



# Community Services Committee

**Wednesday, 12 June 2024 at 7.30 pm**

**Council Chamber - Civic Centre**

## Members of the Committee

Councillors: A King (Chair), I Mullens (Vice-Chair), A Berardi, D Clarke, M K Cressey, K Graham, S Lewis, S Ringham, P Tucker-Brown and M Williams

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

## AGENDA

### Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Miss Clare Pinnock, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425627). (Email: Democratic.Services@runnymede.gov.uk).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please contact [democratic.services@runnymede.gov.uk](mailto:democratic.services@runnymede.gov.uk). Tel: 01932 425622. Agendas and Minutes for all the Council's Committees may also be viewed on [www.runnymede.gov.uk](http://www.runnymede.gov.uk).
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Filming should be limited to the formal meeting area and not extend to those in the public seating area.

The Chair will make the final decision on all matters of dispute in regard to the use of social media audio-recording, photography and filming in the Committee meeting.

**List of matters for consideration  
Part I**

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

1. **Notification of Changes to Committee Membership**
2. **Minutes** 4 - 15  

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 14 March 2024 (Appendix A).
3. **Apologies for Absence**
4. **Declarations of Interest**  

Members are invited to declare any disclosable pecuniary interests or other registrable and non-registrable interests in items on the agenda.
5. **Home Improvement Agency update and policy review** 16 - 41
6. **Community Services Service Area Plan Update - Quarter 4 2023/24** 42 - 46
7. **Community Services 2023/24 Full Year & 2024/25 Targets KPI Report** 47 - 69
8. **Community Services Appointments 2024** 70 - 71
9. **Chertsey Meads Management Liaison Group Minutes** 72 - 75  

The Minutes of the meeting of the Management Liaison Group meeting held on 27 February 2024 are attached at Appendix 'A' for information
10. **Exclusion of Press and Public**  

**OFFICERS' RECOMMENDATION that -**

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

11. **Community Transport Review Outcome** 76 - 98  

This report is exempt as it contains staffing implications and budgetary information relating to the tendering of contracts.

Runnymede Borough Council

Community Services Committee

Thursday, 14 March 2024 at 7.30 pm

Members of the Committee present: Councillors C Howorth (Chair), A Berardi, M Harnden, A King, C Mann, J Mavi, M Smith, S Walsh and J Wilson (in place of S Lewis (Vice-Chair)).

Members of the Committee absent: Councillor M Darby

**68 Notification of Changes to Committee Membership**

To record that Councillor Jon Wilson substituted for Councillor Scott Lewis.

**69 Minutes**

The Minutes of the meeting of the Committee held on 4 January 2024 were confirmed and signed as a correct record.

**70 Apologies for Absence**

Apologies for absence were received from Councillor Max Darby.

**71 Declarations of Interest**

Councillor Abby King declared an Other Registerable Interest in the item on awarding funding from the S106 Englefield Green Major Projects Fund to, amongst others, the Journey Church of which she was a member. Councillor King abstained from voting on the recommendation that concerned the Journey Church.

**72 Period Poverty**

The Committee noted an update on the project to tackle period poverty, initiated by Councillor Abby King and taken forward by Officers in Community Services, to whom thanks were extended by the Chair.

Officers confirmed that with the benefit of a waiver from the relevant contract standing orders, the Council was entering into a partnership with a social enterprise organisation called 'Hey Girls' to provide goods and services free to people facing period poverty. Hey Girls was considered to be the most suitable in terms of cost, experience of working with local government, maximising social value and environmental impact. Products and information would be available at 19 venues across the borough.

The Council's Communications Team would also be involved in promoting and raising the profile of the project which was aligned with the Council's Health and Wellbeing Strategy as well as supporting sustainability and equalities as demonstrated by the full equalities impact assessment which was presented to the Committee.

The Committee noted that as agreed previously there was £24,000 available across the next three years. Officers in Community Services would be monitoring the project's success and building up an evidence base with the intention to secure future funding which Members agreed was an exciting and worthwhile project.

73 **S106 Englefield Green Minor and Major Projects Fund**

The Committee's approval was sought to award, ringfence and reject funding to a number of organisations that had applied to the Section 106 Englefield Green Minor and Major Project Funds.

Members recalled that sums derived in connection with the development of the Runnymede campus at Coopers Hill Lane in Englefield Green (planning ref: RU.17/1649) consisted of the following schemes and values:

Community Support Facilities	£400,000
Minor Projects Contribution	£85,253
Cycle Lane Link	£100,000
Real time Bus Information	£15,000
Yellow Bus Scheme	£79,905
Monitoring Fee	£10,000
Travel Plan Audit	£6,125
Travel Vouchers	£100 for each open market or affordable housing unit

The Committee had previously approved funding totalling £48,901 to 8 organisations leaving a remaining balance against the minor projects contribution of £36,352.

Members discussed the findings of the Councillor/Officer panels that had met to determine which projects should be supported and agreed that the application submitted by St Jude's Church for £3,500 for church lighting be approved. It was agreed that an application from Browns Community Services be rejected because the application lacked detail on project partners and previous successes. It was also agreed to ringfence an amount of £5,000 FOR Coopers Hill Tennis Club, pending some further project details being received.

Officers in Community Services confirmed that the funding allocated to a bike ramp at Kings Lane had been returned to the funding pot, making a total of £349,288 from which to award funding, and the remaining balance in the Major Projects Fund once recommended grants had been approved would be £51,487. Officers were keen to resume dialogue with the Egham Hollowegians Rugby Club and mindful of assistance that would be needed from colleagues in different business centres to come to a resolution on various matters.

In terms of Major Projects, the Committee noted that although they supported funding a replacement play area on Englefield Green in the sum of £35,899, this was subject to the approval of the Englefield Green Committee, both to determine whether to replace the play equipment and if so, how to fund it.

Members agreed with the Panel to reject the Council's application in respect of the Cherrywood playground and to ringfence funding for The Village Centre (£29,940), pending their submission of more information, including three quotes for the kitchen refurbishment and to delegate a decision on this to the Corporate Head of Community Services and the Chair and Vice-Chair of the Committee.

In respect of the Journey Church it was also considered sensible to ringfence a sum up to a maximum of £200,000 for 18 months because this was a large financial commitment which required a further report to the Committee to determine whether the application should be supported. The Committee also agreed to ringfence a sum of £31,962 for the Council's Kings Lane Community Garden and to review this in 12 months' time. Officers assured the Committee that by ringfencing these three projects there was sufficient time to allocate funds before the expiry of the S106 pot which would only happen after 7 years from when the last unit was let.

Officers in Community Services were asked to liaise with colleagues in Planning concerning the input of the National Trust in progressing the Coopers Hill bicycle route. Members were keen that this was followed up given the speed of traffic in the area.

**Resolved that –**

- i) the recommended successful applications to the s106 Minor and Major Projects Fund be approved, noting that a replacement play area at The Green on Englefield Green and how that is funded is subject to the approval of the Englefield Green Committee;**
- ii) Members agree to ringfence the requested amount relating to the Village Centre and Runnymede Borough Council applications, where further discussion or information is required, and that the decision to award a grant be delegated to the Corporate Head of Community Services, in consultation with the Chair and Vice Chair of Community Services Committee; and**
- iii) Members agree to ringfence the requested amount relating to the application by Journey Church, for a period of 18 months and final approval and award of any grant sum to Journey Church is subject to a further report to Members, where project detail, mirroring the requirements of Your Fund Surrey, is to be presented, to enable Members of Community Services Committee to make a final decision to make a grant award**

**74 Youth Development Fund Update**

The Committee's approval was sought for a set of recommendations on funding applications to the Youth Development Fund for 2024/25 and reflecting on projects supported in 2023/24 totalling £215,000.

Members highlighted a number of projects from 2023/24, including the ACE Youth Project, self defence classes and Sportability.

A panel had met to discuss the applications and suggest which projects should be supported from the allocation of £168,000 in the 2024/25 budget. There were 15 projects it was agreed to fund plus a contingency fund. Some of these were a continuation of projects from 2023/24. However, there were some new projects including a Runnymede Sport Festival, Girls' Football, Nature Makers classes and Climate Change Awareness in schools. Officers in Community Services confirmed that a report would be submitted to the meeting of the Committee in March 2025 on the funded projects in 2024/25.

Approval was also given to delegate authority to the Corporate Head of Community Services in consultation with the Chair and Vice-Chair of the Committee to award a ringfenced grant in the sum of £5,000 to Egham Cricket Club once some outstanding issues had been resolved.

Members were also keen to promote Mental Health Support for all ages and sought opportunities to do this with Health partners who could access a Mental Health Innovation fund. Some Members also expressed a wish to become more involved with youth mental health initiatives and Officers would explore this.

Thanks were extended to Officers across Community Services for their contribution.

**Resolved that –**

- i) The proposed expenditure plan, as set out in paragraph 2.3 of the report,**

**for the Youth Development budget in 2024/2025, be approved; and**

- ii) **Members approve the delegated authority to award a grant to Egham Cricket Club, following ongoing discussion and as outlined, to the Corporate Head of Community Services, in consultation with the Chair and Vice-Chair of Community Services Committee.**

## 75 **Community Services Service Area Plan Update Quarter 3 2023/24**

The Committee noted the Quarter 3 update on the Community Services Area Plan for 2023/24.

Members' attention was drawn to the report's appendix which provided a summary of all work priorities within the service area plan, and showed that of the 32 objectives listed, 18 had been completed so far with 14 continuing to be in progress with an update given on each.

Officers advised that all the objectives within the Service Area Plan were underway with a number of objectives that were marked as completed in Quarter 3. For example implementation of the new Armed Forces Covenant, moving the Council's Safeguarding Policy into new 'business as usual' and achieving full GDPR compliance to work with Surrey Heartlands and Alliance partners. The Runnymede Health and Wellbeing Partnership would be launched in March 2024.

The main part of the report gave an overview of progress against the outstanding objectives. Of the 14 objectives that remained to be completed, Members were advised that a number of items were always intended to roll into the next municipal year. These included Chertsey Museum Digitisation, the Better Care Fund demonstrator wet room, digitalisation of the telecare services, and the Egham Hythe Centre Community Hub – viability work, as well as improvements to the play areas, Runnymede Pleasure grounds and the Community Safety Strategy. Therefore, focus was on 9 objectives that were aspired to be completed in 2023/24.

Members observed that Community Services had been tasked with the addition of the Citizens Panel as an objective. Work on this objective had moved forward and an update would be provided in due course. Officers confirmed that populating the panel would focus on participants with an interest in the various subjects rather than being service area experts.

The Committee duly noted the report and looked forward to progress reports in due course.

## 76 **Community Services Quarter 3 2023/24 KPI Report**

The Committee reviewed the Service Area Plan progress report and key performance indicators up to the end of Quarter 3 2023/24.

Members noted that as with other plans, a RAG system had been applied to easily identify current performance against targets. Officers reminded the Committee that not all KPIs were set targets at the start of the financial year, and that these KPIs were recorded and reported to show breadth of activity within the business unit. For example, Community Safety and Safer Runnymede.

The Committee was advised that the following were areas of improvement from Quarter 2 to Quarter 3, where a concern had previously been identified. Officers highlighted positive moves at Chertsey Museum, Meals at Home and Social Prescribing.

[After the meeting it was confirmed that the lift at Chertsey Museum was fully functional

again]

Officers reported that Social Prescribing operated at full capacity, however, the ability to accept referrals was in part impacted by the increasing complexity of cases and therefore the time taken to provide support to residents. Officers were asked to facilitate a mechanism to include a representative from Social Prescribing in East Berkshire on the Homesafe+ platform to be more inclusive for residents in Englefield Green. Officers also stated that some well-being activation measures were being looked at for Social Prescribing.

With regard to Homesafe Plus specific referrals regarding RBC were positive and generating an uptake in both free at point of access and paid for services of approximately 60%. However, it was agreed that changes to arrangements relating to employment of staff involved, the positions of boroughs in delivering services could be a reason for the overall reduction.

With reference to the Home Improvement Agency referrals number, Officers confirmed that the difference against the target was 1 referral, which given the Christmas period alone, could account for this. However, Members were reassured that there were some positive outcomes being reached through grant applications that would be shared in a future information report to the Committee to include some interesting case studies.

Officers had agreed to monitor usage of the Eileen Tozer Day Centre and explore further initiatives for further promotional activity. The number of visitors was also being monitored to assess if there was any unmet need or if lower returning numbers was to be expected. Officers commented on the tireless efforts of the small team running this service.

In noting the report the museum at Egham were congratulated for a recent Lottery Fund award which would help augment their staffing arrangements with a new part time curator.

Thanks were extended to all staff in the Community Services Business Unit for their continued efforts, commitment and dedication to the services provided.

## 77 **Community Services 2024/25 Service Area Plan and Service KPIs**

The Committee's approval was sought for the Community Services Area Plan for 2024/25 and relevant key performance indicators.

In accordance with the corporate business planning process, Officers provided detail with regard to the objectives proposed for the 2024/25 Community Services Service Area Plan.

Members noted a summary of the process and the considerations given in writing the service area plan for the forthcoming year.

Officers advised that owing to the Council's financial position no budgetary growth had been requested for 2024/25. Instead, the objectives and direction of Community Services was to maximise existing budgets and resources, and create efficiencies where possible.

Officers asserted however, that the Council's challenges had not impaired the ambition of the team, who through the Service Area Plan, showed their commitment and aspiration to making improvements and enhancements in communities and to the lives of individual residents.

The Committee noted that on average, Service Area Plans in other business centres had approximately 25 objectives for the year. However, the Community Services Plan had 54 objectives, including those carried forward from the current municipal year.

It was agreed that the number not only reflected the ambition, but also the breadth of



services under the Community Services umbrella. However, Officers were keen to stress that it might not be possible to complete all 54 objectives in the year ahead, when considering day to day activity and service need, resources available and further priorities coming forward throughout the year. Where there were further objectives or work strands, consideration would have to be given to the impact of this on the service area plan as drafted.

Members noted that in the event that any of the objectives required investment of funding to achieve them, this would have to be provided from within service budgets, if possible, given the no growth position adopted by the Council.

Officers advised that the plan was in essence a two-tier approach; split into primary and secondary objectives, with the primary objectives being the minimum expectation for the year ahead, of which there were 22. The primary objectives could be considered the “must do” objectives for the year ahead, against which departmental and individual performance would be monitored.

Officers intended that in progress report to future meetings, the primary objectives would be reported on, as well as any secondary objectives where work had commenced.

The proposed service KPIs that would be reported to Community Services Committee in 2024/25 were also outlined in some detail. These largely mirrored those used for 2023/24, and targets/baselines would be set following the completion of Quarter 4.

Members commended the plan and were confident the business centre could rise to the challenge accordingly.

**Resolved that:**

- i) the 2024/25 Service Area Plan for Community Services, be approved; and**
- ii) the 2024/25 Service Area Key Performance Indicators, be approved**

**78 Cabrera Trust Management Committee Minutes**

The minutes of the meeting of the Management Committee held on 4 January 2024 were received and noted.

**79 Exclusion of Press and Public**

**Resolved that –**

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

**80 Runnymede Pleasure Ground (RPG) Development Programme 2024**

The Committee received a confidential report on progress with improvements to Runnymede Pleasure Grounds. Approval was sought to draw down a sum from the reserves to facilitate this.

Officers updated the Committee on a suite of proposed improvements to the Pleasure Grounds. These were to the water play facility which it was advised would require a significant outlay, the play area being organised by the Open Space and Community Development team and park infrastructure (toilets and pavilion), being lead by the Council's

Assets and Regeneration team. There were also plans to install a CCTV camera on site to improve management of the car park, deter anti-social behaviour and improve security and it was also considered necessary to effect repairs to the grassed car park.

Officers in Community Services agreed to confirm when the paddling pool in RPG would be opened in 2024.

The Committee sitting as trustees of the Pleasure Grounds acknowledged that the sum being requested represented a significant part of the reserves. However, there was an ambition to make the Pleasure Grounds the best they could be to attract visitors to enjoy the facilities and the continued open and natural aspect of the site, positioned as it was beside The River Thames. If approved the Trust's reserves would stand at approximately £135,000 of which £52,000 was set aside. Officers in Financial Services were asked to provide a breakdown of the sum set aside between monies set aside for future flooding costs and insurance and maintenance of the statue of Queen Elizabeth II. Officers in Financial Services were also asked to confirm whether the outstanding payment from Magna Carta Legacy Limited had been received, and if not, what the most economical resolution was to the matter in liaison with colleagues in Legal.

It was anticipated that once the improvements had been made, more visitors would bring additional car parking income to offset the outlay. Officers in Community Services would bring a progress report on the tendering exercises to a future meeting of the Committee.

Officers in Community Services were asked to check whether S106 monies could be used to improve pedestrian access to RPG and discuss with colleagues in Economic Development whether there were opportunities to include this in discussions with the Egham Town Team, Surrey County Council and the National Trust.

**Resolved that –**

**The RPG Development programme for the 2024 financial year, be approved, to include approval to utilise the sum as reported of the Trust's reserves for works identified in the report**

## **Appendix A Cabrera Trust Management Committee Minutes 04.01.2024**

(The meeting ended at 9.14 pm.)

Chair

Runnymede Borough CouncilCabrera Trust Management CommitteeThursday, 4 January 2024 at 2.30 pm

Members of the Committee present: Councillors C Howorth (Chair), J Hulley (Vice-Chair), Dr P Beesley, P Grobien and M Owen.

Members of the Committee absent: Councillor D Coen.

## 9 Minutes

The minutes of the last meeting held on Thursday 13<sup>th</sup> July 2023 were confirmed and signed as a correct record.

## 10 Apologies for Absence

Apologies of absence were received from Councillor D Coen.

## 11 Actions taken since the AGM

Prior to the discussion on the actions taken since the AGM. It was confirmed that the Friends of Cabrera Trust Woods were responsible for fundraising only. The volunteer group undertook the work on the site.

The Committee received a schedule of works recommended over a five year period. Officers would liaise with the Council's communication department to see what links could be made with local businesses in due course. The majority of the work could be undertaken by the volunteer group with the exception of 3 tasks which would need to be done by external contractors.

Officers confirmed that the play area in Cabrera Avenue also belonged to the Trust and therefore maintenance and any future replacement play equipment would need to be funded by the Trust. The Committee discussed the possibility of the Council purchasing the play area. Officers were asked to consult with legal/assets in this regard as it was felt that this was a drain on the trust's resources.

It was noted that more funding avenues would be available to the Trust for play area improvements than would be available to Council.

Officers highlighted to the Committee that due to the Council's own financial situation purchase of the play area by them may not be possible at this time.

**Action: Paul French to in consultation with Legal/Assets Team review the Trust documentation and bring a report on the possibility of the Trust selling the playground to the Council to the next Committee meeting in July.**

## 12 Actions taken since the last meeting in July 2023

Pond

Councillor Howorth confirmed that planning enforcement had advised him that their action relating to the pond had been concluded.

#### Incursions and depositing of Green Waste

A survey had been carried out and two properties were encroaching onto Trust land. Officers confirmed that due to a change in personal and a major reorganisation to the Green Spaces team no letters had been sent to the residents to date. The Committee asked Officers to expedite the sending of the letters, after consultation with legal officers to agree content. Officers to copy in all Wardens and Trustees for information.

