Service Plan Summary Document

| Title | Description | Q1 Update | Q2 Update |
|---------------------------------------|--|---|---|
| Voluntary Org Grant Reviews | To review all grants to voluntary organisations on a three-year basis with annual assessment of performance. | This objective has been completed with the core grant funding of four organisations reviewed. A committee report has been presented to Committee with recommendations and approved, with organisations receiving confirmation of a further 3 years funding and an agreed 10% uplift (one off) against the previous grant value. | This objective has been completed. See Q1 update. |
| Runnymede Local Initiatives Fund | Seek to establish a Runnymede Local Initiatives Fund to pump prime community projects and facilitate access to other sources of funding. To be completed as part of voluntary sector grant review | To achieve this objective there is a need to identify additional funding to the current budgets that will be used for generic revenue grant funding. However, aligned to the NW Surrey Alliance, funding has been received from NHS partners that will be used as seed funding to support local initiatives via the Council's forthcoming Health and Wellbeing Partnership. Therefore further information and progress against this objective is likely to be made in Q2 and Q3. | Archived as duplicate of Voluntary Sector Grant Funding Review |
| Voluntary Sector Grant Funding Review | Complete a review of voluntary sector grant funding awarded by the Council and implement a new voluntary sector grant scheme for the borough, supporting local community infrastructure and activity, against the corporate priorities of the Council. | In Q1 Community Services has designed new grant processed for two one off grant schemes, plus the Englefield Green S106 monies. The forms and processes put in place for these elements of the review. Given there are currently a couple of grant schemes live, plus a grant scheme to come (Youth Development), it has been agreed to launch the revised RBC voluntary sector grant scheme in April 2024. As a result the work to review the grant policy will be moved to Q3/Q4. | The following grants have been completed and published on the Runnymede Borough Council website: Youth Development Fund, COMF (Covid) funding and S106 minor projects fund. The work to review the remaining grants has started. Work is ongoing to review the policy ready for implementation in Q1 2024. |
| Community Safety Strategy | Develop a Community Safety strategy for Runnymede and further develop the role of the Community Safety Partnership, locally. | Having completed the review of the priorities for the Community Safety Partnership, the focus has now moved to a local RBC Community Safety Plan. Research if and how other local authorities have taken such approach has been undertaken and the next step is to engage key internal partners to this plan, including Safer Runnymede, Housing and Environmental Health Partnership, locally. | The Community Safety Team have worked with internal partners to develop a forum for a coordinated approach to Community Safety. The first of these coordination meetings has taken place to raise issues and identify solutions to anti-social behaviour in the community. This will continue to be trialed to inform the strategy moving forwards. The strategy being developed is also being informed by the Anti-Social Behaviour Action Plan (published by the government in March 2023) and community safety partnership review by the LGA. |
| Safer Runnymede Development | Further develop the role Safer Runnymede plays in supporting/protecting communities through the delivery of CCTV services and pursue opportunities to promote the sustainability of the service (e.g., Safer Surrey, working in partnership with other Councils). | A lot of work has already been completed, working with the Corporate PMO. The first stage of a review has been to consider the current maintenance contract and look to make amendments with the agreement of the contractor, that reflect the service more so than the specification for the tender, written by consultants. Part 1 of this process has been achieved with a contract change order signed, and now the focus turns to the major challenges created by the new contract, which place financial risk to the contract, due to its structure. A plan of all work strands has been set out and a business plan for Safer Runnymede is being worked through. However progress with this is sometimes slow due to Safer Runnymede also being engaged with three other local authorities regarding possible service provision, plus the day to day operations. It is understood that Safer Runnymede forms part of the corporate CLT review programme and it is hoped that this will provide additional capacity to support this priority. | It is hoped that the upcoming Service Review will provide ample clarity on future business direction and support requirements therein. |