The Committee requested that whilst not so urgent letters should also be sent to those depositing green waste and the potential incursions followed up in conjunction with the Wardens. Officers to copy in all Wardens and Trustees for information.

It was noted that boundary inspections should be carried out at least on a decadal basis. This would give the Committee time to enforce any encroachments before 10 years had lapsed.

#### Winter inspection of the river

As agreed at the last meeting a water inspection of the river had recently been carried out. 3 blockages in the river were noted.

The Committee discussed the option of removing the blockages, but also noted that leaving the current blockages would stop flooding further down the river. It was also noted that flooding was good for biodiversity.

It was agreed that Council Officers with specialisms in this area would meet and report back to the Committee the risks involved in both suggested actions.

**Action: Helen Wilson to write to residents who are encroaching on Trust land as a matter of urgency after consulting with legal officers regarding the content of the letters.**

**Helen Wilson to write to residents depositing green waste on Trust land and the potential incursions followed up in conjunction with the Wardens.**

**Matthew Godfrey (Parks and Arboriculture Manager), Prince Frank (Principal Engineer) and Andy Roy (Biodiversity Officer) to meet to discuss current river blockages and report back to the Committee risks for both options**

### 13 **Draft Annual Estimates**

The Committee was asked to approve the draft estimates 2024/25 as submitted.

The estimates included the estimated cost of between £4,000 and £4,500 for essential tree works. The following report would detail the works.

The day-to-day running costs of the site remained relatively static year on year. Based on current estimates an additional £12,860 would be required to be drawn down from the Trusts investment holdings in 2024/25 to offset the costs of running and managing the site. If this practice continued into the future the Charifund investment would only last

another 7 years. Fundraising was therefore vital.

The Committee queried the substantial rise in costs associated with Legal and Administrative Services. Officers advised the Committee this could be due to several factors; no increases had been applied in the last couple of years due to Covid and staffing issues, legal services may have undertaken additional work, some legal work was being undertaken outside of the Council due to the legal team also having staff shortages which could also increase costs.

The Committee felt this increase was not acceptable and Officers were asked to go back the Corporate Head of Law and Governance to seek clarification on this increase and report back to the next meeting.

The Committee was also concerned regarding the cost of maintenance and felt in future a more formal agreement on what work should be done would be beneficial.

**Action:** Paul French to discuss increase in legal and administrative services increase and report back to the next meeting.

**To note:** *Investigation subsequent to the meeting highlighted that a figure had been double counted and the charge should have been £3,500 rather than the £5,200 shown in the budget. This will be updated in the figures presented to the next meeting.*

**RESOLVED THAT:** The draft estimates for 2024/25 be approved

#### 14 Essential Tree Works

The Committee was advised that as a result of an inspection on the north and west boundaries undertaken in the Summer of 2023 essential tree works needed to be carried out.

A total of seven trees had been found to require the services of a tree surgeon. Two of the trees were at risk of falling into Wellington Avenue, four were endangering the rear boundaries of properties on the northern boundary and one was in danger of damaging a building to the rear of Christ Church Hall.

The Committee was advised that Officers appreciated the funding implications to the Trust and Officers would endeavour to seek the best price possible.

Given the essential nature of the work required the Committee supported the Officers recommendation.

**RESOLVED THAT:** Proposed essential tree works at an estimated cost of £4,000 to £4,500 to be funded from Cabrera Trust reserves be approved.

#### 15 Honorary Wardens

Officers reported that due to ill health Mrs H Lane had had to regretfully resign as Honorary Warden. Mrs Lane had been involved in the Cabrera Trust for many years and prior to

being a member of the Cabrera Trust Committee was a member of the former Riverside Walk Advisory Committee until it disbanded in 2010.

Throughout her time on the Committee Mrs Lane provided both knowledge and significant interest to the site and was delighted when the site received Local Nature Reserve Status in September 2009.

The Committee wished to pass their heartfelt thanks and recognition to Mrs Lane for her many years of service to the Committee and the locality in general.

Along with the resignation of Mr Ashby last year the Committee was asked if they wished to consider recruiting more Honorary Wardens.

Whilst the Committee felt that 3 Honorary Wardens may be enough another warden could add resilience. Officers were asked to review the Trust's constitution to see if they was a requirement for a certain number of wardens and advise the Committee accordingly.

Dr Beesley suggested he may have someone who would be interested in becoming Honorary Warden. Dr Beesley would speak to them and ask them to make contact with Mrs Holehouse if they were interested in the role.

At the last meeting of the Committee in July 2023 the Committee had asked if a member of The Friends of Cabrera Woods (FCTW) could be co-opted onto the Committee. This would enable them to vote on decisions affecting the group.

In order for this change to take place the Constitution of the Cabrera Trust Management Committee needed to be amended and agreed by the Council's Community Services Committee.

Officers had prepared a report for the Community Services Committee and the item was considered in November 2023. The Committee agreed the following;

*the Constitution of the Cabrera Trust Management Committee be changed to allow the addition of one person identified by the Friends of Cabrera Trust Woods (FCTW) to become a member of the Committee and, in the event that person is unable to attend the meeting, a further person identified by the Friends of Cabrera Trust Woods be entitled to substitute for the person who cannot attend.*

Additionally, the Committee requested clarification on the internal processes used by the FCTW for selecting and nominating named persons being co-opted onto the main representative and deputy member of the Committee.

The Committee were content with this arrangement and would revert back to Officers with the proposed process for selection in due course.

**Action:** Mrs Holehouse to consult the Trust's constitution to see if there is a requirement for a minimum or maximum number of wardens. *(To note: Trust's constitution been checked and there is no specification within it regarding the number of wardens needed/required)*

**RESOLVED THAT:** Dr P Beesley to notify Mrs Holehouse on the process of members of the Friends of Cabrera Woods being co-opted

**onto the Committee; and**

**When clarification on process received Mrs Holehouse to prepare a report for the next available Community Services Committee to seek their approval on the process suggested by FCTW – (To note: Subsequent to the meeting the Corporate Head of Law and Governance (CHLG) advised Officers that there was no need for the Community Services Committee to approve the process of co-opting onto the Committee, this could be approved by CHLG).**

## 16 **Any other business**

Prior to AOB being discussed. Dr Beesley wished to pass on this thanks to Matthew Godfrey for the exceptional support he gave to the Trust. Thanks were also given to Carol Holehouse regarding her swift responses to any queries raised.

Dr Beesley reported that the Friends of Cabrera Trust Woods (FCTW) was now up and running and had to date raised £3,200. The FCTW would like the first tranche of money to be used for a significant project as this would help encourage further donations.

The FCTW would like to meet with Officers of the Council to discuss the mechanism for allocating funds for the maintenance of the woods and Riverside walk. Agreement on how the first tranche of money should be used also needed to be discussed. It was vital this was agreed prior to the AGM. Dr Beesley would ask the secretary of the FCTW to contact Helen Wilson in this regard.

The AGM had been arranged for Friday 8<sup>th</sup> March at 7.30pm in the Virginia Water Community Centre. Councillors Howorth and Hulley were asked to attend and briefly address the meeting. Dr Beesley also asked Matthew Godfrey to attend.

The FCTW would like to look at 'donations' rather than sponsorship from local businesses. It was agreed that a draft letter would be prepared for approval by this Committee prior to being sent out.

It was noted that larger amounts from donations could be invested by the Council on behalf of the Trust once they have passed it over from the FCTW.

QR codes for the trial markers had been designed. Jeff Turner would contact Helen Wilson in this regards. Previous problems with signal on the site was noted.

## 17 **Dates of future meetings**

The dates of the future meetings were noted.

(The meeting ended at 4.37 pm.)

Chairman

<b>Report title</b>	<b>Home Improvement Agency update and policy review</b>
<b>Report author</b>	Alice Foster, Community Services Manager
<b>Department</b>	Community Services
<b>Exempt?</b>	No
<b>Exemption type</b>	Not applicable

**Purpose of report:**  
  
**To resolve**

**Synopsis of report:**  
**This report provides an update and overview of the Home Improvement Agency service from March 23 - April 24.**  
  
**This report outlines proposed changes to the Home Improvement Agency Assistance Policy, since the last update in June 2023. This includes increasing the amount available through some discretionary grant available to vulnerable residents. It also proposes updating and providing a more transparent way to means testing for grant.**

**Recommendation that:**  
  
**The reviewed Home Improvement Agency Assistance Policy, as set out in this report, be approved**

**1. Context and background of report**

- 1.1 The Home Improvement Agency (HIA) provides a dedicated service for elderly and disabled residents who need extra help to undertake repairs and/or adaptations to their homes. The HIA supports residents throughout the entire grant application process and provides advice on any other assistance available. HIA is a non-profit making service and is funded by the Better Care Fund and resourced by the Council. The cost incurred by the Council is in principle reimbursed by the fees it charges for its services to residents.
- 1.2 In January 2023, a report was presented to this Committee outlining the progress of the service over the previous 12 months, and the development plan for the next year.
- 1.3 In June 2023, a further report was presented to this Committee proposing updates to the Home Improvement Agency Assistance Policy. These were approved, and were implemented over the last 12 months.
- 1.4 This report outlines the progress made throughout the last year, including improvements following the updated Policy. It also includes further proposed updates to the Home Improvement Agency Assistance Policy.



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

### HIA service – 23/24 update

- 2.1 This report provides an outline of the service from April 2023 – March 2024.
- 2.2 Spend approximately £414,000 from April 23 - March 24. Runnymede is given approximately £874,000 annually to spend on disabled adaptations.
- 2.3 The table below shows the breakdown of referrals and complete cases from April 23 - March 24.

	Q1	Q2	Q3	Q4	TOTAL
<b>Number of referrals</b>	34	34	32	38	138
<b>Number of DFG cases complete</b>	5	5	7	7	24
<b>Number of discretionary DFGs complete</b>	1	0	2	4	7

- 2.4 Officers completed 24 DFG cases during this period. There are a large number of cases in progress and Officers continue to work hard to complete DFGs in an efficient manner. The variety of works spans from minor repairs, stairlifts, and wet rooms, to extensions and other disabled adaptations.
- 2.5 In January 2023, Officers started the process of reviewing and updating the process for selecting contractors for disabled adaptation works. This work has been completed and is being implemented within the HIA and Housing Teams. Disabled adaptation works have divided into two lots, of the most common works. Contractors are allocated on a rotational basis, shared between them. This change will help to speed up the application process, and provides a more efficient service for residents.
- 2.6 The Policy update in June 2023 provided more information on the wider range of grant available following the Regulatory Reform Order.
- 2.7 The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO) provides general powers for housing authorities to provide assistance for housing renewal, including home adaptations. By publishing the Housing Assistance Policy under the RRO, housing authorities can use government funding for the Disabled Facilities Grant (DFG) more flexibly. It is primarily for the provision of home adaptations to help people live independently. However, it also enables funding to be spent on other forms of assistance such as repairs and grant top up.
- 2.8 The policy provides residents with information on the mandatory and non-mandatory grants available. It outlines how grants can be used, and how this is aligned to mandatory grants, the RRO discretionary grants and allows Runnymede Borough Council to be more flexible.
- 2.9 This flexibility enables the Council to support more residents, and make sure that the grants on offer are relevant to the Borough's needs and demographic.
- 2.10 The mandatory grant available is the Disabled Facilities Grant (DFG). Residents can receive up to £30,000 towards adaptations to their home with the aim is to support them to continue to live independently. This includes works such as wet rooms,

stairlifts and access solutions, including ramps. This is a means-tested grant and is for residents who are disabled, elderly or vulnerable.

- 2.11 In addition to offering residents the mandatory DFG, Runnymede Borough Council provides a selection of discretionary grants to support vulnerable, disabled, and elderly residents. The policy explains the types of grants available in these strands, which include minor works, home from hospital, clearance grants, energy efficiency grants, relocation grants and a dementia living package. These grants make use of the RRO and allow us to offer a service to residents that can support their wellbeing and continue to live independently in their homes. They are structured in a way that they can be accessed depending on circumstance and situation.
- 2.12 Residents have access to loans, including from Parity Trust, to support them with works to their property. They can be accessed when they do not qualify for a grant, or when the grant does not cover the full works. These are only available for homeowners.
- 2.13 Following the Policy update, the HIA Team has become tenure neutral. This has provided consistency to residents, no matter what their housing status is and ensures all residents receive a fair, holistic assessment of their needs and appropriate adaptations. Becoming tenure neutral provides all residents the opportunity and flexibility to access the most appropriate grant suitable for them and their needs. Over the next 12 months, the service manager, Surveyor and Housing Managers will meet monthly to improve communication and collaboration on cases.
- 2.14 Grants are now approved by a panel. All non-means tested grants are approved by service Managers. All means tested grants, including DFGs, are approved by a panel including the Corporate Heads of Community Services and Housing Services and Business Planning. In their absence, Deputy Heads of Service will provide approval on the panel.

Proposed policy changes

- 2.15 The proposed changes to the Policy include increases in the discretionary grant amounts. This is to take into account the current economic climate, with materials and labour costs considerably more, and residents incomes not matching this. The service has seen the impact of this over the last 12 months, and the Policy should reflect this.
- 2.16 The table below outlines the proposed changes to the policy:

<b>Policy reference</b>	<b>Proposed changes</b>	<b>Reason</b>
2.6	To implement a means testing checklist, to support the approval of discretionary grants where necessary	To increased transparency and equity
5.1	Increase in Clearance Grant amount from £1,500 to £5,000	We have completed clearance grants this year and found that the amount is not enough to provide sufficient support
6.2	Increase in Energy Efficiency Grant from £2,000 to £3,000	Increase in the cost of labour and materials

9.2	Change to the in the Discretionary Disabled Adaptation Assistance Grant to provide an additional £5,000 if needed	Increase in the cost of labour and materials, provides more financial support for vulnerable residents
13	Include assistive technology to allow for enabled care for independent living	The RRO allows the DFG to be used in conjunction with assistive technology. This inclusion allows more flexibility and the ability to provide further support to residents

- 2.17 The proposed changes to the Policy include allowing further flexibility within the Discretionary Adaptation Assistance grant. On top of the £15,000 there will be top up of £5,000. This is to allow for the additional cost of labour and materials. It also provides the service with more options and adaptability to support residents.
- 2.18 One Clearance Grant has been approved and successfully implemented in 2023. Working closely with Environment Health, Adult Social Care and the Mental Health, the feedback was that the £1,500 available through the grant is not enough to have a large impact on residents' lives. It is proposed that this amount is increased to £5,000. This means that vulnerable residents have access to a larger fund to clear more of their homes and support them to continue to live this way long term. In the successful grant application, the £1,500 clearance grant was used alongside the £5,000 minor works grant to support home repairs, including providing cooking facilities. This small increase will have a significant impact on residents' wellbeing.
- 2.19 As previously stated in point 2.14, material costs are increasing. This includes the costs of heating and boilers. Six Energy Efficiency Grants were approved and successfully carried out in 23/24. It is proposed for the grant to be increased from £2,000 to £3,000 to support those living in fuel poverty and reflect the current economic climate. This grant will be used alongside the ECO4 Scheme, that is available to residents in Partnership with Happy Energy.
- 2.20 The ECO 4 Scheme was approved by Committee in January 2024. It is a government funded scheme designed to tackle fuel poverty and help reduce carbon emissions. The ECO4 Scheme provides funding for the installation of energy efficiency measures for low-income households with an EPC rating of D or lower.
- 2.21 The HIA Caseworkers have recently qualified as Level 4 Trusted Assessors. Throughout the next 12 months, the team will now work to implement this throughout the service, as outlined in the Corporate Business plan for 24/25. The benefits of this change will include continuing to offer a holistic service, supporting with reduce waiting times and free up OT resource for more complex cases. The Team will meet monthly with Surrey ASC Ots to discuss cases, and agree on priorities.
- 2.22 Alongside the changes stated above this change, it is proposed that the means testing process is adapted. This allows for further flexibility, supported through the RRO, and enable the Council to support vulnerable residents. A new checklist has been created, proving transparency and consistency with means testing, especially in waiving the payments in part of full. This is appendix C of the Policy. The checklist means all applications will have to fulfil a clear criteria outlining the reason and the risk of not completing the adaptation. It also provides the option for residents to pay a percentage of the cost of the works, if it is assessed that they are able to.

- 2.23 The Policy includes the addition of assistive technology under the DFG. Under the RRO, DFG monies can be used to install and facilitate digital technology to support residents wellbeing and independence. This could include the installation of alarms, doorbells, lighting systems, automatic door openers, and broader electronic support. There will be £25,000 ringfenced annually from the DFG monies to support with this.

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

- 3.1 The strategic focus of the Health & Wellbeing Strategy is placed under three main objectives with aim one 'Healthy Homes', linking directly and positively to the work the HIA Team carry out. The service supports residents to live safely at home, helping them to continue to live independently.

### **4. Resource implications/Value for Money**

- 4.1 Moving to a tenure neutral service has had an impact on resourcing and staff time. There have been 39 Social Housing Properties that the team have worked on, on top of the 127 referrals for private tenures. This is approximately a 23% increase in referrals just from Social Housing Properties over the last 12 months. This has meant that the waiting time between first initial referral and first contact has increased. However, following the successful implementation of the new disabled adaptations contract for building works, it is the hope that this will decrease time at this stage of the process.

### **5. Legal implications**

- 5.1 None identified.

### **6. Equality implications**

- 6.1 The Council has a duty under the Equality Act 2010. Section 149 of the Act provides that we must have due regard to the need to;
- a) eliminate discrimination, harassment, victimisation and other conduct prohibited by the Act
  - b) advance equality of opportunity
  - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share protected characteristics.
- 6.2 We should at all times act in a way that is non-discriminatory through our policies and procedures and interactions with people.
- 6.3 The HIA team supports disabled and vulnerable residents in Runnymede. It is implemented in accordance with the principles of the Council's Equality Objectives 2023 – 2027 as adopted by the Council in October 2023.
- 6.4 When the policy was first adopted a full equalities impact assessment was undertaken. This has been reviewed to reflect the updated policy and a screening assessment has been considered by the Council's Equalities Group, as attached at Appendix B.

### **7. Environmental/Sustainability/Biodiversity implications**

- 7.1 To run a sustainable service we need to ensure that our people, our materials, and our contractors are sustainable. To have sustainable people, the workforce needs to ensure they are working together effectively to deliver the best possible outcome for

residents. The HIA Team and Housing Team will work collaboratively throughout the application process to utilise all skills and resources in the best way possible.

- 7.2 To make sure our materials and contractors are sustainable, we have implemented a new contract to support with sustainable procurement practises.
- 7.3 It is recognised that a mandatory part of the HIA service is the requirement for Caseworkers to travel around the borough to visit clients in their home, and there will be an environmental impact associated with the use of their car. To mitigate this impact, they are classed as mobile workers, and able to work from anywhere in the borough. For example, if the clients house is closer to their home, they will work from home before and after the visit.