| CCTV CC Design | Engage CCTV control centre design consultants to consider optionality for Safer Runnymede, in order to identify works required and associated growth | Procurement advice received in Q1 suggested that such an approach ahead of any tender, was not appropriate. However further advice received will hopefully enable a development in this area in Q2/Q3. | Design consultants have visited Safer Runnymede in Q2, with draft CAD drawings and budget costs anticipated in due course. Once evaluated options will be considered by Officers before presenting to Members. |
| S106 Allocation & Spend Review | Review of current arrangements for the allocation and spending of capital funding through S106 grant monies, to be used in Englefield Green wards, for projects that enhance the community, its infrastructure and provide opportunities for recreation and social interaction. | Officers have reviewed the previous process and planned a way forward for spending of Englefield Green S106 monies. A committee report was presented to June Community Services Committee, which proposed a way forward, which was unanimously agreed. The delivery of this approved process is now the requirement for Community Development team members. | The new process for approving Sect106 monies linked to Englefield Green has been implemented with three new online public forms available to submit grant requests. These are then evaluated against the criteria and follows the review process proposed in the June 2023 Community Services Committee Report. These processes are being implemented to align with Committee deadlines. |
| Community Transport Needs | Identify whether Community Transport services meet the needs of residents of the borough in providing access to services, facilities and amenities within communities that are otherwise inaccessible, to reduce isolation and remove transport as a barrier to engaging in communities. | Officers commenced the review of Community Transport in Q1, however progress has been delayed in this period due to unforeseen staff unavailability. This is a key priority and now with a full compliment of staff, more rapid progress is likely to be made in Q2. | Community Service Officers are working with Finance colleagues to draw together indicative costings of a number of different service models. Officers have liaised closely with local partners and Surrey County Council to explore different service delivery options and opportunities. Officers have also sought assurances from Surrey County Council about their financial offer to support a move towards zero carbon electric transport vehicles. This will form part of the final piece of work to review the fleet against business needs. Work is ongoing to draw this information together for the Corporate Leadership Team so Member's have a full and accurate options appraisal to consider. |
| Play Space Review | Complete a full review of works required at play spaces across the borough, and receive an options appraisal and indicative costings for a replacement programme. | Initial work on the review of play spaces was complete in Q1, in particular focussing on the health and safety repair requirements, following on from the completion of annual inspections and more recent monthly inspections by third party contractors. Emergency health and safety works were completed in Q1 in response to the findings of the reports and observations of officers, who visited sites to undertake own assessments in addition. | A Borough-wide review of the play areas managed by RBC was completed in Q2 and presented to Members in the form of Ward briefings. Member feedback was added to the review and then written in a Committee report that went before Community Services Committee in September. A plan was also presented to enhance and replace old play equipment in this report which was approved by Committee. |
| Play Space Improvement Programme | Implement a play space improvement programme, modernising our play space offer to local children across the borough | Given the work on CSCD002 in Q1, work on a play space replacement programme did not commence until Q2. A further update will be able to be provided in the next quarter. | Budgetary provision is in place to complete the high priority repairs identified, and work has been completed to identify funding to commence the replacement programme. Budget is set at Amber to recognise that there is not the budget provision to repair all identified risks and issues, from the most urgent down to the least urgent, e.g. repainting etc. Equally there is insufficient budget to replace every play space. It is for this reason that Members have been consulted to help prioritise repair or replacement, and to potentially rationalise facilities. Risk/Issues is rated as Amber as the key risks and issues, some of which would be deemed significant without mitigation, have been identified and work has commenced to address these. A package of surfacing repairs for a number of play areas has already been ordered and around half of the total number of play areas have been completed. Resources is rated as Amber and support provided to the team by the PMO is enabling the project to move forward. CMC recently approved a recommendation to change the structure of the small Open Space Development team (four officers), of the two vacancies, one has recently (5/9/23) started with the Council whilst the other position has been offered to the preferred candidate. |

| Title | Description | Q1 Update | Q2 Update |
|---|---|---|--|
| Youth Sport, Leisure & Recreation Facilities & Services | Deliver facilities and services across the borough to enable children & young people to participate in sport, leisure, and recreation. | <p>Work has been undertaken in Q1 to review possible opportunities to engage with children and young people, in sport, leisure and recreation. A further update on progress against this will be provided in Q2.</p> <p>Other projects have been furthered in this area, in Q1, and are reported separately in this report.</p> | <p>The LTA tennis court refurbishment was completed in Q2 with a successful launch event on the 16th August in Victory Park. Work is ongoing to implement the coaching offer. Residents with low incomes can access a free weekly hour of coaching. Club4 holiday camps took place at the Egham Orbit for 2 weeks in August attended by circa 25 disadvantaged (Pupil Premium) children each day.</p> <p>The first Runnymede Sports & Physical Activity Forum was held in September in partnership with local sports clubs and community organisations. Out of this further projects have been agreed with stakeholders to fill gaps in their service and target disadvantaged, children with disabilities and girls. This is part of the planned and agreed implementation of the Youth Development Fund. Work has also been identified to support these clubs and organisations to access further funding and write bids.</p> <p>6 self-defence workshops have been delivered in Egham, Englefield Green and Egham Hythe with further planned in Addlestone and in a Club4 Holiday camp for disadvantaged children.</p> <p>Active Surrey funded additional extended training sessions for the Specsavers Surrey Youth Games which enabled RBC to extend training in dance, boxing, swimming, basketball and additional memberships for disadvantaged children to attend gyms.</p> <p>Work has been undertaken with Chertsey Library to facilitate sports equipment loaning in conjunction with their summer reading challenge.</p> |
| Review sites for play, sports & recreation | <p>Seek and investigate most appropriate sites for play, sports and recreation facilities, e.g., skate parks</p> <p>Review the proposals for the installation of a bike track at Kings Lane, Englefield Green as part of wider consideration of sports and recreation facilities at the site.</p> | <p>Together with colleagues from Assets and Regeneration, a kick off meeting was held with the rugby club to discuss existing facilities, experiences of playing at Kings Lane and their plans aspirations for the future in terms of expansion into youth rugby, women's rugby etc.</p> <p>Colleagues in Assets began the process of obtaining a quote for a topographical survey of the site, however, a budget will need to be found to complete this. In addition, with conflicting requests to engage on various sports hub initiatives, it is intended that Com Services and Assets will discuss this objective (and other possibilities raised subsequently) with CLT to set a clear way forward against this objective.</p> | Archived as a duplicate of Youth Sport, Leisure & Recreation Facilities & Services. |
| Heathvale All-wheeled Facility | Following identification of sites potentially able to accommodate skate park facilities, deliver a new new all wheeled facility at Heathvale Park | Procurement documents have been completed and the tender exercise for the skate park facility has commenced. | The tender has been awarded to a contractor (Bendcrete) and design has been chosen by popularvote on the Council's social media channels. The over whelming favourite was design number two and this has been fed back to the contractor for them to send the documents needed for a planning application to the RBC planning team for evaluation. Officers are now supporting the application. |
| Addlestone Youth Provision | Establish the demand and core offer for the viability of a Youth Cafe facility in Addlestone to provide a safe space in the Community, providing social interaction, recreation and diversionary activity, and following the undertaking of engagement activity with local children and young people. | Officers were advised that this project, utilising Safer Streets funding secured, was not viable due to a lack of building options within the environs of Garfield Road. Therefore, in Q1, CH of Community Services and CH of Housing worked with the Home Office and PCC to try and retain as much of the funding awarded as possible, diverted into alternative options. Meetings were held with Elton (a Surrey youth charity), regarding a youth engagement project at Garfield Road estate, with the intention for it to launch in Q2. | |