**8. Risk Implications**

Not applicable

**9. Other implications**

Not applicable

**10. Timetable for Implementation**

Not applicable

**11. Conclusions**

- 11.1 This report provides an update on the HIA service over the past 12 months. The team have successfully delivered DFG and discretionary grants to vulnerable residents across the Borough. Additionally, the Team provide a holistic service, putting residents at the centre of decisions, working flexibly to support as many as possible. The service has also moved towards becoming tenure neutral, successfully collaborating across the HIA and Housing Teams. All residents across the Borough.

**12. Background papers**

Full Equalities Impact Assessment conducted in 2023  
A 'track changes' version of the reviewed policy

**13. Appendices**

Appendix A - Home Improvement Agency Assistance Policy – June 2024 review.  
This the review policy, including the changes outlined in this report.

Appendix B Equalities Screening Assessment

# **RUNNYMEDE BOROUGH COUNCIL**

## **Home Improvement Agency Assistance Policy**

Review due: June 2025

# 1. Introduction

1.1 The Home Improvement Agency Assistance Policy sets out the financial assistance that will be provided to private homeowners, private tenants and Residents living in Social Housing Properties throughout Runnymede Borough Council. The Policy sets out the support available and how to seek assistance from the Home Improvement Agency (HIA) Team.

1.2 It outlines the procedures introduced in response to the adoption of the Runnymede Private Sector Reviewal Strategy 2019 – 2024.

1.3 The Council's obligations, powers and duties in relation to the provision of financial assistance for repair and adaptations are contained within the Housing Grants, Construction and Regeneration Act 1996 and the Regulatory Reform (Housing Assistance) (England and Wales) Order (RRO) 2002. Central Government provision for Disabled Facilities Grants (DFGs) and the Handyperson Service (HPS) is allocated to the Council through the Better Care Fund (BCF) via Surrey County Council (SCC) and NorthWest Surrey Clinical Commissioning Group (NWSCCG). This policy provides flexibility to deliver an adaptations programme, according to local priorities and available resources.

1.4 The overall aims and objectives of the Home Improvement Agency Assistance Policy are:

- To assist low income, elderly or disabled persons whose homes are in need of urgent repair, to make their homes safe to live in
- To support the adaptation of disabled people's homes to enable them to live independently and ensure their homes are suitable for their needs or support disabled people to move to an alternative home that will better meet their needs
- To assist low income elderly, disabled, families with children who are homeowners or private tenants, to tackle energy efficiency and fuel poverty
- To assist residents who have been discharged from hospital back to their homes to minimise bed blocking and support recovery from illness
- To provide a subsidised home repair service through a Handyperson Service (HPS) to enable residents to maintain a safe and secure home environment
- To make best use of the Council's property assets so that the long-term benefit derived from the housing stock is preserved for future use.
- Ensure residents have a full understanding of the parameters within which decisions are made

1.5 The underlying principles of the Policy are:

- Homeowners should, in the first instance, be responsible for improving and maintaining their homes. Financial assistance from the Council is only appropriate where homeowners do not have the means to do so. Private tenants should first consult with their landlord, who is responsible for maintaining and repairing properties.
- All Social Housing tenants should follow this policy when applying for adaptations to their property
- The Council's financial assistance scheme must provide best value. The Council must use its public funds prudently and effectively. Loans will be provided in preference to grant aid where this is considered appropriate and affordable for the homeowner. As the loans are ultimately repayable, the Council will be able to assist more people and improve more homes by this method. Grant aid will only be provided where loans are not appropriate
- Any financial assistance scheme cannot assist all homeowners in need, or even address all cases of unsatisfactory housing. The financial resources available to the Council are limited and grant assistance is only available in certain circumstances that have been designed to address the priorities set out below

- Repair or adaptation of a property for the existing occupier may not always be the most reasonable and practical solution. In handling applications for assistance the Council will have to assess the appropriateness of the case and give consideration to alternatives such as re-housing or re-location.

## 2. Financial Assistance

### **Disabled Facilities Grant (DFG)**

2.1 The Council has a statutory obligation under the Housing Grants, Construction and Regeneration Act 1996 to administer mandatory DFGs to provide aids and adaptations to enable disabled residents to live independently in their own homes.

2.2 The eligibility criteria, scope of the works and general requirements governing DFGs are prescribed by the Government and the Council is unable to deviate from these requirements.

2.3 To be eligible for a grant:

- The applicant must either be a home-owner or tenant, including private tenants, local authority and social housing tenants
- The applicant or beneficiary of the adaptation must be registered disabled or eligible to be registered
- A written recommendation from an Occupational Therapist (OT) or Trusted Assessor (TA), that adaptation works are necessary and appropriate to meet the needs of the client for one or more of the following purposes:
  - i) Facilitating access to and from the dwelling or building by the disabled occupant;
  - ii) Making the dwelling or building safe for the disabled occupant;
  - iii) Access to the principal family room by the disabled occupant;
  - iv) Access to or providing a bedroom for the disabled occupant;
  - v) Access to or providing a room containing a WC for the disabled occupant or facilitating the use by the disabled occupant of such a facility;
  - vi) Access to or providing a room containing a bath or shower for the disabled occupant or facilitating the use by the disabled occupant of such a facility;
  - vii) Access to or providing a room containing a wash hand basin for the disabled occupant or facilitating the use by the disabled occupant of such a facility;
  - viii) Facilitating the preparation and cooking of food by the disabled person;
  - ix) Improving or providing a heating system for the disabled person;
  - x) Facilitating the use of or power, light or heat by the disabled person by altering same or by providing additional means of control;
  - xi) Facilitating access and movement around the dwelling to enable the disabled person to provide care for someone;
  - xii) Making the dwelling or building suitable for the accommodation, welfare or employment of the disabled person
  - xiii) Facilitating access to and from the garden by a disabled occupant, or making access to the garden safe for a disabled occupant

2.4 If an OT or TA assessment is undertaken and recommendations made, the Council may review the recommendation before a formal application is received. Consideration will be given to whether the proposals are "reasonable and practical". If a private OT has provided the recommendation, the Council will consult with the Social Services Authority as required under the Housing Grants, Construction and Regeneration Act 1996.



2.5 As referenced above, Trusted Assessors will be utilised for assessments where appropriate. For further information on the instances that a TA will be used instead of an OT please discuss this with a member of the HIATeam at the point of referral.

### 2.6 Means Testing (Appendix A)

The applicant and their spouse/civil partner/common law partner shall be means tested to determine what contribution (if any) they will be obliged to make towards the costs of works. Means testing shall not be applied where the beneficiary of the adaptation is under 19 years of age. If it is determined that a contribution must be paid by the resident, this should be paid before works commence.

There are instances where it is determined that the applicant has a contribution but it is not realistic, for a variety of reasons, that the resident can pay the amount. It is at the discretion of the Council, and the available financial resources at the time, for this to be waived. If this decision is made, the applicant will instead apply for a discretionary grant.

If it is decided that a contribution will be waived, in part or full, the Means Tested checklist will be used for transparency and equality of decisions. The checklist includes a risk assessment, deciding the risk to not completing the adaptation, or the resident paying their contribution.

If an applicant has been diagnosed with a life limiting illness or chronic illness (e.g. Motor Neurons Disease or Multiple Scoliosis), the Council reserves the right to waive the means testing part of the application if the applicant is still working. This is subject to Council discretion and available funds at the time of application.

### 2.7 Grant financial limits

The maximum amount of grant is set by central government and is £30,000. Where a financial contribution is required, the level of grant will be reduced by the amount of any assessed contribution towards the cost of the works.

### 2.8 Grant conditions

It is a condition of the grant that the applicant or a member of the applicant's family will occupy the dwelling as an only or main residence throughout the grant condition period. The grant condition period lasts for five years from the date certified by the Council that works are satisfactorily completed.

A condition regarding repayment will be attached where the grant exceeds £5,000. The repayment condition will be applied where the property is disposed of (whether by sale, assignment, transfer or otherwise) within 10 years or if there is a change of ownership within 10 years of the completion of the works. Repayment will be limited to £10,000. If subsequent loans grants are made, the total of both will be taken into account.

Where a grant is subject to repayment conditions then the Council will take the following into account when asking for repayment:

- The extent to which the recipient of the grant would suffer financial hardship;
- Whether the sale is to enable the recipient to take up employment, or to change location of their employment;
- Whether the sale is being made for reasons connected with the disabled person's physical or mental health or well-being;
- Whether the sale is being made to enable the beneficiary of the grant to live with or near a person who is disabled or infirm and in need of care which they will provide;
- Whether the sale is made to enable someone to provide care for the beneficiary of the grant.

Having considered all these factors the Council must be satisfied that repayment is reasonable in the circumstances.

These conditions only apply to privately owned properties.

### 2.9 Additional information relating to Social Housing properties

The Council will not usually replace adaptations in a property where they have been removed by the current resident. If they are required, it will be at the Council's discretion where to reinstall, and the cost may be recharged to the resident.

For social housing tenants, where a home has been adapted for a specific resident who no longer lives there, the Council will try to identify a suitable tenant for the property. In the event that this is not possible, the property may be let with adaptations in place, and these will not usually be removed at the request of the new resident. The property will be advertised and let as such unless there is a prior agreement in writing from the Council to carry out works. Where a resident living in an adapted property is being moved because of redevelopment or refurbishment of their home, essential adaptations will be carried out in the new home being offered. This is most likely to apply to residents of previously converted housing, older properties and Independent Retirement Living schemes which require refurbishment.

During planned works, the Council will maintain any existing adaptation or fixed equipment if it is still needed for the household. The Council may remove semi-portable equipment or minor adaptations such as a handrail, stair lift or specialist shower if no longer needed due to a permanent change in the household requirements. Fixed adaptations such as structural alterations or concrete ramps will be retained and maintained.

Pavement crossovers and hard standings will be considered if recommended by an OT. If the Council does commit to completing the work, these requests are subject to approval by the Planning Department and Surrey County Council Highways.

There is no statutory duty to grant works to communal areas. Where works are both necessary and reasonably practical, the Council will consider essential access requirements. Such proposals may require the consent of other residents and must not compromise other residents' safety and will therefore be risk assessed on a case-by-case basis. In Social Housing, the Council will consider the cost and practicality of making provision for residents' mobility scooters and whether it is appropriate to offer alternative accommodation. Requests for the provision of a mobility scooter store without any other adaptations will be considered alongside an OT or TA report.

Where a tenant requests a mutual exchange or transfer from their adapted property to one that is not adapted the Council are likely to decline the request unless there is evidence that the adaptations are no longer required. The Council may not carry out further adaptations to the subsequent property unless there are extenuating circumstances. When tenants request a mutual exchange, the incoming tenant will be expected to have an OT recommendation for any installed adaptations.

Tenants wishing to carry out their own adaptations, including making provision for a mobility scooter, need permission from the Council before any work is carried out. The resident must;

- Ensure proposed work is carried out by a fully competent qualified contractor
- Conform to the appropriate regulations and legislation
- Be responsible for putting right any damage relating to the works being carried out

- Contact the Council Home Improvement Agency Team upon completion of any work so an inspection is carried out
- Provide the Council with any relevant certificates of the work upon completion
- Maintain and repair any equipment or fittings they have installed

### **3. Discretionary assistance**

3.1 In addition to providing mandatory DFG's, the Council has the power to offer discretionary financial assistance by virtue of the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002. Using these powers, the Authority has agreed to offer discretionary grants for private sector residential adaptations in certain specific circumstances and where funding permits.

3.3 Any discretionary assistance will only be considered having regard to the financial resources available at the time.

### **4. Minor Works Assistance**

4.1 Small grants are available on a discretionary basis, within an annual budget limit, to assist low income, vulnerable homeowners and tenants to carry out small scale works of repair or improvement which address their health, safety and security needs or otherwise essential minor repairs to improve the condition of the home.

4.2 These grants are only available for works administered by our HIA and only in circumstances where there is no other funding available to carry out the works.

- Maximum grant is £5,000 plus any VAT chargeable and fees payable to the Home Improvement Agency.
- No more than £6,000 (plus VAT and/or Fees) can be payable in regard to the property within a 3 year period. This is only relevant to this discretionary grant and does not apply to mandatory grants.
- Applicants must be over 60, disabled or otherwise vulnerable.
- Applicants must have lived in the property for a minimum of 2 years prior to the application.
- Applicants with savings of more than £23,500 will not be eligible.

4.3 Applicants must be in receipt of, or eligible for, a means tested benefit; or be proven not to be able to afford the works. If the applicant has sufficient capital, they will be expected to use their own resources and not apply for a grant. However, assistance can be provided with organising the works for a fee.

4.4 Adaptation work that the Council could carry out to an individual flat or house which otherwise meets the current household needs includes:

- Installation of grab rails in various locations throughout a property
- Installation of access steps/ramps to front and rear entrances
- Additional internal banister rails
- Additional external handrails
- Installation of lever taps
- Installation of over-bath shower facilities
- Installation of an adapted bathroom.

All adaptations for Social Housing properties will be subject to suitability.

## 5. Minor Works – Clearance grant

5.1 Small grants are available on a discretionary basis, within an annual budget limit, for complex social support for “extreme” cleans where there may be hoarding issues, but not filthy and verminous. The grant is aimed to support vulnerable clients in private dwellings with significant hoarding that impact on the client’s well-being and neighbouring properties.

- £5,000 towards clearing a home
- Residents will be assessed to check they do not have more than £23,500 in savings
- The grant is a one-off payment, and cannot be applied for multiple times
- Payment can be made to the caseworker or cleaning company direct
- Referral must come from Environmental Health and/or Adult Social Care
- Referral must include the reason why the funding cannot come from Adult Social Care
- Resident must have a dedicated caseworker from Environmental Health (EH) and/or Adult Social Care (ASC) who will coordinate the approach
- Approach will be coordinated by the referrer (EH or ASC)
- Specialised hoarding company must be used for the de-cluttering
- On-going support should be put in place to support any relapses e.g. CBT, group therapy, peer support
- Fire service involved if needed

## 6. Energy efficiency grant

6.1 Small grants are available to support residents in replacing or repairing central heating boilers and heating systems.

6.2 These grants are for urgent minor repairs and energy efficiency top up grants and are only available for works administered by HIA and in circumstances where the resident has no alternative means of self-funding. Residents must check works cannot be completed by their insurance company before applying. The eligibility criteria is:

- Maximum grant is £3,000 plus any VAT chargeable and fees payable to the Home Improvement Agency.
- No more than £6,000 (plus VAT and/or Fees) can be payable in regard to the property within a 3 year period. This is only relevant to this discretionary grant and does not apply to mandatory grants.
- Applicants must be over 60, disabled or otherwise vulnerable
- Applicants must have lived in the property for a minimum of 2 years prior to the application
- Applicants with savings of more than £23,500 will not be eligible
- Applicants must be in receipt of, or eligible for, a means tested benefit; or be proven not to be able to afford the works. If the applicant has sufficient capital, they will be expected to use their own resources and not apply for a grant. However, assistance can be provided with organising the works for a fee.

Residents of Runnymede have access to the ECO4 Scheme, that the Council are running in partnership with Happy Energy. This is a governments energy efficiency scheme that provides running for the installation of energy efficiency measures for low-income households. The scheme targets the least energy efficient homes, with properties with an EPC rating of D or lower qualifying.

For Social Housing tenants, boilers and heating repairs and installations are covered under the obligation of the Council in relation to tenancy.

## 7. Feasibility grant

7.1 A feasibility grant can be used:

If an OT assessment is undertaken and recommendations made for a DFG, and

- The Occupier qualifies financially for a mandatory DFG, and
- They need to get a structural survey done for more complex disabled adaptations , or
- To investigate other options in line with the OT's recommendation so they get the most suitable adaptation

7.2 There is a limit of £5,000 for this grant and where proposed works are feasible, it will be deducted from the total DFG available. For example if a person has a £5,000 feasibility grant then the maximum mandatory DFG would be £25,000.

7.3 A DFG means test will be undertaken for the disabled person and any partner to determine eligibility for this grant. If the disabled person is a child, the parents or legal guardian are not means tested.

## 8. Relocation Grant

8.1 Where it is assessed that adaptation works required to a property relating to a disabled person are uneconomical or considered unreasonable and/or impracticable having regard to the age and condition of the dwelling or building, the Council has discretion to provide grant aid to assist in the reasonable costs associated in moving to a pre-adapted or more easily adaptable property.

8.2 These costs may include:

- Removal expenses
- Legal costs
- Valuation costs

8.3 These costs will not include those related to the purchase of a home, such as stamp duty or a deposit.

8.4 To qualify:

- The applicant must be either an owner-occupier or tenant. This includes tenants in both private and council owned properties.
- The relevant person must be a disabled person within the household, registered or eligible to be registered with Adult Social Care.

8.5 There is a limit of £10,000 for this grant per application. It will also be possible to apply for DFG for the new property, however to a maximum combined value of £30,000 if within Runnymede borough. For example if a person has a £10,000 relocation grant then the maximum DFG at that new property would be £20,000.

8.6 The Council reserves the right to place a legal charge on the property, for repayment of this grant, if the property is sold or ownership transferred within ten years of the award in line with the Regulatory Reform Order.

8.7 A DFG means test will be undertaken of the disabled person and any partner to determine eligibility for this grant. If the disabled person is a child, the parents or legal guardian are not means tested.

## 9. Discretionary Adaptation Assistance (DAA)

9.1 In some cases the extent of the aids and adaptation required for a disabled applicant is extensive and the total cost of the work may exceed the amount available under the DFG regime. Where the additional funding cannot be met by SCC, the housing association (where applicable) or the disabled occupant and all other sources have been exhausted, consideration will be given to providing the necessary top-up funds.

9.2 The Discretionary Adaptation Assistance (DAA) grant can be used for the following:

- Where the Disabled Facilities Grant (DFG) isn't enough to pay for the works needed
- Where the works aren't covered under a DFG, such as adapting or making a home safe to allow a hospital discharge
- For getting adaptation works done quickly for a terminally ill patient
- For repairing adaptations that are already in the property
- For residents who are not financially eligible for a DFG, but do not have sufficient capital to fund the adaptation works themselves
- These grants are dependant upon the financial resources available at the time of application

The maximum grant available is £15,000.

There is a supplementary grant of £5,000 available if sufficient funds are available at the time of grant approval.

9.3 To qualify for DAA the client must have, but not limited to:

- An OT assessment or a referral from a health professional
- Savings of less than £23,500
- Means test completed
- Surveyor specification, detailing the work required
- Contractor estimates for the works
- Owner permission received from a landlord (if applicable)
- Risk assessment from OT, determining the risks if the works do not take place

Where DAA is required, approval is subject to a panel of Head of Community Services, Head of Housing and Adult Social Care. Should there be other health partners involved with a case, they will also be invited to discuss specific applications.

### 9.4 Conditions of the grant

A repayment condition will be applied where the property is disposed of (whether by sale, assignment, transfer or otherwise) within 10 years or if there is a change of ownership within 10 years of the completion of the works. Repayment may be waived if there are exceptional circumstances requiring the sale or disposal and repayment would cause exceptional hardship.

This charge only applies to residents that privately own their homes.

## 10. Dementia Living Package

10.1 Small grants are available under the Discretionary Adaption Assistance Scheme, for residents with a diagnosis of Dementia, to provide assistance for items such as improvement of lighting and colour contrasts, signage, equipment, improve internal and external access.