| Egham Hythe Centre Community Hub - Viability | Support and provide input as required to the viability of community Hub at Egham Hythe Centre, working in partnership with Egham Hythe GP Practice. | <p>Work between Community Services and Assets and Regeneration has taken place to take forward this objective, but has been delayed for varying reasons including the pace of discussions with NHS colleagues, internal considerations re other buildings, financial viability of the project as originally intended and also other discussions re potential use of Egham Hythe Centre. It is intended that in Q2, a reset on this objective will be agreed and that progress will be made quickly to determine if realising this objective is possible.</p> | <p>Update the monthly report in the table below: Report by exception – if any area is red or amber state why, the impact and then the mitigation. Detail the key achievements, activities or milestones the project has hit. Detail the next key achievements, activities or milestones the project is targeting if the project has closed detail the key delivery milestone and expected benefits. Make sure you add / save your updates.</p> <p>2023-01-01-2023-02-28-Update-Report-Community-Hub-Viability-Options-Paper</p> <p>Options Paper being put together with three considerations:-</p> <ol style="list-style-type: none"> 1. Dr's and Community Use combined 2. As is, and manage as is. 3. School and community use (evening only). <p>2023-01-01-2023-02-28-Update-Report-Community-Hub-Viability-Options-Paper</p> <p>2023-01-01-2023-02-28-Update-Report-Community-Hub-Viability-Options-Paper Corporate Head of Community Services reviewing options and income and liaising with Assistant Chief Executive (Place) and are working with Health colleagues to try and find a solution including working on Pine Trees with them.</p> |
| Egham Hythe Centre Community Hub - Implementation | Move from viability stage to implementation of Community Hub project at Egham Hythe Centre, requiring capital works to be completed to the building, working with Assets and Regeneration. | The delivery of this objective is dependent on the outcome of objective HWB022. Therefore, work against this objective has not commenced. | The delivery of this objective is dependent on the outcome of objective HWB022. Therefore, work against this objective has not commenced. |
| Homelink Service | <p>Extend the Homelink (Handyperson) service in Runnymede to:</p> <ul style="list-style-type: none"> • To provide affordable paid for services to vulnerable residents, to enable vulnerable residents to access support to continue to live independently at home. • Council owned properties, creating a tenure neutral service for residents, to provide consistency of service availability across all tenures. | Early discussions have been held regarding the extension of the Homelink service in Runnymede and the creation of a tenure neutral service. However, given Homelink is delivered on behalf of the Council by WBC, their internal challenges have meant that this objective cannot be progressed until there is greater clarity in relation to the future of Homelink. Further work will hopefully be completed in Q2. | Work has started on researching the costs to Runnymede Borough Council in relation to the Homelink Service. This includes looking into the last few years invoices and reporting on how much the service has been costing. During the next quarter, we will speak to the Housing Business Unit to understand their minor works service, what the service includes, and how much it is costing. We can then begin to plan if it financially viable for the service to become tenure neutral. We are still waiting to understand the impact on this service from Woking Borough Council. |

| Title | Description | Q1 Update | Q2 Update |
|--|--|---|--|
| Digitisation of telecare services - Equipment | To complete a refresh of Community Alarm and other Technology Enabled Care equipment, switching to a digital model. | Research has been undertaken by the team into possible products, financing and any further digitalisation requirements in Safer Runnymede as the monitoring provider, ahead of intending to push this project forward in Q2 and Q3. Initial discussions with colleagues at SHBC have also been held regarding this objective, given that this is a requirement of both boroughs and that the service area forms part of the Community Services Partnership. | Discussions are ongoing with BT on the implications on the timeline for the potential new product. Products are available to purchase off the shelf for interim solutions. A report to November 2023 Community Services outlines the proposed procurement pathway for the community alarms refresh programme and recommends that the Community Services Committee recommends that full council approve the proposed procurement approach, subject to several issues being resolved surrounding the integration into the current operating system (Jontek). |