10.2 The qualifying conditions are the same as for the Discretionary Adaption Assistance grant, but the maximum contribution is up to £3000.

10.3 This budget will be ringfenced each year and is subject to sufficient funds being available.

## **11. Home from Hospital Package**

11.1 This is a small grant available under the Discretionary Adaption Assistance Scheme. This grant is for fast tracked repairs for people awaiting discharge from hospital or immediately after hospital discharge. Referrals should be by hospital staff or other health and social care professional. Referrals for assessment of need are also able to be made by Social Prescribing Officers and Handyman services.

11.2 The maximum grant available is £7,500.

11.3 This grant is to be used for residents who are awaiting hospital discharge or who have recently been discharged. Is it for adaptations that need to be done urgently to support the applicants safety and independence in their home. This includes stairlifts and access solutions.

## **12. Home Trust Loan Scheme/Major Works Loan (applicable to homeowners only)**

12.1 The Council offers a subsidised loan to homeowners to improve and renovate their homes. The loan sits alongside the existing discretionary grant policy and can help finance works where the applicant would be excluded by the stricter eligibility criteria for a grant.

12.2 Runnymede Borough Council is working in partnership with Parity Trust. Parity Trust is a socially responsible, not-for-profit lending organisation. By working with Parity Trust, a low-cost lending scheme, subsidised by the Council is available for home repairs or maintenance.

12.3 These loans for up to £25,000 are available for elderly and disabled homeowners who would otherwise be unable to carry out the works.

- The homeowner must be in receipt of a means tested benefit or otherwise have insufficient capital or income to be able to finance the total cost of the essential works privately (this will be established by application of the means testing calculation currently used for Disabled Facilities Grants)
- The homeowner must either be disabled or be a person of 60 years or over, (if a couple, the older person being 60 years or older).
- The work needs to remedy repair or serious defects and will be inspected before approval is given.

12.4 The interest on the loan is fixed for the life of the loan at a low rate (typical APR of 5.63% as of June 2023). Parity Trust will do a full financial assessment and repayments will be set at an amount the homeowner can afford. If they do not qualify for a Home Trust Loan, Parity Trust may be able to offer advice on other options available including other low cost, non-subsidised, loans.

12.5 The loan will be secured against the property and applicants must understand that their home may be repossessed if they do not keep up repayments on a mortgage or other debts secured against it.

## 13. The DFG and Assistive technology

13.1 The DFG can be used in conjunction with assistive technology to:

- To facilitate access to and movement within the dwelling, e.g. automatic door openers, stair and platform lifts
- The preparation and cooking of food, e.g. adapted and height adjustable cooking surfaces
- Accessing and using the bedroom
- Controlling sources of power, light and heat e.g. smart lighting, smart thermostats, smart hubs, automated light switches
- 

13.2 Products may need a suitable level of digital connectivity to function. If a property does not already have this necessary infrastructure to support this, the DFG may be used to fund capital equipment required.

13.3 Some assistive technologies have associated ongoing maintenance and support costs. The DFG can fund installation costs and fees associated with installation set up but it does not fund ongoing maintenance or support costs. All ongoing costs cannot be included in a DFG. The application must fund other means to fund these costs.

13.4 Under the RRO, discretionary funding can be used to fund assistive technology. These grants are designed to improve access to assistive technology in the home for the application, specifically aimed at enhancing health, wellbeing and independence.

13.5 The Council will ringfence £25,000 annually to support with assistive technology. This is from the annual DFG allocation received by the Council.

## 14. Application Process and Grant Conditions

14.1 As part of a grant or loan, there will be general conditions attached. They are as follows:

- A minimum of two estimates are required, or where appropriate the Council's schedule of rates with specialist contractors e.g. stair lifts.
- A formal decision will be provided within 3 months for applications to Minor Works Assistance and Discretionary Adaptation Assistance funding schemes
- A formal decision on Mandatory DFG applications will be provided within no more than 6 months.
- Any grant approval will include fees and client contribution.
- The client contribution must be paid before work commences.
- The aggregate of interim or staged payments must not exceed nine-tenths of the amount of the grant.
- The assisted works must be completed within twelve months from the date of approval, or such further period as the Council may allow.
- The assisted works must be carried out in accordance with such specifications as the Council determine.
- The assisted works must be carried out by the contractors that submitted the estimates upon which the assistance was approved.
- The assisted works must be executed to the satisfaction of the Council.
- The Council must be provided with an acceptable invoice, demand or receipt for the works and any professional fees or charges.
- Advance payments will only be made with the prior approval of the Council before works commence e.g. if contractors request stage payments.



- Unforeseen works will be regarded as additional works which could not have been reasonably foreseen at the time of approval but are necessary and can only be approved with the agreement of the Council.
- Works eligible for funding through an insurance claim will not receive assistance.
- The dwelling or home must be occupied as the applicant's main residence. The applicant must also certify that they intend to remain in the property for 5 years following the works.
- Repayment of the grant is required should the home be sold or transferred within 10 years of the date that the works are certified as being complete.
- To assist with recovery of the sums due in the event of a breach of a grant condition, a charge will be registered on the local land charges on houses where the grant exceeds £5000.
- The council reserves the right to manage Housing Association cases, on behalf of the Housing Association
- Grants will be approved by a panel, dependent upon grant amount. Discretionary grants of £5,000 and lower will be approved by Deputy Heads of Service and Service Managers. Mandatory grants , including DFGs, will be approved by Heads of Service.

## **15. Home Improvement Agency**

15.1 The Council provides a Home Improvement Agency (HIA) – to provide a dedicated service for elderly and disabled residents who need extra help to undertake repairs and/or adaptations to their homes.

15.2 The HIA will assist residents through the whole grant application process and provide advice on other assistance available. The HIA officers and surveyors visit the client in their own home to:

- Assist with completing application forms
- Undertake the financial check to establish the client's eligibility for a grant
- Meet with the OT to agree how the adaptation will be done in accordance with the OT assessment
- Undertake the function of Trusted Assessors in relation to minor adaptation and works
- Prepare schedules of work, detailed drawings and contract documents
- Help in finding suitable and reliable builders / contractors and in obtaining competitive quotes
- Supervise the works
- Obtain the required Local Authority Planning and Building Regulations approvals where necessary for major schemes

15.3 The HIA service is non-profit-making. It is jointly funded by SCC, NWSCCG and the Council. It is also partly funded through the fees it charges for its services.

## **16. Handy Person Service**

16.1 Runnymede Borough Council work in partnership with Spelthorne, Surrey Heath and Woking Borough Councils to provide a Handyperson service to residents of the borough. The service operates under the service title Homelink, with Woking Borough Council the lead partner borough, responsible for the coordination and delivery of the service.

16.2 The core objective of the service is to provide a low-cost Handyperson service. The service is for elderly, disabled and vulnerable residents to undertake minor works of home repair and home safety such as:

- Minor aids and adaptations

- Fitting of half steps and galvanised rails to access doors
- Home security work, including key safes, door chains and spy holes
- Installing smoke or carbon monoxide alarms
- Electrical jobs such as changing light pendants, installing or replacing an extractor fan
- Plumbing work such as replacing taps or washers
- Small DIY jobs including changing light bulbs, hanging curtains or blinds, putting up shelves, changing toilet seats, assembling small items of furniture and draught proofing.

16.3 This service is open to homeowners or private tenants in Runnymede who meet any of the following criteria:

- Are aged 60+
- Have a disability
- Are vulnerable in some other way, or
- For tenants, we can only help if the work would normally be their responsibility, rather than their landlord's.

## **17. Appeals and Approval Process**

17.1 Any applicant wishing to appeal against a decision on the provision or recovery of financial assistance may appeal in writing to the Corporate Head of Community Services or Corporate Head of Housing.

17.2 Any person wishing to complain about the level or standard of service provided should follow the Runnymede Borough Council complaints scheme.

17.3 Non-means tested grants for privately owned properties, private rented and housing association properties will be approved by the management of the Home Improvement Agency. Residents residing in Social Housing will be approved by members of the Housing Management Team.

17.4 All means tested grants will be ratified by a panel made up of the Head of Community Services and Corporate Head of Housing.

## **18. Communication and Consultation**

18.1 Throughout the process, residents from all tenures will be provided with clear and comprehensive advice and information, with the aim for a single point of contact. Prior to the adoption of this policy and any future amendments, this policy will be brought to the Community Services Committee and Housing Committee for approval.

18.2 When works to all properties are approved, the council will consult with residents, explaining the scope of the work and how long it is likely to take to complete.

18.3 Where adaptations are refused or declined by the resident in favour of a move to alternative accommodation, the Council will provide support during the house moving process.

18.4 The Council will actively promote this policy and the adaptations service through a range of media including (but not limited to) leaflets, posters, social media, newsletters and the Council website.

## 19. Armed Forces Covenant

19.1 The Armed Forces Act 2021 places a legal duty on specific public bodies to have due regard to the principles of the Armed Forces Covenant when exercising certain statutory function. This includes the Disabled Facilities Grant.

19.2 Runnymede Borough Council will follow the guidance set out in the Armed Forces Covenant when working with and dealing with applications for DFGs with families and individuals in the Armed Forces.

19.3 The Armed Forces Covenant details further information on the legislation and guidance that Runnymede Borough Council will follow.

## 20. Equality and Diversity

20.1 In producing this document an Equality Impact Assessment (EIA) has been carried out.

20.2 An EIA is a way of assessing the impact, or likely impact, that a particular policy, procedure or decision will have on particular groups. This is used to assess whether, in making the decision, the Council has complied with its public sector equality duty under S149 of the Equality Act 2010 (as amended) to eliminate discrimination and any other conduct that is prohibited under this act and to advance equality between those who share a protected characteristic.

20.3 The EIA is available on request through the Home Improvement Agency Team.

## 21. Version Control

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
V1	April 2024	First annual review of policy	30/04/2024	Alice Foster	Community Services Committee
V2	May 2024	Review of policy		Alice Foster	Community Services Committee

## Appendix A

### **Resources guidance for means testing for Disabled Facilities Grants**

For Disabled Facilities Grant (DFG) applications made on behalf of a child, or for adult applicants who are in receipt of a 'passporting benefit' \*, the mandatory DFG grant will pay for the reasonable cost of works and fees up to a maximum of £30,000.

In all other cases, DFG applications are subject to a statutory financial means test. The assessment looks at the resources of the disabled person (the relevant person) and their spouse/ partner and their dependents. The test is used to determine how much, if anything, the relevant person is required to contribute towards the cost of the works. The applicant must pay their contribution (calculated by the means test) towards the cost of grant-eligible expenses.

Where the applicant (the owner or tenant of the property) is not the disabled person, it is the disabled person (together with their spouse/ dependents etc.) who will be means tested and who will be required to declare, and provide documentary evidence of, all income, savings and capital.

#### **Passporting Benefits**

Adult DFG applicants who are in receipt of one of the following benefits will be 'Passported' to receive the reasonable cost of the eligible works and fees, without undergoing a financial means test.

- Income Support
- Income based job seekers allowance
- Income related employment and support allowance
- Guarantee pension credit
- Working/Child tax credit – income (for tax credits) below £15,050
- Housing Benefit
- Universal Credit

## Appendix B

### Definitions

#### Definition of vulnerable households

Vulnerable household groups targeted for assistance are those who may be particularly at risk of suffering health and safety problems as a result of poor housing conditions in situations where they do not have the resources or support to undertake remedial action themselves. Married couples and partners are treated as a single person when living at the same property and both sets of finances are taken into account.

Applicants must be:

- In receipt of a means tested benefit (as set out below) which will mean no contribution to make towards the cost of works, subject to the grant maximums. In addition to the income related benefits that are 'passporting benefits' for a DFG or;
- Have the state retirement pension as their main source of income with savings of less than £15,000, or be subject to a means test which closely follows the statutory test for DFG's
- The test looks at an applicant's income and capital and their ability to meet the cost of the works from their own resources.

#### Eligible benefits

- Income support
- Income-based employment & support allowance (not contribution based ESA)
- Income based jobseeker's allowance (not contribution based JSA)
- Working tax credit and/or child tax credit (where your annual income is below the income threshold to attract the maximum tax credit amount)
- Housing benefit
- Guaranteed pension credit (not savings pension credit alone)
- Universal credit

#### Definition of "reasonable and practical"

The definition below is taken from "Disabled Facilities Grant delivery: Guidance for local authorities in England".

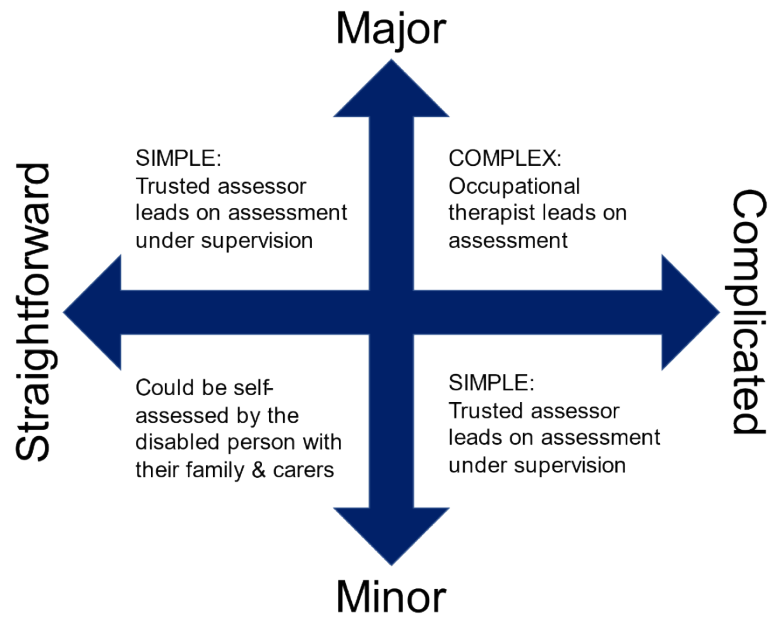
Where the relevant works have been judged to be necessary and appropriate, the housing authority then has to consider whether it is reasonable and practicable to carry out the works having "regard to the age and condition" of the property. The reason for this test is that it may not be a good use of resources to award a DFG to adapt an old, run-down building. Each application should be considered on its own merits but where a home is in serious disrepair or beyond economic repair then a housing authority may consider that the relevant works are not reasonable and practicable. In these cases, it would be good practice for local authorities to provide information and advice to the applicant on their housing options. Other issues, such as whether the property is otherwise suitable for the disabled person are not relevant considerations.

#### Triaging

Foundations, the National Body for DFGs and HIAs in England, and the Government DFG guidance recommends that authorities use a triage system to make an initial assessment of the complexity and urgency of the case.

All referrals will be triaged as the following:

- Urgent & simple
- Non-urgent & simple
- Urgent & complex
- Non-urgent & complex



Authorities are recommended to treat cases as urgent in the following circumstances:

- Coming out of hospital and at risk
- Living alone and at risk
- Severe cognitive dysfunction and at risk
- Living with a carer who is elderly or disabled
- Living without heating or hot water and at risk
- Limited life expectancy

## **Appendix C**

### **Means testing checklist**

The table below will be used when the approval panel is deciding if means testing will be changed for an applicant, including waiving a contribution for works in part or full.

This process can only be used if the applicant does not have sufficient savings to pay for their contribution to the cost of works or they are unlikely to be able to replenish the savings used due to cost of living.

<b>Reason</b>	<b>Yes/No</b>	<b>Explanation</b>
Savings less than the cost of works/ their contribution		
Does not have money in account to pay for contribution		
Living within their means		
Will paying the contribution have an impact on their current or future quality of life		
Are they still in work, but have a chronic, life limiting or terminal illness		

### **Risk assessment**

What is the risk of not waiving the contribution	
What is the risk of asking the resident to pay for part of the works	

Decision – will the contribution be waived - Yes/No Will the applicant be asked to pay part of the cost of works? Yes/No

If yes, how much – 50%,25%,10% of the total cost of works

Reasoning (to include why they are not suitable to access a loan) -

# EQUALITY SCREENING

Equality Impact Assessment guidance should be considered when completing this form.

POLICY/FUNCTION/ACTIVITY	LEAD OFFICER
Home Improvement Agency Assistance Policy	Alice Foster & Maggie Ward

**A. What is the aim of this policy, function or activity?** Why is it needed? What is it hoped to achieve and how will it be ensured it works as intended? Does it affect service users, employees or the wider community?

This policy sets out how disabled adaptations and grants for council owned properties and privately owned properties will be dealt with. The Council is committed to supporting tenants to live independently within their own homes where possible. The increase in demand for social housing requires a greater focus on supporting tenants to consider how their housing needs may be met in the longer term and this policy clarifies that.

This policy is aligned with the Disabled Facilities Grant process, the Council’s approved Housing Allocation Scheme and the objectives of making best use of stock, ensuring Best Value and responding to the housing needs in the area.

A review of the policy includes increasing the amount available through some discretionary grant available to vulnerable residents. It also proposes updating and providing a more transparent way to means testing for grant.

RBC’s stated objective it to operate a service that offers suitable, practical and cost-effective solutions that meet tenants’ assessed needs, ensuring their safety, well-being and quality of life.

Assessments are completed by Occupational Therapists (OTs) or a Trusted Assessor in line with their good practice guide and a referral is submitted to the Home Improvement Agency (HIA), outlining the work required. The Home Improvement Agency Team then follow their process to put these adaptations in place for the residents. The HIA Team work closely with the Housing Team to ensure all adaptations are suitable.

The Policy affects service users and the staff administering the policy.

**B. Is this policy, function or activity relevant to equality?** Does the policy, function or activity relate to an area in which there are known inequalities, or where different groups have different needs or experience? Remember, it may be relevant because there are opportunities to promote equality and greater access, not just potential for adverse impacts or unlawful discrimination.

The Protected Characteristics are; Sex, Age, Disability, Race, Religion and Beliefs, Sexual Orientation, Marriage and Civil Partnership, Gender Reassignment, Pregnancy and Maternity.



The policy seeks to promote fairness, transparency and equality in responding to requests for adaptations for all residents in Runnymede. With one policy for all residents, we have a tenure neutral service, meaning all residents will receive the same answers and options to support them to live independently and safely in their homes.

The DFG and discretionary grants outlined in this policy are for disabled, elderly and vulnerable residents. The policy is therefore primarily relevant to the protected characteristics of age and disability. This policy helps to support these residents and promotes independence in their homes. Creating a tenure neutral service will support RBC to not discriminate against residents based on their tenure as all residents will have access to the same level of support, where appropriate.

The increase in demand for social housing requires a greater focus on supporting tenants to consider how their housing needs may be met in the longer term. RBC is committed to enabling tenants to remain living independently within their own home.

In 2023/24 there were 24 Disabled Facility Grants cases. Take up will continue to be recorded and monitored throughout the life of the policy.

If the policy, function or activity is considered to be relevant to equality then a full Equality Impact Assessment may need to be carried out. If the policy function or activity does not engage any protected characteristics then you should complete Part C below. Where Protected Characteristics are engaged, but Full Impact Assessment is not required because measures are in place or are proposed to be implemented that would mitigate the impact on those affected or would provide an opportunity to promote equalities please complete Part C.

**C. If the policy, function or activity is not considered to be relevant to equality, what are the reasons for this conclusion?** Alternatively, if there it is considered that there is an impact on any Protected of Characteristics but that measures are in place or are proposed to be implemented please state those measures and how it/they are expected to have the desired result. What evidence has been used to make this decision? A simple statement of 'no relevance' or 'no data' is not sufficient.

A full impact assessment was carried out in 2023. It is not considered that a full impact assessment is required this time because this policy remains unchanged in that it provides assistance to elderly and disabled people including specific financial provisions for disabled persons aged 19 and under. The purpose of the policy is to ensure that the Council's policy complies with all legislation and its approach continues to be tenure neutral.

The policy ensures that all residents can make funding applications (subject to some means testing) irrespective of their tenure in the private or public sector thereby benefitting people with Protected Characteristics.

The policy review includes a checklist for means testing to improve consistency and the use of assistive technology for greater accessibility for people with disabilities. Increases in grant levels will further benefit people with the protected characteristics of age and disability.

This screening assessment will need to be referred to the Equality Group for challenge before sign-off.

Date completed: 28 May 2024

Sign-off by senior manager: Maggie Ward

<b>Report title</b>	<b>Community Services Service Area Plan Update – Quarter 4 2023/24</b>
<b>Report author</b>	Darren Williams, Corporate Head of Community Services
<b>Department</b>	Community Services
<b>Exempt?</b>	No
<b>Exemption type</b>	Not applicable

**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 at the end of Quarter 4 (Jan – Mar 2024).**

**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 2023/24.

**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 December 2023.

2.2 All objectives are either underway or complete.

2.3 Quarter 4 has seen the completion of some objectives within the service area plan, including reviewing grants to voluntary organisations and the launch of the Runnymede Health & Wellbeing Partnership.

2.4 There are 13 Objectives which remain 'in progress' and will be carried over into the 2024-25 Financial Year. Set out below is an update on each of these objectives:

- i. **Barrsbrook Farm Feasibility:** this objective is being led by the Assets & Regeneration team working in partnership with Community Services to support the development of any potential community use. Work is ongoing with a target due date of March 2026.
- ii. **Better Care Fund demonstrator wet room:** procurement of a contractor to install a demonstrator wet-room for community use/benefit in Manor Farm

Day Centre has been launched. This objective will rollover into 2024/25 financial year.

- iii. **Chertsey Museum Digitalisation:** discussions with the RBC in-house website team about bringing the website in house and, in doing so, make the savings required to upgrade the online database software and embed this into the new website. This objective will rollover into 2024/25 financial year.
- iv. **Citizen's Panel:** this objective was transferred to Community Services at the end of Q3 and has been included in the FY2024/25 Service Area Plan. Work is currently ongoing, supported by one of the Council's Graduate Trainees, and a report will be submitted to Members in due course.
- v. **Community Safety Strategy:** work is ongoing to determine the appropriate structure for this piece of work. This objective will rollover into 2024/25 financial year.
- vi. **Community Transport Needs:** the review of the Community Transport Service is an agenda item elsewhere on this agenda.
- vii. **Digitalisation of Telecare Services:** this objective, linked to the BT digital switchover, is ongoing. This objective will rollover into 2024/25 financial year.
- viii. **Egham Hythe Centre Community Hub – Viability:** work is ongoing to determine the options available to Members for the most effective and efficient use of this site. A Report is intended to be presented to Members soon. Depending on the decision(s) of Members, this objective will move to the implementation phase. This objective will rollover into 2024/25 financial year.
- ix. **Heathervale All-wheeled facility:** a contractor has been appointed for this piece of work and is awaiting planning permission approval to go ahead with the works. This objective will rollover into 2024/25 financial year.
- x. **Play Space Improvement Programme:** this objective is to improve specific elements of the play spaces, and is distinct from the full replacement programme; it will be completed by summer 2024. This objective will rollover into 2024/25 financial year.
- xi. **RPG Improvements:** a report for RPG play space improvements was submitted to Trustees in March 2024 for consideration and approval. This is following previous approval (September 2023) to proceed with the first phase of works to improve facilities. Once approved, Officers will progress work. This objective will rollover into 2024/25 financial year and a progress report will be brought to this Committee in September 2024.
- xii. **Safer Runnymede Development:** this is an ongoing piece of work which will align with the review of the service and considerations for future development. This objective will rollover into 2024/25 financial year.
- xiii. **Voluntary Sector Grant Funding Review:** progress has been made on ensuring a full and transparent grant approval process. Officers have worked on developing the policy. This is being reviewed in light of the recent Best Value Notice received by the Council and will be accelerated given the importance placed on this priority by the new Administration.

2.5 Whilst there are 13 continuing objectives for Community Services, all of which are incorporated into this year's Service Area Plan, it is important to recognise that a total of 19 objectives were completed from within the 2023/2024 plan.

2.6 This is in addition to all business-as-usual activity, referenced in the KPI report elsewhere on this agenda, and the unrecorded, additional activity, in response to the Non-Statutory Best Value Notice, work around financial efficiencies etc.

### **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**

4.1 Not applicable.

### **5. Legal implications**

5.1 Not applicable.

### **6. Equality implications**

6.1 Not applicable.

### **7. Environmental/Sustainability/Biodiversity implications**

7.1 Not applicable.

### **8. Risk Implications**

8.1 Not applicable.

### **9. Other implications**

9.1 Not applicable.

### **10. Background papers**

None stated.

### **11. Appendices**

Appendix A Service Plan Summary Document

# Community Services Service Area Plan Update 2023-24 Quarter 4

Total Number of  
Planned Objectives  
**32**

Complete  
**19**

In Progress  
**13**

Not Started Yet  
**0**

*There were a number of new to plan activities which have been completed but not included in this data. In FY24 these will be added to the service area plan.*

## Complete

Title	Completion date
Addlestone Day Centre Provision	21 November 2023
Adult and Children's Safeguarding	30 November 2023
Armed Forces Covenant	25 January 2024
Befriending services in Runnymede	30 June 2023
CCTV CC Design	25 January 2024
Engage with residents in Englefield Green West, Chertsey St Ann's, Addlestone North, Addlestone South and Egham Hythe relating to deprivation measures	01 December 2023
Full GDPR Compliance	25 January 2024
Home Improvement Agency	25 January 2024
Hospital Discharge Model	25 January 2024
Lawn Tennis Association Support Project	31 August 2023
Meals at Home Review	01 May 2023
Pilot Step Down Accommodation	30 June 2023
Play Space Review	30 September 2023
Procurement of Disabled Adaptation Works Contractor	30 April 2024
Recycle electrical peripherals (Alarms & Connecting Devices)	30 November 2023
Runnymede Health and Wellbeing Partnership	31 March 2024
S106 Allocation & Spend Review	30 June 2023
Safeguarding Policy	31 July 2023
Voluntary Org Grant Reviews	01 March 2024

## In Progress

▲	Title	Description	Plan start date	Actual start date	Plan due Date
	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.	01 April 2024	01 April 2024	31 March 2026
	Better Care Funding 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.	01 December 2023	01 December 2023	31 March 2025
	Chertsey Museum Digitisation	Consider options to enable the digitisation of museum archives and enable the archives to be published online, seeking funding where this cannot be delivered within budget/resources	01 December 2023	01 December 2023	31 January 2025
	Citizen's Panel	Formulate an engagement strategy including with communities in deprived areas. The primary tool emanating from this will be the re-launch of the Citizens Panel as a representative sample of the Runnymede community, and subsequently use it to draw standing panels for individual issues and consultations, including on climate change. The panel will also be used to select focus groups for specific topics.	01 July 2023	01 April 2023	30 April 2024
	Community Safety Strategy	Develop a Community Safety strategy for Runnymede and further develop the role of the Community Safety Partnership, locally.	01 April 2022	01 April 2023	31 March 2025
	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.	01 April 2023	01 April 2023	30 June 2024
	Digitisation of telecare services - Equipment	To complete a refresh of Community Alarm and other Technology Enabled Care equipment, switching to a digital model.	01 April 2022	01 April 2023	31 March 2025
	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.	01 April 2022	01 July 2022	30 April 2024
	Heathervale All-wheeled Facility	Following identification of sites potentially able to accommodate skate park facilities, deliver a new new all wheeled facility at Heathervale Park	01 April 2023	01 April 2023	30 September 2024
	Play Space Improvement Programme	Implement a play space improvement programme, modernising our play space offer to local children across the borough	01 April 2023	01 April 2023	31 July 2024
	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.	01 November 2023	01 November 2023	31 March 2025
	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).	01 April 2022	01 April 2022	31 March 2026
	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.	01 June 2022	01 April 2022	31 March 2024

<b>Report title</b>	<b>Community Services 2023/24 Full Year &amp; 2024/25 Targets KPI Report</b>
<b>Report author</b>	Darren Williams – Corporate Head of Community Services
<b>Department</b>	Community Services
<b>Exempt?</b>	No
<b>Exemption type</b>	Not applicable

**Purpose of report:**  
**To resolve**

**Synopsis of report:**  
**This report and the attached appendix outline the performance of service areas against the agreed key performance indicators for 2023/24.**  
**Officer comments have been added to each KPI within the appendix of this report and where appropriate the main body of this report makes reference to any KPIs which are deemed to be of importance to Members, either due to performance against the KPI or relevance to wider pieces of work.**

**Recommendation(s):**  
**The proposed service Key Performance Indicators and targets for 2024/2025 be approved.**

**1. Context and background of report**

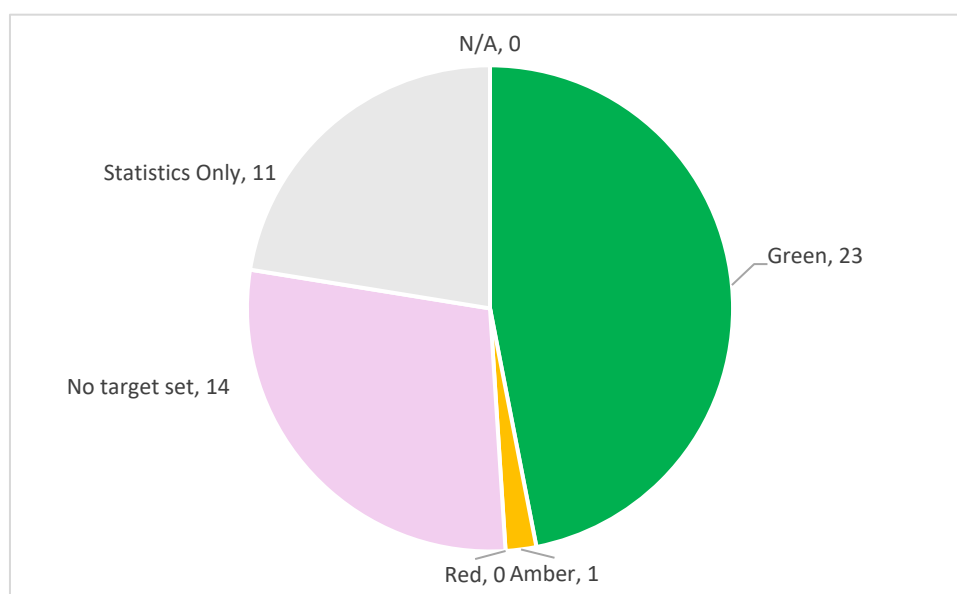
- 1.1 At the meeting of this Committee in March 2023, Officers presented a report which outlined the key performance indicators (KPI) that the service areas within the Community Services Business Unit would bring to future committees.
- 1.2 The proposed KPIs were approved, and it was agreed that quarterly reports would be brought to this Committee throughout the year.
- 1.3 Measuring performance through KPIs provides Members with the ability to scrutinise service area performance against key objectives and as such it is anticipated that this report will provide the Committee with greater oversight of the business unit.

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

- 2.1 Each KPI is related to a relevant service area and for many of them they are RAG rated 'Red', 'Amber' or 'Green' – with 'Green' indicating performance being achieved

or exceeded, 'Amber' indicating that the target has been missed within 10% and 'Red' indicating that the target has been missed beyond 10%.

- 2.2 Some of the of the statistical data provided is for the purpose of monitoring service impact, therefore they do not have targets and instead only provide actuals. These are captured as 'statistics only'. These are most relevant for Community Safety and Safer Runnymede where it would not be appropriate to set a target as the statistics presented are a representation of the breadth of tasks undertaken by the service. These KPIs therefore demonstrate the value of these services and their role in keeping people safe, both in their homes and in their communities by tallying the percentage or number of people who have engaged with the service in a particular way.
- 2.3 In FY23 targets and RAG ratings have also been removed for Community Transport KPIs. Following the pandemic and the subsequent impact that it had on the service it was agreed to remove the targets given the phased return to operation. These have been reinstated for FY24 in anticipation of the decision of Members on the future of the service.
- 2.4 The full KPI report can be found within Appendix A. A summary of the distribution of RAG rating can be found below, with a fuller explanation in 2.5 and 2.6 where services have made good progress from the previous quarter or are amber or red RAG rating.



- 2.5 The service continues to perform well against the KPIs set, with some service areas meeting or exceeding targets. During Quarter 4, the following services identified as a risk or concern in Quarter 3 have made gains and improved:
- HSP1 HomeSafe Plus: RBC data is now exceeding the target set.
  - HIA1: The annual target for 23/24 for the number of referrals to Home Improvement Agency was 130. The actual was 138. Although the targets were not met individually in Q3 and Q4 the annual target was exceeded. The number of referrals increased at the start of 2024. This increase came about following families visiting over the festive period and reporting additional needs of residents



to ASC. Our Disabled Facility Grants (DFG) referrals are dependent upon Adult Social Care (ASC) and so there was a decrease in referrals throughout March.

2.6 Where KPIs are showing as 'Amber' or 'Red' a narrative has been provided both in Appendix A and below:

- SP1 Total number of Social Prescribing referrals (Runnymede Borough Council): as documented in the Officer comment. The annual target for the number of referrals for RBC in 23/24 was 705, with the actual number being 665. Although below target, it is less than 10% below. It must also be acknowledged that the 23/24 targets were set when there were 4 Social Prescribers. Throughout 23/24 the number of social prescribers went from 4 to 3, as discussed in a previous meeting of this Committee, where Officers advised the intention to review the Cost-of-Living Social Prescriber role and see if alternative delivery mechanisms were more appropriate. This is ongoing, working with Housing colleagues.

### **2024-25 KPIs**

2.7 Within the Appendix are proposed Key Performance Indicators and targets for 2024/25. There are no changes to the 2023/24 KPIs with the targets based on reasonable estimates using 2023-24 data and, in some cases, to align with budget planning.

CD3 - Numbers attending the Sportability Festival

2.8 Key Performance Indicators within Community Safety and Safer Runnymede are provided to monitor both the breadth and impact of the work undertaken by the Council. It is not appropriate to set targets for these KPIs and they are therefore shared to provide 'statistics only'. Officers and members can monitor the impact of the work undertaken by these teams. The KPIs this is relevant for are as follows:

- SAF1 - Total number of ASB reports received (Community Safety Only)
- SAF2 - Number of ASB Case Review (ASBCR) applications received
- SAF3 - Number of Community Protection Warnings (CPW's) issued
- SAF4 - Number of Community Protection Notices (CPN's) issued
- SAF5 - Number of Children Services MAP enquiries received
- SAF6 - Number of Domestic Abuse Related Death Review (DARDR) notifications
- SRM1 - Number of Community Alarm calls received (Runnymede) - Excluding calls when employee on site
- SRM2 - Number of Community Alarm Calls received (Surrey Heath) - Exclude Calls when employee on site
- SRM3 - Percentage of Community Alarm Calls received resulting in intervention/emergency response being required (Runnymede)
- SRM4 - Percentage of Community Alarm calls received resulting in intervention/emergency response being required (Surrey Heath)
- SRM5 - Number of incidents reported/recorded by CCTV (Runnymede)

2.9 Officers are recommending one additional KPI which is to report on and track the total number of community volunteer hours facilitated by the Open Spaces Development Team to support both projects and maintenance of our open spaces and parks. This will not only demonstrate the social value of the work and subsequent impact but the potential cost savings to the Council.

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

- 3.1 The KPIs being reported are linked to the aims and objectives of the Community Services Service Area Plan and as such they can be utilised as a means of assessing how well the business unit is doing in realising these aims and objectives.

### **4. Resource implications/Value for Money**

- 4.1 This report enables Members and the public to gain an insight into the performance of service areas which could include ascertaining the value for money which is delivered by the various service areas within the Business Unit.
- 4.2 The KPIs are utilised internally within Community Services to drive service improvement and to address identified gaps in the service.
- 4.3 Where KPIs are below target, Officers will be working to identify the cause and ensure that service area performance is more aligned to target in the next quarterly update.

### **5. Legal implications**

- 5.1 There are no specific legal implications that arise directly from this report.
- 5.2 Legal Implications will be considered for individual aspects covered by this report, where relevant (for example when a procurement exercise is required and authorisation is sought).

### **6. Equality implications**

- 6.1 The Council has a duty under the Equality Act 2010. Section 149 of the Act provides that we must have due regard to the need to;
- a) eliminate discrimination, harassment, victimisation and other conduct prohibited by the Act
  - b) advance equality of opportunity
  - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share protected characteristics.
- 6.2 We should at all times act in a way that is non-discriminatory through our policies and procedures and interactions with people.
- 6.3 There are no equality implications that arise directly from this report. Where applicable equalities screenings have been completed in the service areas. The KPI information can potentially be utilised within service areas to achieve targeted change which is aimed at achieving positive equalities outcomes where certain demographics are disadvantaged.

### **7. Environmental/Sustainability/Biodiversity implications**

- 7.1 There are no environmental, sustainability or biodiversity implications which arise directly from this report.

### **8. Risk Implications**

8.1 Key Performance Indicators track performance against specific areas of risk within the service. Where there are associated risks, the service and/or corporate risk register are updated along with how the risk is being mitigated.

**9. Other implications**

9.1 Not applicable

**10. Timetable for Implementation**

10.1 This is report pulls together Q4 and the full 2023/24 municipal year. It also sets out the proposed targets. The next report, covering Quarter 1 will be brought to the meeting of this Committee in September 2024.

**11. Conclusion**

11.1 The full outturn of KPI data for the year 2023-2024 demonstrates the breadth, demand and value of the services and functions provided within Community Services. Despite the challenges faced over the course of the year, the Community Services team has shown great resilience and commitment to providing a high volume, and quality of service.