| SHBC Partnership | Working in partnership with Surrey Heath Borough Council, continue to deliver a Family Support service, enabling and motivating families to learn, develop and implement change to enjoy all aspects of family life. | A closer working relationship between RBC officers and the Family Support service (delivered by SHBC on the Councils behalf) has been achieved and RBC are now invited to attend partnership meetings, contract review meetings with SCC, etc. SCC announced their original intentions to go to open tender for future Family Support services, commencing in April 2024, and officers have been working alongside colleagues at SHBC to determine the way forward in relation to this, with both Councils indicating a desire to continue to work together and prepare a tender submission. Further work on this will be undertaken in Q2, once the intentions and future plans of SCC are formally received and understood. | Archived as BAU (year 3 of 5 year agreement). |
| Meals at Home Review | To undertake a review of the Meals at Home service, considering options for more cost effective, environmentally friendly service delivery, without reducing service quality or availability. | A review of the service across the Community Services Partnership area was undertaken, with five different possible service delivery models considered and costed. The outcome of this was to retain the same delivery method, however after much pushing by officers, electric vehicles were secured for both Councils, on three year lease agreements, supporting the Councils climate change strategy. | Electric Meals at Home vehicles were delivered on the 17th May 2023. All RBC vehicles are now freshly branded and operating in the Borough every day. The vehicles are being charged using the current single phase 13 amp 3-pin plugs while the Assets and Regeneration team progress work to install electric charge points using 3-phase power at the Transport and Meals area of the depot. This work is ongoing and there is no update on a proposed installation date as yet. |
| Barrsbrook Farm Feasibility - Community Benefits | Act as the Internal Client to work in partnership with Sir Williams Perkins School to identify opportunities and the feasibility for new sports facilities at Barrsbrook Farm, Chertsey, ensuring access for community use and benefit of residents. | Officers from Community Services have supported Assets & Regeneration in meetings with SWIPS, to discuss the potential for a sports hub at Barrsbrook Farm. The role of Community Services in these discussions is to ensure community access is secured in any development. Whilst progress has been limited, SWIPS do have a three year agreement to try and realise this vision and officers will continue to work with them as the project develops. | No update from Q1. |
| Hospital Discharge Model | Work with partners to further develop the Homesafe Plus hospital discharge model, in supporting timely discharge from hospital and preventing admission where possible. | Initial work has been undertaken to review the referral form and to improve the collation of monitoring data linked to Homesafe Plus. This is important as it provides evidence of the success of the project that can be used in attempting to secure funding for services that are available to support the NHS via this platform. Attempts to recruit to a project role were unsuccessful, and together with the three other NW Surrey Boroughs, a decision as to whether it is now required will be made. In the meantime the service continues to be well used with significant referral numbers into Community Services. HWB007 is a duplicate activity. | The new form is being stress tested to ensure it manages the integration requirements and is due to go live in Q3. Work is ongoing on processes for the collation, monitoring and evaluation of user data to establish the impact and success of the service for residents. The decision has been taken to not proceed with the project role across three other NW Surrey Boroughs. To backfill the work requirements, tasks have been delegated to a number of staff to support. Work is also ongoing to further increase referrals from Frimley Park Hospital into the Surrey Heath footprint. Marketing materials are being reviewed and updated to ensure a consistent message is received by all stakeholders. HWB007 is a duplicate activity. |
| Safeguarding Policy | Implement safeguarding policy including all staff training and corporate governance structure | A new corporate Safeguarding policy has been written and approved by Members. The roll out of the policy, training requirements of all staff and recording processes internally will take place in Q2. | Roll out of staff training has begun. Officer are working to appoint Safeguarding leads and set-up quarterly meetings. Reporting and recording processes have begun to be rolled out, with further work taking place in Q3 and Q4. The SASB audit (year 2) has been completed with the SSCP audit to be commenced in Q3, with a view to complete over the next 12 months as required by new process. |