**12. Background papers**

Proposed Key Performance Indicators – Community Services March 2023

**13. Appendices**

Appendix A 2023-24 KPI Full Year & 2024-25 Targets

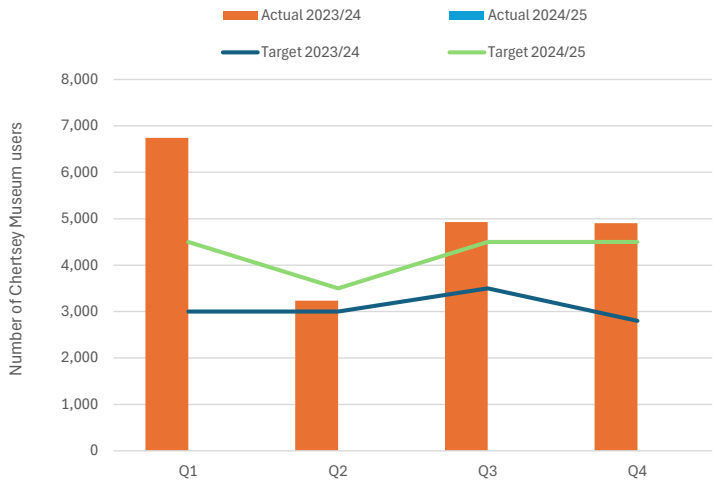
## Community Services KPI's

### Quarter 4 and Full Year 2023/24 & Targets for 2024/25

Performance/activity has met or exceeded the quarterly / annual target.	Green	Actual 2023/24	
Performance / activity has missed its quarterly / annual target but is within ≤10% of relative target.	Amber	Target 2023/24	
Performance / activity has missed its quarterly / annual target and is >10% of relative target.	Red	Actual 2024/25	
Data not available	Not available	Target 2024/25	

## Chertsey Museum

### CM1 - Total number of Chertsey Museum users (including all groups)



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A

Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	3,000	6,744	4,500	
Q2	3,000	3,237	3,500	
Q3	3,500	4,927	4,500	
Q4	2,800	4,906	4,500	
Annual	12,300	19,814	17,000	0

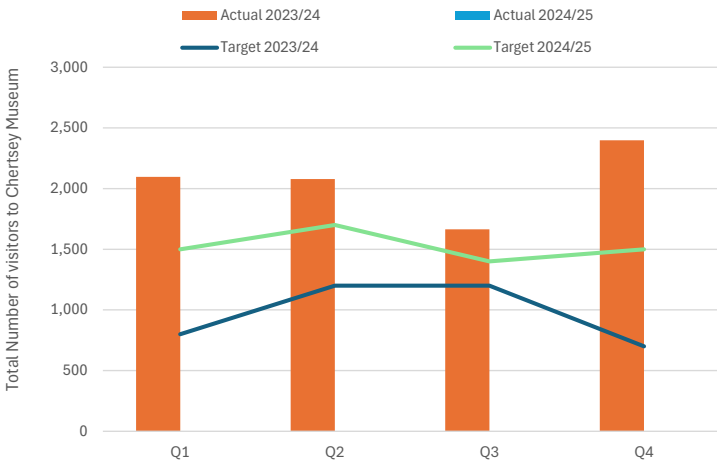
**Comment:**

FY23 Final RAG Rating: **GREEN**.

The annual target for 23/34 was 12,300 users of Chertsey Museum. The actual for 23/24 was 19,814. This financial year was therefore 7,514 users over target.

The figures for 24/25 may be lower than those for 23/24 due to the Museum being closed for 1 month because of building work.

### CM2 - Total number of visitors to Chertsey Museum



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A

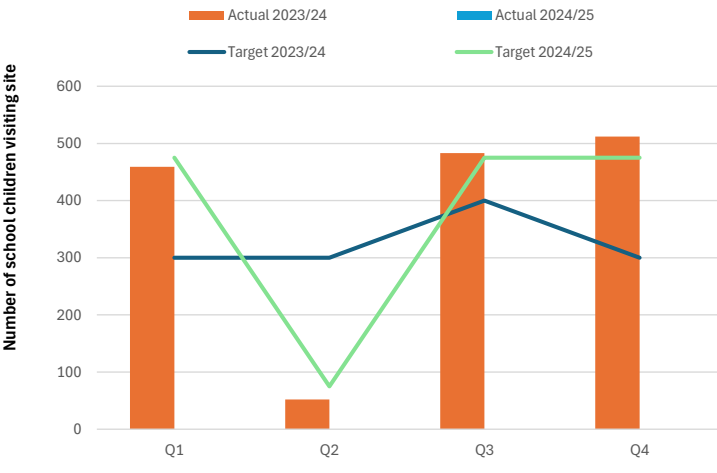
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	800	2,097	1,500	
Q2	1,200	2,079	1,700	
Q3	1,200	1,664	1,400	
Q4	700	2,398	1,500	
Annual	3,900	8,238	6,100	0

**Comment:**

FY23 Final RAG Rating: **GREEN**.

The annual target for the number of visitors to Chertsey Museum in 23/34 was 3,900. The actual for 23/24 was 8,238. The meuseum, financial year therefore saw 5,138 more users than the target.

### CM3 - Number of school children visiting the site as part of Chertsey Museum Education Sessions



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A

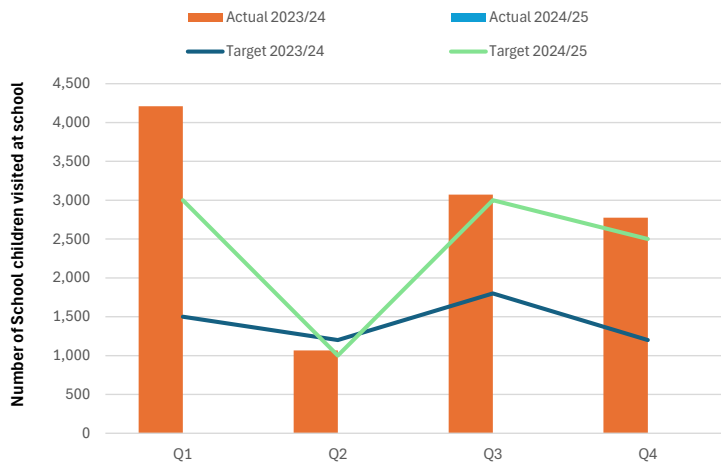
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	300	459	475	
Q2	300	52	75	
Q3	400	483	475	
Q4	300	512	475	
Annual	1,300	1,506	1,500	0

**Comment:**

FY23 Final RAG Rating: **GREEN**.

The annual target for the number of school children visiting the site as part of Chertsey Museum Education Sessions in 23/34 was 1,300. The actual for 23/24 was 1,506.

**CM4 - Number of school children visited at school as part of Chertsey Museum Education Sessions**



Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	1,500	4,210	3,000	
Q2	1,200	1,065	1,000	
Q3	1,800	3,073	3,000	
Q4	1,200	2,774	2,500	
Annual	5,700	11,122	9,500	0

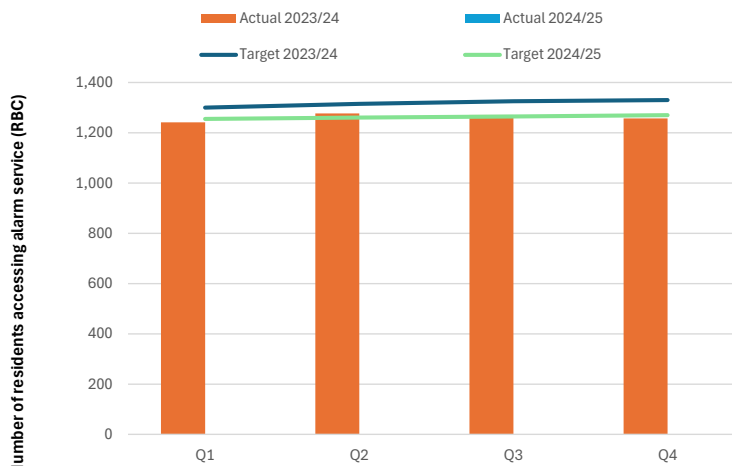
Comment:

FY23 Final RAG Rating: **GREEN**.

The annual target for the number of school children visited as part of Chertsey Museum Education Sessions in 23/34 was 5,700. The actual for 23/24 was 11,122.

**Community Alarms & Telecare**

**CAT1 - Number of residents accessing the Community Alarm service (RBC) (Monthly total)**



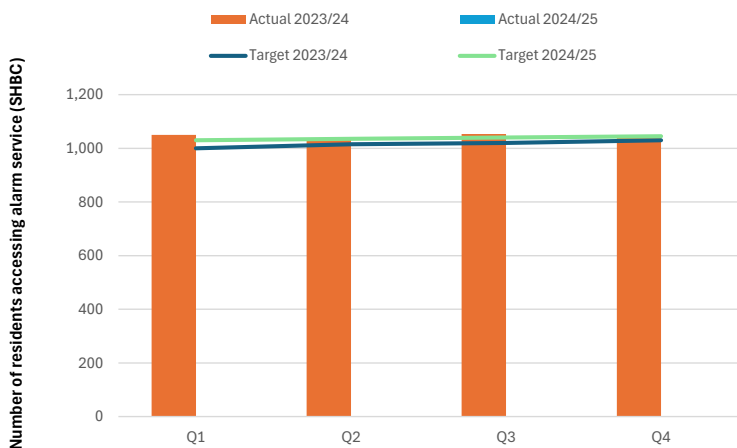
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	1,300	1,241	1,255	0
Q2	1,315	1,277	1,260	0
Q3	1,325	1,271	1,265	0
Q4	1,330	1,257	1,270	0
Annual	1,330	1,262	1,270	0

Comment:

FY23 Final RAG Rating: **GREEN**.

The end of year target for the number of residents accessing the alarms service for Runnymede in 23/24 was 1,330. The actual was 1,257, short of the target by 73 clients.

**CAT2 - Number of residents accessing the Community Alarm service (SHBC) (Monthly Total)**

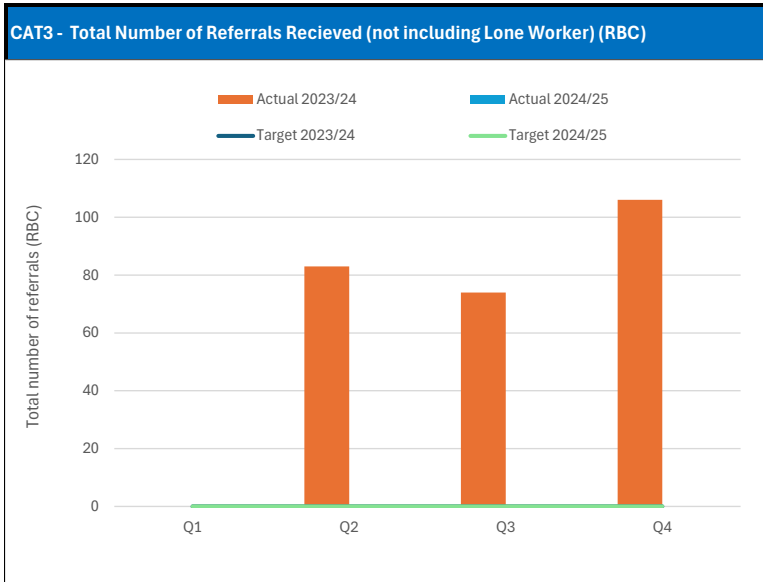


Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	1,000	1,050	1,030	0
Q2	1,015	1,035	1,035	0
Q3	1,020	1,053	1,040	0
Q4	1,030	1,047	1,045	0
Average	1,030	1,046	1,070	0

Comment:

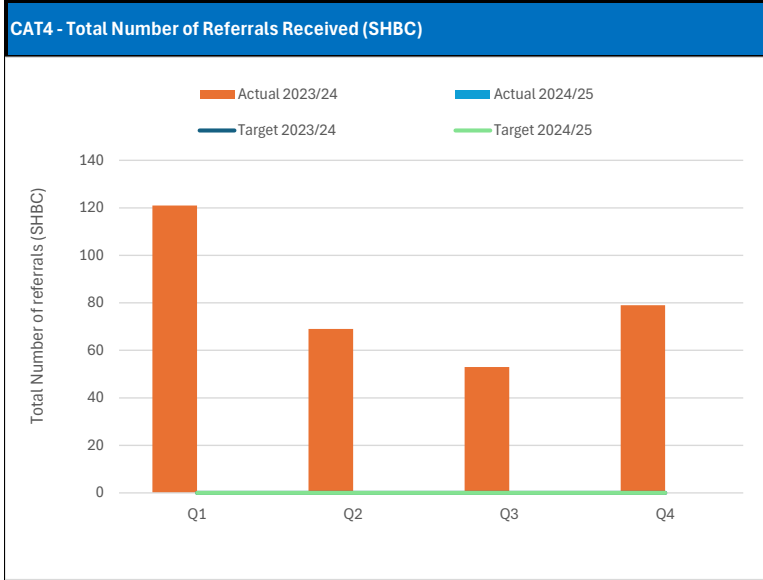
FY23 Final RAG Rating: **GREEN**.

The end of year target for the number of residents accessing the alarms service for Surrey Heath in 23/24 was 1,030. The actual for 23/24 was 1,046.



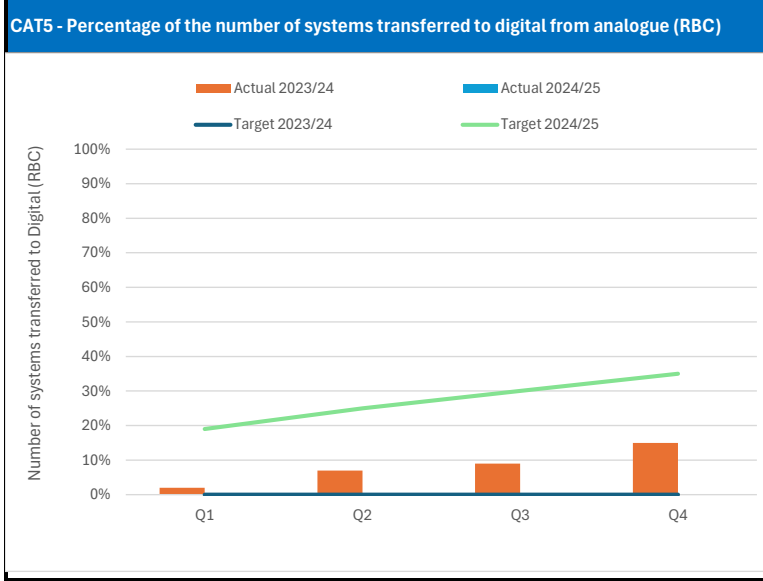
Q1 N/A	Q2 N/A	Q3 N/A	Q4 N/A	Full Year N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No target set		Statistics Only	
Q2	No target set	83	Statistics Only	
Q3	No target set	74	Statistics Only	
Q4	No target set	106	Statistics Only	
Annual		263	0	0

**Comment:**  
This data is the total number of referrals received from various sources, including partners such as Adult Social Care, Health etc. No targets are set for this as the referrals from these sources are beyond our control.



Q1 N/A	Q2 N/A	Q3 N/A	Q4 N/A	Full Year N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	121	Statistics Only	
Q2	No targets set	69	Statistics Only	
Q3	No targets set	53	Statistics Only	
Q4	No targets set	79	Statistics Only	
Annual	0	322	0	0

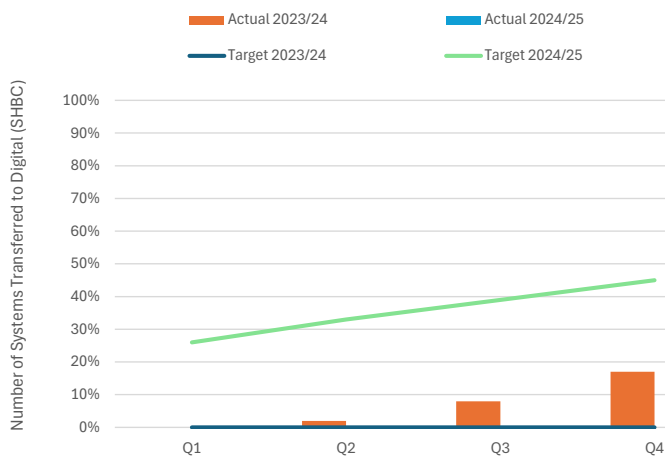
**Comment:**  
This data is the total number of referrals received from various sources, including partners such as Adult Social Care, Health etc. No targets are set for this as the referrals from these sources are beyond our control.



Q1 N/A	Q2 N/A	Q3 N/A	Q4 N/A	Full Year N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No target set	2%	19%	
Q2	No target set	7%	25%	
Q3	No target set	9%	30%	
Q4	No target set	15%	35%	
Annual				

**Comment:**  
This is an ongoing objective on the service business unit plan as part.

**CAT6 - Percentage of the number of systems transferred to digital from analogue (SHBC)**

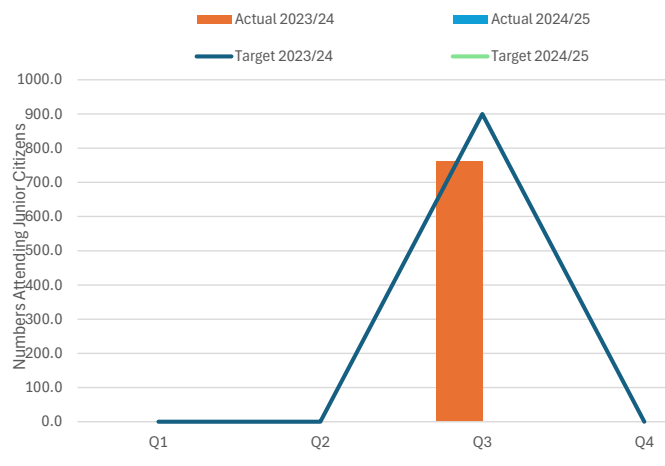


Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No target set	0%	26%	
Q2	No target set	2%	33%	
Q3	No target set	8%	39%	
Q4	No target set	17%	45%	
Annual				

**Comment:**  
This is an ongoing objective on the service business unit plan as part.

**Community Development**

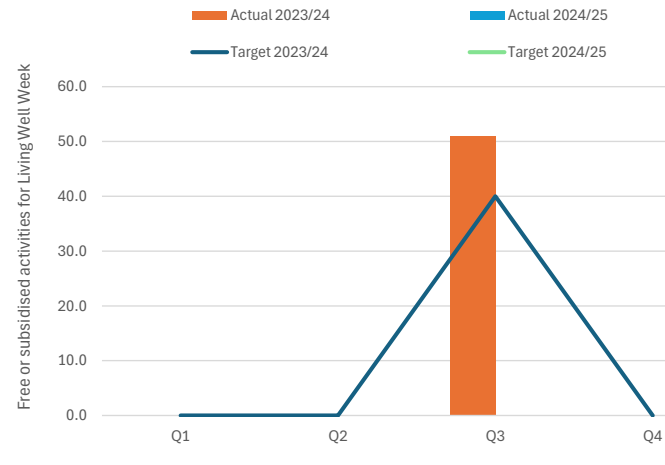
**CD1 - Numbers Attending Junior Citizens**



Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No target set			
Q2	No target set			
Q3	900	761	800	
Q4	No target set			
Annual	900	761	800	0

**Comment:**  
There was a reduction in the overall attendee numbers for Junior Citizen this year due to the implementation of Surrey County Council's Safer Communities Programme which was designed to replace Junior Citizen. Whilst a couple of schools opted to trial only utilising the Safer Communities Programme, most schools still wished to attend Junior Citizen.