| Armed Forces Covenant | Promote greater understanding of the Armed Forces Covenant and the commitment of the council amongst staff to ensure appropriate support, information and advice is given to former service personnel. | HWB047 is a duplicate activity. Work against this objective has not commenced in Q1. | The Chief Executive's office is working closely with Community Services officers to progress a review of Armed Forces Covenant. Communication has been cascaded to all Council officers to gather feedback about armed forces links. |
| Home Improvement Agency | To deliver a more flexible and timely Home Improvement Agency and approach to spending of the Disabled Facilities Grant, in supporting residents of all ages being able to live safely and independently at home. | A development plan for the Home Improvement Agency has been written and approved by Members of Community Services Committee. New developmental elements will be completed in Q2. The team are experiencing increased referral numbers (which are to be monitored in 23/24 via service KPI's) and have already significantly reduced the application process time, from pre and immediately post pandemic. It is important to note that most likely delays in the process are at the stage Occupational Therapist support is required from SCC (due to workload), and in the undertaking of works by contractors. Both are to a degree outside the control of RBC, however work will be undertaken in Q2 as part of the plan to help address these aspects. | The service has continued to work to reduce the waiting time for residents once they are referred to the Home Improvement Agency. In doing so, the number of active cases at the end of this quarter is 49, compared to 39 at the end of the last quarter. This quarter we have also started the transition to become a tenure neutral service. The service as received a total of 10 referrals from the Housing Business Unit. The service continue to work hard to adapt homes in Runnymede through disabled adaptations to help residents to continue to live independently at home. |
| Full GDPR Compliance | Achieve full GDPR compliance with Surrey Heartlands and wider NHS alliance partners | Work has been completed with Surrey Heartlands, supported by the Councils Data Protection Officer, in order to meet the NHS standards required. Work has been started with colleagues in digital services around policy development whilst all staff have been asked to undertake the mandatory data protection training, a requirement of the council regardless, but also an element of the requirements with NHS. Further work on this will be completed in Q2 ahead of the November 2023 deadline to meet the standards. | Good progress has been made to achieving the 95% data protection training completion rate within the Community Services team. Officers are confident that this will be complete before the November 2023 deadline. Officers in Digital Services are also making good progress towards policy change requirements and are confident of meeting the deadline agreed with NHS colleagues. |

| Title | Description | Q1 Update | Q2 Update |
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| RPG Improvements | Develop the facilities at Runnymede Pleasure Grounds to replace play facilities and provide an enhanced destination for leisure and wellbeing for residents of all ages. | Initial work on this has been undertaken, as part of the play area review and reviewing the viability of reopening paddling pools in the borough. Maintenance works have been ordered, to enable the pool to reopen in Q2. Further work on the future of RPG will be undertaken in Q2 and brought to Community Services Committee. | Whilst separate budget as held by the Trust refurbishment of toilet block required, there are issues with the tenant and management of the site A&R working with Community Services to find suitable solution as its all affecting the income that could be achieved on this site. |
| Chertsey Museum Digitisation | To digitise museum archives and publish online | This objective has not started due to there not being the funding in place to support the digitalisation of the Museum, at present. The above situation was known ahead of setting the objective with the first element of the objective being to attempt to secure funding or find an alternative solution. Working with the corporate Bid Writer, work to try and identify possible sources of funding remains ongoing. | A meeting with the Digital Transformation team regarding a potential in-house approach. Updated costs being considered with grant funding being pursued |
| Customer Satisfaction Feedback Programme | Devise and implement a customer satisfaction survey and process for monitoring | This project has not commenced due to other priorities within Community Services and availability of resources. | Work on this project is due to commence in Q3 |
| Befriending services in Runnymede | Procurement of a befriending service for vulnerable adults to replace the current in-house service set-up due to the Covid-19 pandemic. | Following direction of members in Community Services Committee, partnership approach working with VSNS adopted. Agreements have been signed, funding provided and all data appropriately transferred from interim Council service to new offer. VSNS now delivering service. | No update required. See Quarter 1 update. |