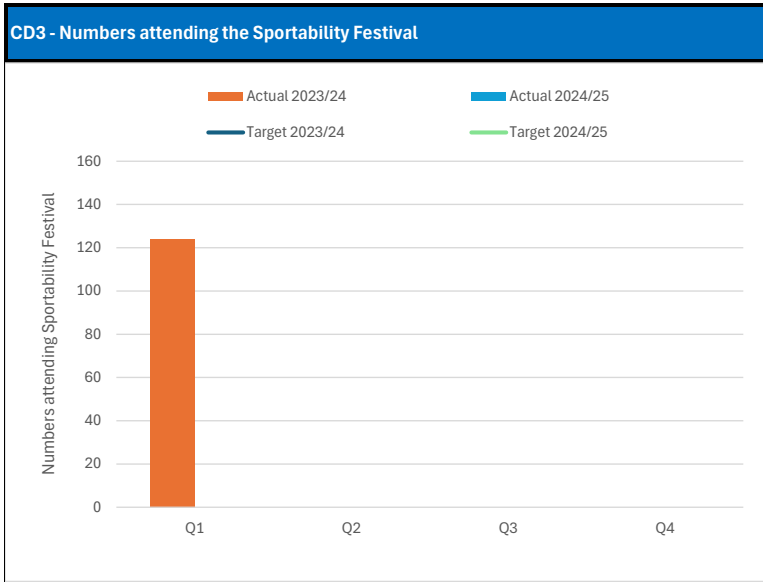
**CD2 - Free or subsidised activities for Living Well Week**



Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No target set			
Q2	No target set			
Q3	40.0	51	55	
Q4	No target set			
Annual	40.0	51	55	0

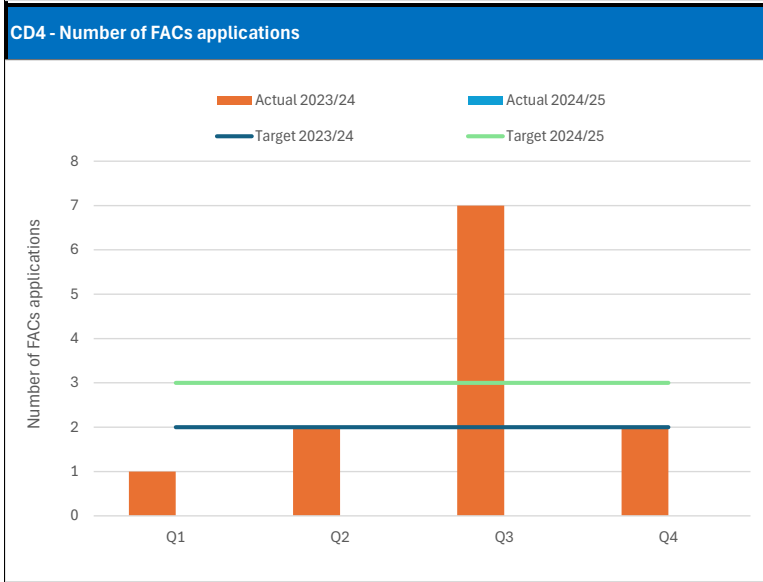
**Comment:**  
FY23 Final RAG Rating: **GREEN**.





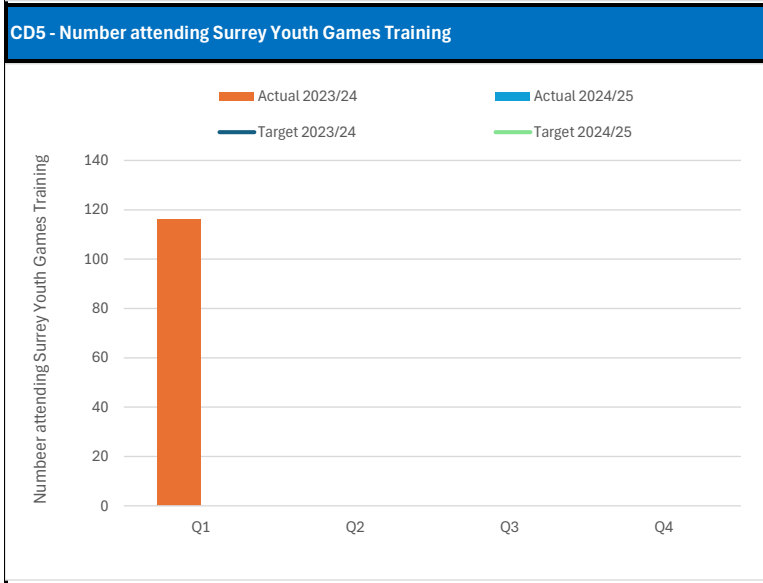
Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	120	124	150	
Q2				
Q3				
Q4				
Annual	120	124	150	0

Comment: Successful event at Royal Holloway on the 18th & 25th April, 124 participants took part in Boccia, Tennis, Dance, Judo, Health and Wellbeing Workshop and Boxing. All sessions were delivered by local clubs. Comms did a good news story on social media. Two schools cancelled a week before the event, one double booked and the other; the lead teacher didn't work on the day of the event.



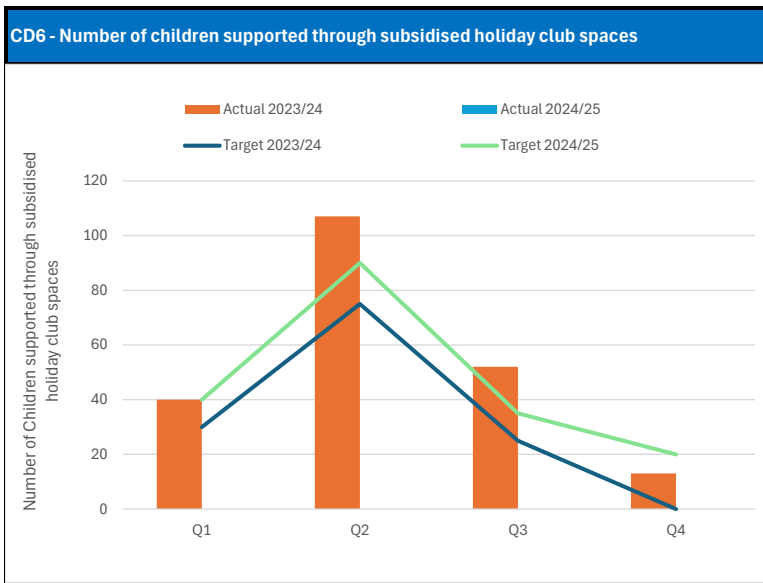
Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	2	1	3	
Q2	2	2	3	
Q3	2	7	3	
Q4	2	2	3	
Annual	8	12	12	0

Comment:  
FY23 Final RAG Rating: GREEN.  
The annual target for the number of FAC's applications in 23/24 was 8. The actual for 23/24 was 12.



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	90	116	120	
Q2				
Q3				
Q4				
Annual	90	116	120	0

Comment:  
FY23 Final RAG Rating: GREEN.  
The annual target for the number attending Surrey Youth Games Training 23/34 was 90. The actual for 23/24 was 116.



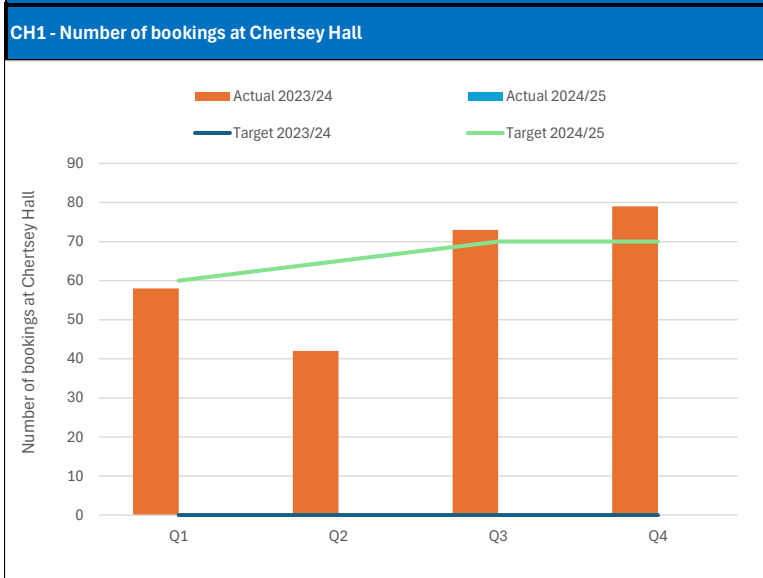
Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	30	40	40	
Q2	75	107	90	
Q3	25	52	35	
Q4	0	13	20	
Annual	130	212	185	0

Comment:

FY23 Final RAG Rating: **GREEN**.

The annual target for the number of children supported through subsidised holiday club spaces in 23/24 was 130 and the actual was 212.

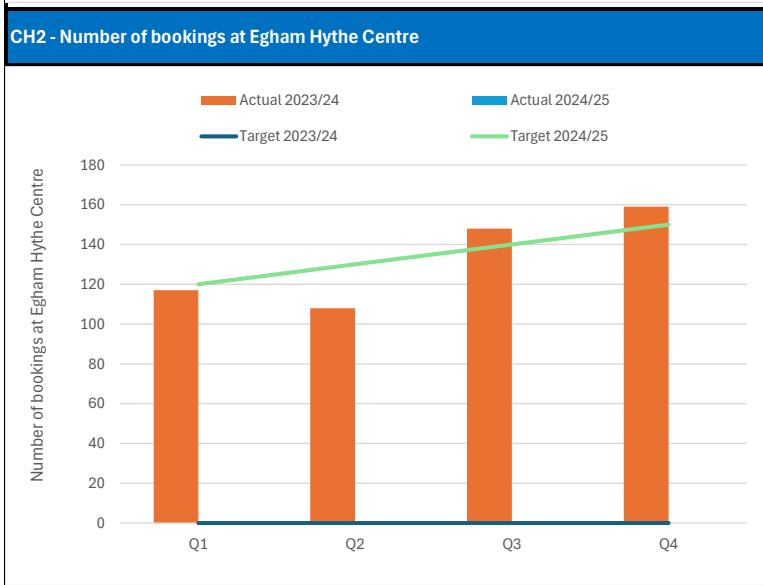
## Community Halls



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No target set	58	60	
Q2	No target set	42	65	
Q3	No target set	73	70	
Q4	No target set	79	70	
Annual		252	265	0

Comment:

There has been a steady increase in hires throughout the year. The price structure has been reviewed for FY24 with the aim of continuing this trajectory.



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No target set	117	120	
Q2	No target set	108	130	
Q3	No target set	148	140	
Q4	No target set	159	150	
Annual		532	540	0

Comment:

There has been a good uptake in hires throughout the year. The price structure has been reviewed for FY24 with the aim of continuing this trajectory.

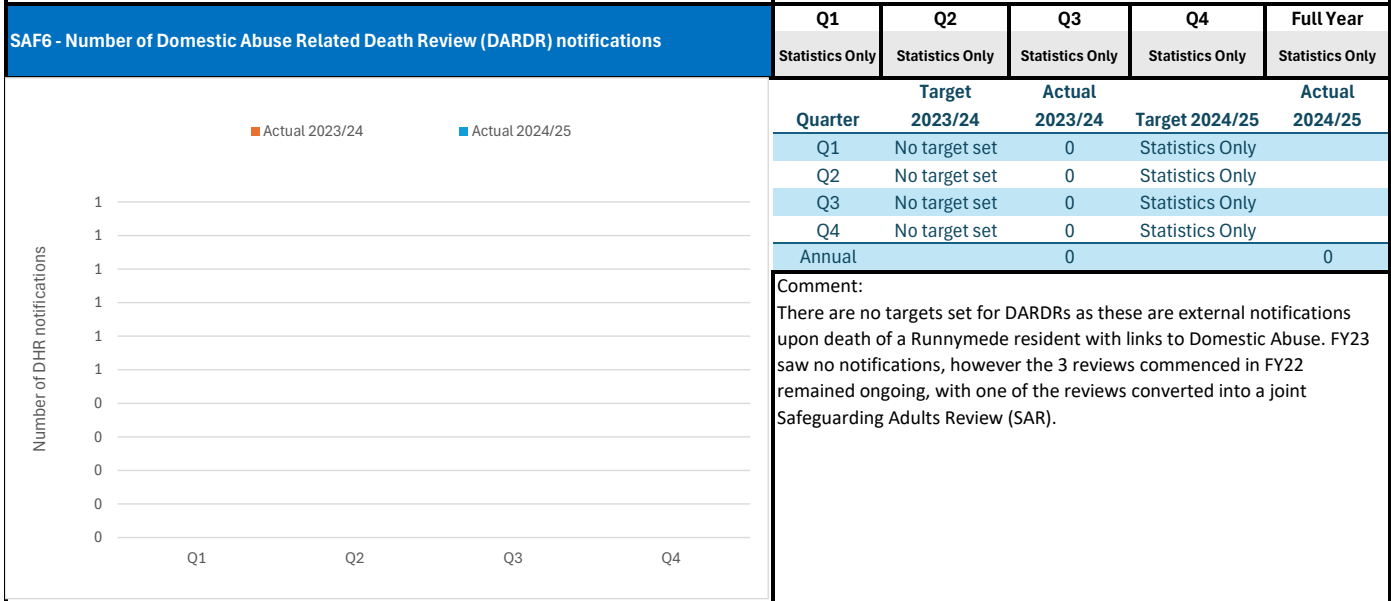
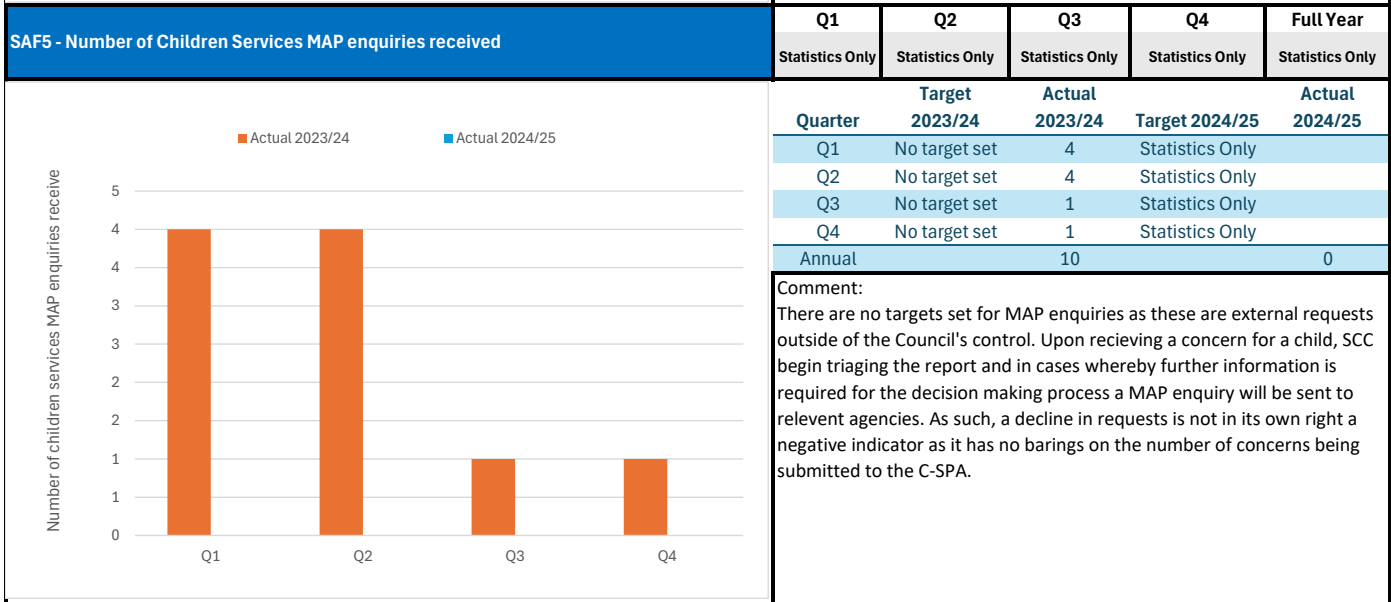
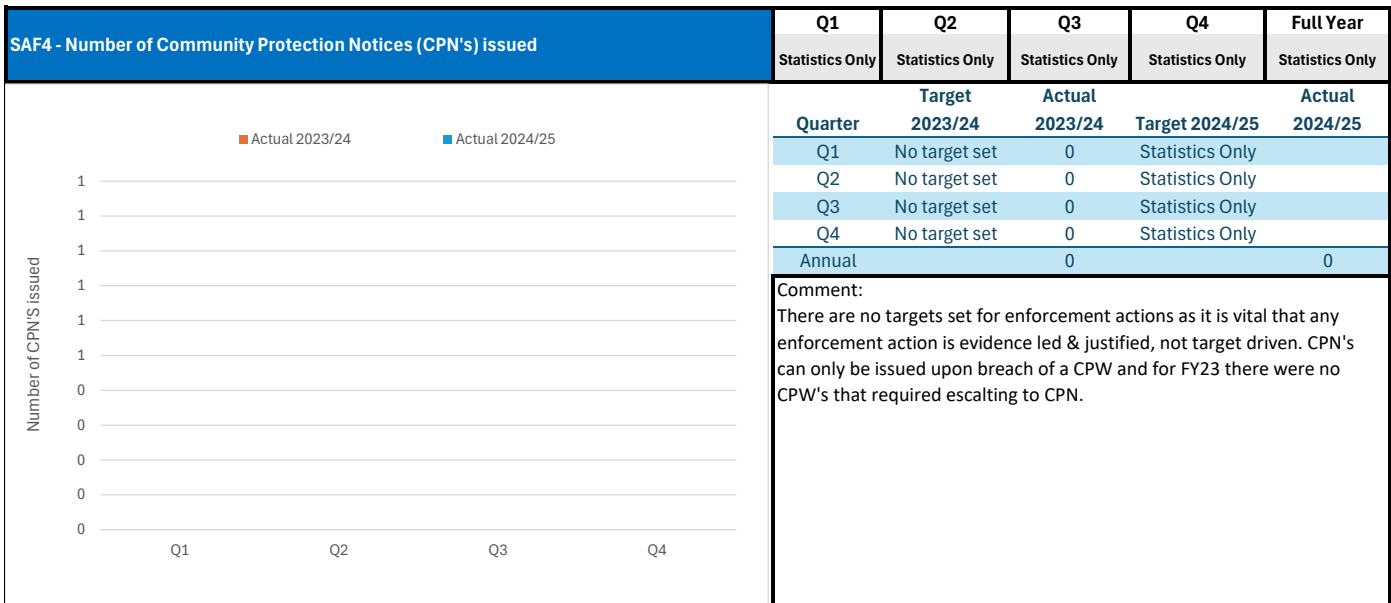
## Community Safety - Statistics

Statistical data is provided for information purposes only to demonstrate the breadth of work undertaken within Community Safety.