| DFG demonstrator wet room | To set up a Better Care Funding 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. | Project has not commenced, given the potential project relating to Egham Hythe Centre, that could include the service provision at Manor Farm Centre. The opportunity to progress this remains once the Egham Hythe objective reaches a certain stage. | No update from Q1 |
| Pilot Step Down Accommodation | 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. Project led by SBC. | The step down pilot demonstrated benefits to the wider health system. Housing Committee approved the continued participation in the provision of step down accommodation, whilst NW Surrey Alliance have approved ongoing funding. Therefore the Council continues to participate in these scheme and forms part of new business as usual. | The step down pilot demonstrated benefits to the wider health system. Housing Committee approved the continued participation in the provision of step down accommodation, whilst NW Surrey Alliance have approved ongoing funding. Therefore the Council continues to participate in these scheme and forms part of new business as usual. |
| Lawn Tennis Association Support Project | LTA proposal to improve Tennis courts in the borough. | Negotiations and planning with the LTA and appointed contractors continue, ahead of refurbishment being completed in Q2. Other elements of project to be undertaken in Q2. | 11 public park tennis courts across Runnymede were in need of refurbishment. A access to the courts was free and no income was generated to feed into a maintenance programme. Officers gained £179,000 in funding from the Lawn Tennis Association (LTA) along with £39,000 from Runnymede Borough Council to refurbish the courts at Chertsey Recreation Ground, Gogmore Farm Park, Victory Park, Heathervale Recreation Ground and Ottershaw Memorial Fields. The refurbishment works started in April 2023 with a new playing surface, new nets, and post being installed on all courts, and improvements made to the surrounding fencing where needed. Each site was fitted with a smart access gate system which allows customers to book online and access the courts via a unique PIN number. All refurbishment works were completed in early August 2023, and a relaunch event was held on the 16th of August at Victory Park which was attended by members of the public, councillors, the Mayor, and the LTA. The affordable annual household membership of £36 or £5 'Pay and Play' will help the courts to become more sustainable with income going into a maintenance budget to fund future improvements, and tennis opportunities targeted at the most in need across the borough. The upgrades help the Council to achieve its Health and Wellbeing objectives by providing improved leisure facilities and recreational opportunities for residents to become more active. It's hoped that the courts are now more attractive to new and casual players and initiatives such as 'Tennis for Free' will appeal to in-actives. A coaching provision will be introduced so residents will be able to 'learn to play' on a weekly basis. |
| Addlestone Day Centre Provision | Work with Addlestone Community Association in delivery of Day Centre services, or alternatively reopen the Eileen Tozer Centre. | Following the withdrawal of Addlestone Community Association from the intended partnership to reprovide service in Addlestone, further work on alternative options was undertaken in advance of a report being taken to Members at the beginning of Q2. | Member's approved the re-opening of Eileen Tozer in June 2023. Officers have worked to recruit a full compliment of staff as agreed in Community Services Committee and are currently in the process of on-boarding and inducting new staff. Processes are being drawn up in conjunction with Environmental Health for the safe delivery of meals to clients utilising day centres across the Borough. Assets & Regeneration are ensuring site compliance before handing the site back to Community Services. Subject to all checks, recruitment and on-boarding officers are intending to re-open the provision in Q3. |

| Title | Description | Q1 Update | Q2 Update |
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| Procurement of Disabled Adaptation Works Contractor | Procurement of Disabled Adaptation Works Contractor. | Working with colleagues in Procurement and Housing, planning work for future procurement activity has been undertaken. This has included identifying the kinds of contractors required, considering if any existing contracts with the Council can be utilised and setting out a procurement timetable. | This project is on track, with the contracts to be awarded in January and completed in February. The contracts and tender documents are nearly complete and then will be put on Intend for contractors to enter their bids. This should be completed in October, with scoring taking place in November and awarded in December. The contract can then commence in January. |