SAF1 - Total number of ASB reports received (Community Safety Only)																																																					
	Q1	Q2	Q3	Q4	Full Year																																																
	Statistics Only	Statistics Only	Statistics Only	Statistics Only	Statistics Only																																																
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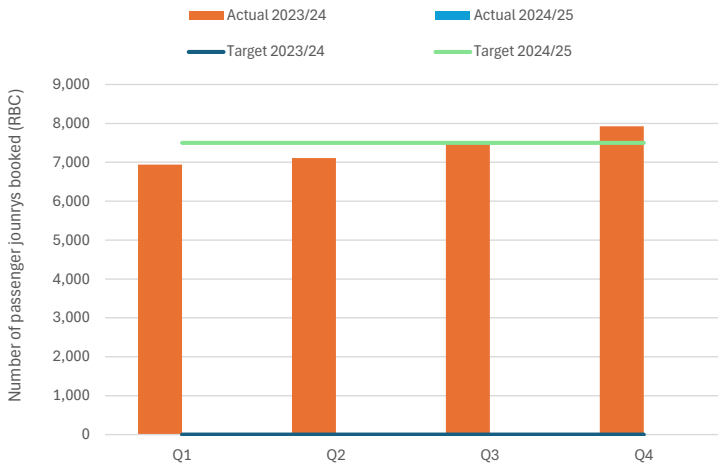
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SAF3 - Number of Community Protection Warnings (CPW's) issued																																																					
	Q1	Q2	Q3	Q4	Full Year																																																
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## Community Transport

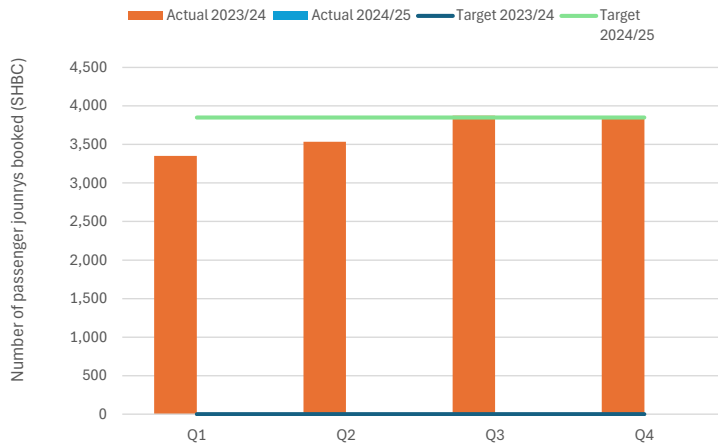
### CT1 - Number of Passenger Journeys booked (RBC)



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No target set	6,940	7,500	
Q2	No target set	7,110	7,500	
Q3	No target set	7,512	7,500	
Q4	No target set	7,925	7,500	
Annual		29,487	30,000	0

**Comment:**  
This data represents the total number of journeys booked across the whole service. Journeys have increased by 413 since Q3.

### CT2 - Number of passenger journeys Booked (SHBC)

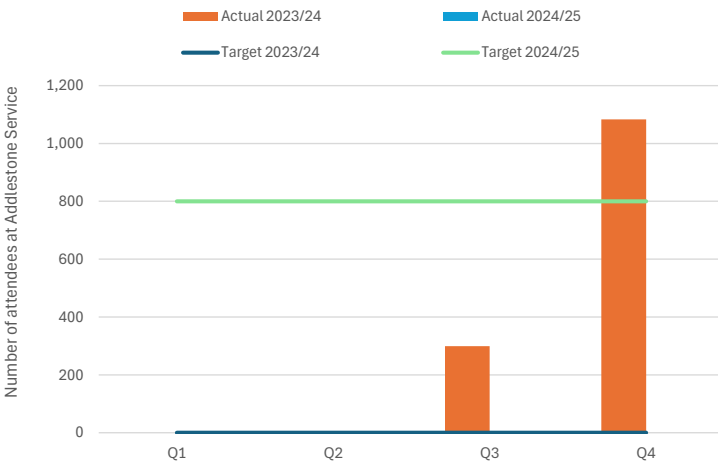


Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No target set	3,353	3,850	
Q2	No target set	3,534	3,850	
Q3	No target set	3,874	3,850	
Q4	No target set	3,856	3,850	
Annual		14,617	15,400	0

**Comment:**  
This data represents the total number of journeys booked across the whole service. The service was short of the annual target by 783. Capacity has been impacted by recruitment and retention challenges.

## Day Centre Services

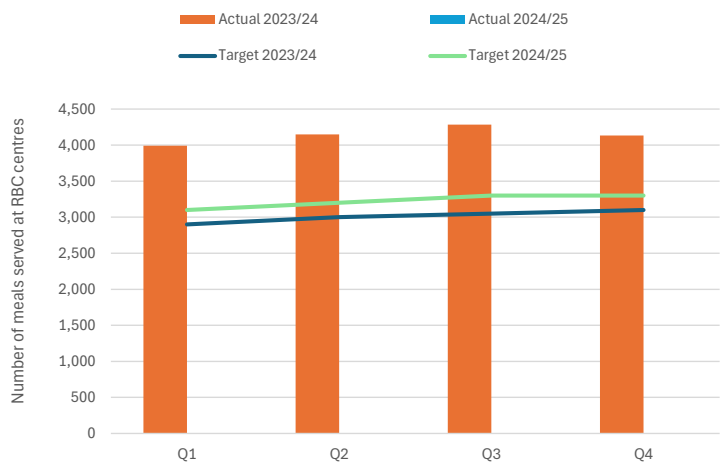
### SCS1 - Number of attendees at Addlestone Service



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	0	800	
Q2	No targets set	0	800	
Q3	No targets set	299	800	
Q4	No targets set	1,083	800	
Annual		1,382	3,200	0

**Comment:**  
These figures reflect the number of meals served, due to it not being possible to measure attendees only.  
  
There were no targets for the 23/24 year due to Eileen Tozer Centre being closed.

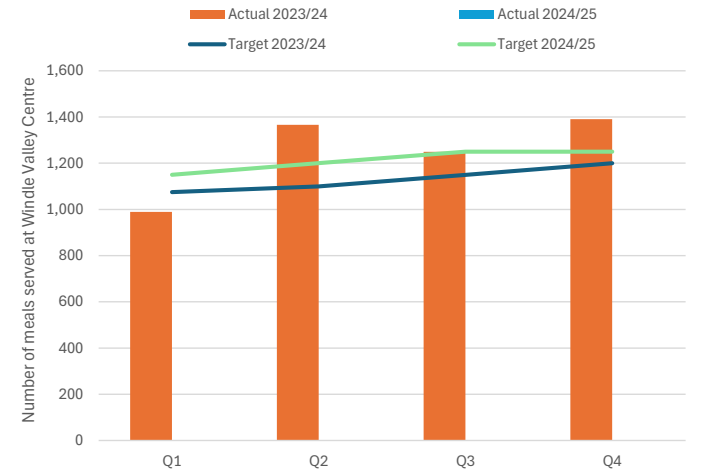
**SCS2 - Number of meals served at RBC centres**



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Target 2023/24		Actual 2023/24		Actual 2024/25
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	2,900	3,992	3,100	
Q2	3,000	4,148	3,200	
Q3	3,050	4,284	3,300	
Q4	3,100	4,134	3,300	
Annual	12,050	16,558	12,900	0

Comment:  
FY23 Final RAG Rating: **GREEN**.  
The annual target for the number of meals served in RBC centres in 23/24 was 12050. The actual number of meals served was 16558, exceeding the target by 4,508 meals

**SCS3 - Number of meals served at Windle Valley Centre**

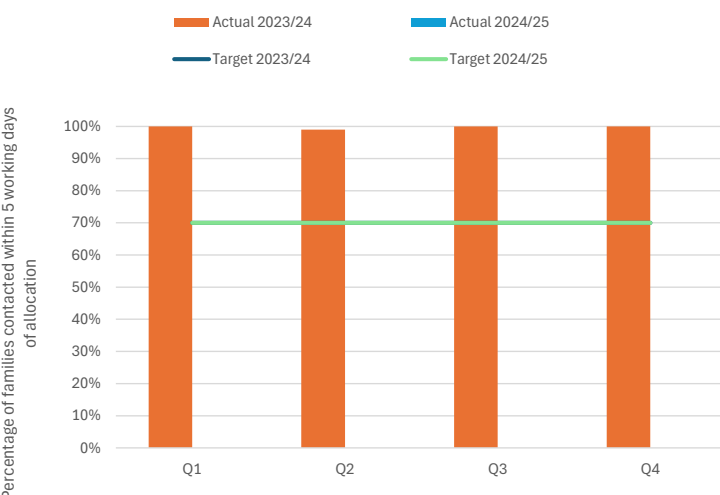


Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Target 2023/24		Actual 2023/24		Actual 2024/25
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	1,075	989	1,150	
Q2	1,100	1,366	1,200	
Q3	1,150	1,249	1,250	
Q4	1,200	1,391	1,250	
Annual	4,525	4,995	4,850	0

Comment:  
FY23 Final RAG Rating: **GREEN**.  
The annual target for the number of meals served at Windle Valley in 23/24 was 4,525. The actual number of meals served was 4,995.

**Family Support**

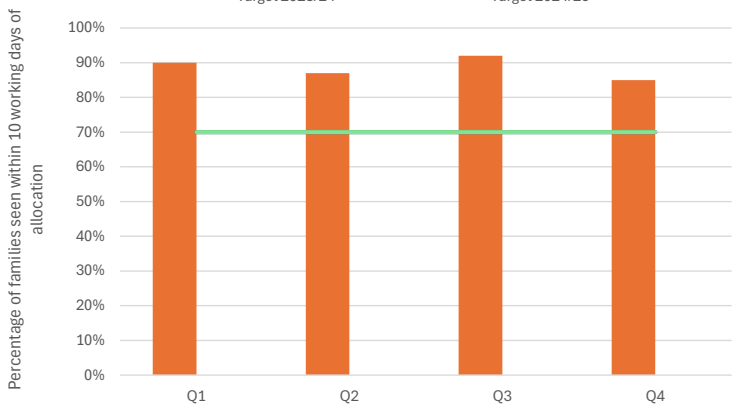
**FS1 - Percentage of families contacted within 5 working days of allocation**



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Target 2023/24		Actual 2023/24		Actual 2024/25
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	70%	100%	70%	
Q2	70%	99%	70%	
Q3	70%	100%	70%	
Q4	70%	100%	70%	
Annual	70%	100%	70%	

Comment:  
FY23 Final RAG Rating: **GREEN**.  
Family Support services are delivered by Surrey Heath Borough Council on behalf of the Community Services Partnership.

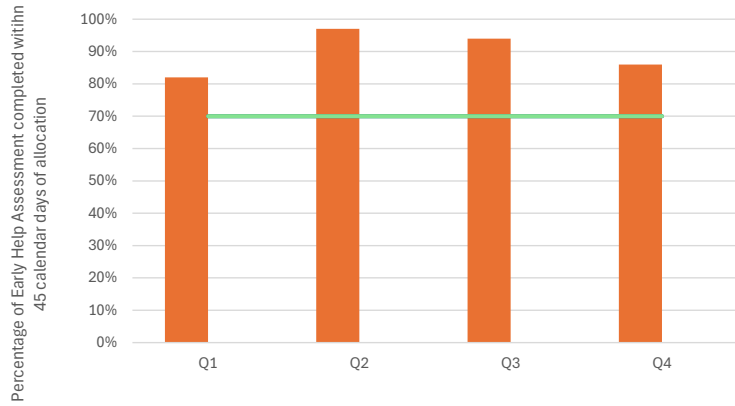
**FS2 - Percentage of Families seen within 10 working days of allocation**



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
	Target	Actual		Actual
Quarter	2023/24	2023/24	Target 2024/25	2024/25
Q1	70%	90%	70%	
Q2	70%	87%	70%	
Q3	70%	92%	70%	
Q4	70%	85%	70%	
Annual	70%	89%	70%	

Comment:  
 FY23 Final RAG Rating: **GREEN**.  
 Family Support services are delivered by Surrey Heath Borough Council on behalf of the Community Services Partnership.

**FS3 - Percentage of Early Help assessment completed within 45 calendar days of allocation**

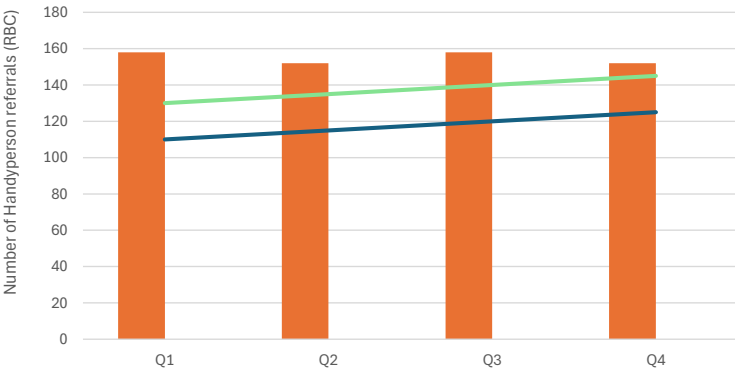


Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
	Target	Actual		Actual
Quarter	2023/24	2023/24	Target 2024/25	2024/25
Q1	70%	82%	70%	
Q2	70%	97%	70%	
Q3	70%	94%	70%	
Q4	70%	86%	70%	
Annual	70%	90%	70%	

Comment:  
 FY23 Final RAG Rating: **GREEN**.  
 Family Support services are delivered by Surrey Heath Borough Council on behalf of the Community Services Partnership.

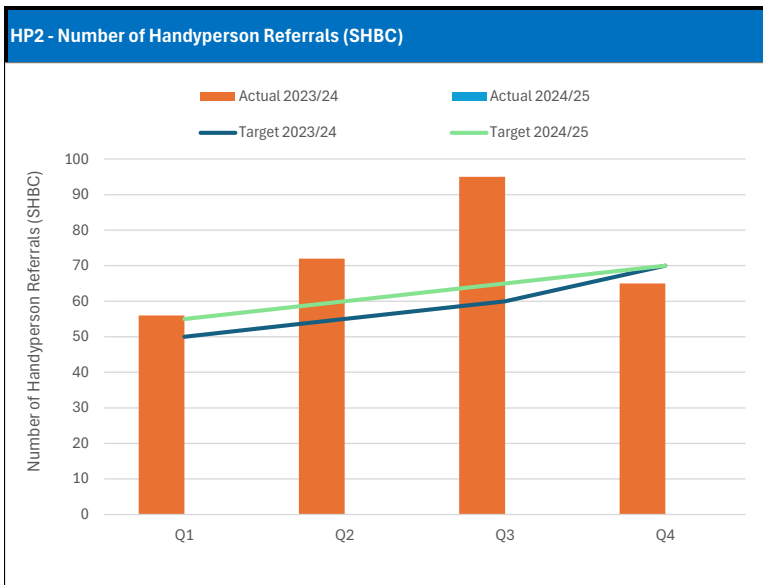
**Handy Person / Home Improvement Agency**

**HP1 - Number of Handyperson referrals (RBC)**



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
	Target	Actual		Actual
Quarter	2023/24	2023/24	Target 2024/25	2024/25
Q1	110	158	130	
Q2	115	152	135	
Q3	120	158	140	
Q4	125	152	145	
Annual	470	620	550	0

Comment:  
 FY23 Final RAG Rating: **GREEN**.  
 The annual target for 23/24 for the Number of Handyperson referrals for RBC was 470. The actual was 620. The service exceeded the annual target for this service.

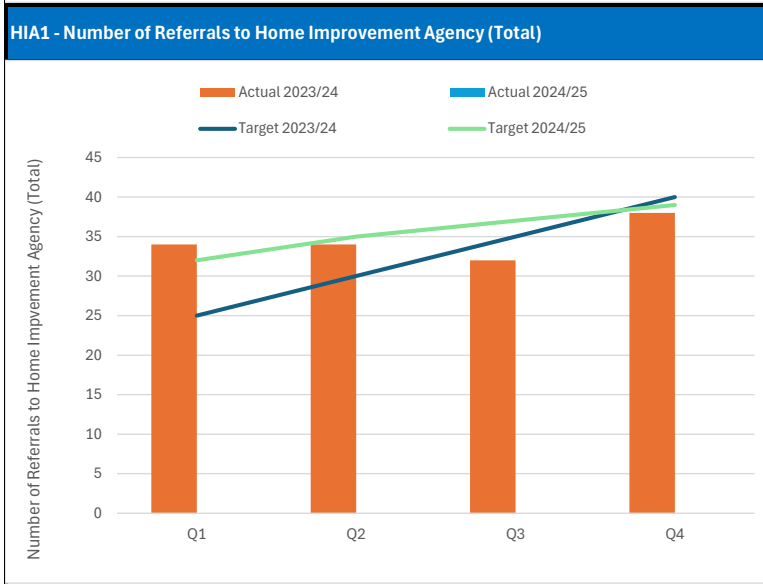


Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
	Target	Actual		Actual
Quarter	2023/24	2023/24	Target 2024/25	2024/25
Q1	50	56	55	
Q2	55	72	60	
Q3	60	95	65	
Q4	70	65	70	
Annual	235	288	250	0

Comment:

FY23 Final RAG Rating: **GREEN**.

The actual number of referrals exceeded the target set. This was in part due to an increase in referrals from Frimley Park Hospital using the Homesafe Plus process.



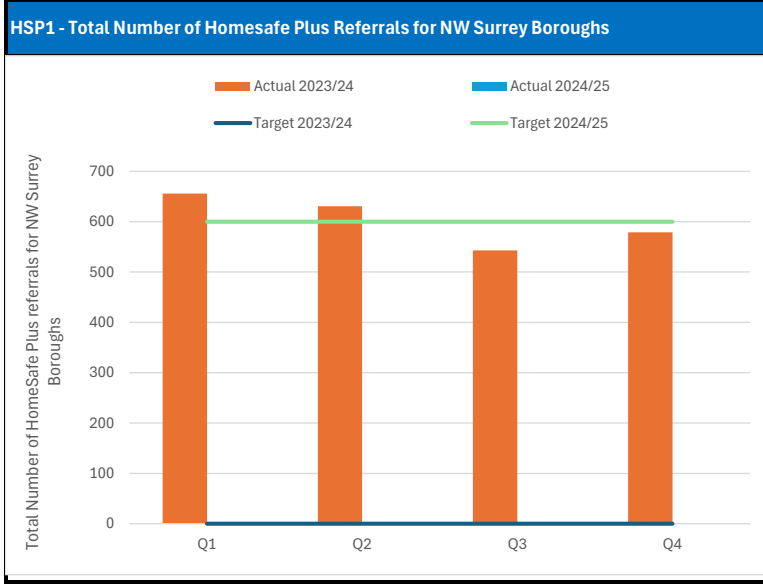
Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
	Target	Actual		Actual
Quarter	2023/24	2023/24	Target 2024/25	2024/25
Q1	25	34	32	
Q2	30	34	35	
Q3	35	32	37	
Q4	40	38	39	
Annual	130	138	143	0

Comment:

FY23 Final RAG Rating: **GREEN**.

The annual target for 23/24 for the number of referrals to Home Improvement Agency was 130. The actual was 138. Although the targets were not met individually in Q3 and Q4 the annual target was exceeded. The number of referrals increased at the start of 2024. This increase came about following families visiting over the festive period and reporting additional needs of residents to ASC. Our DFG referrals are dependent upon ASC and so there was a decrease in referrals throughout March.

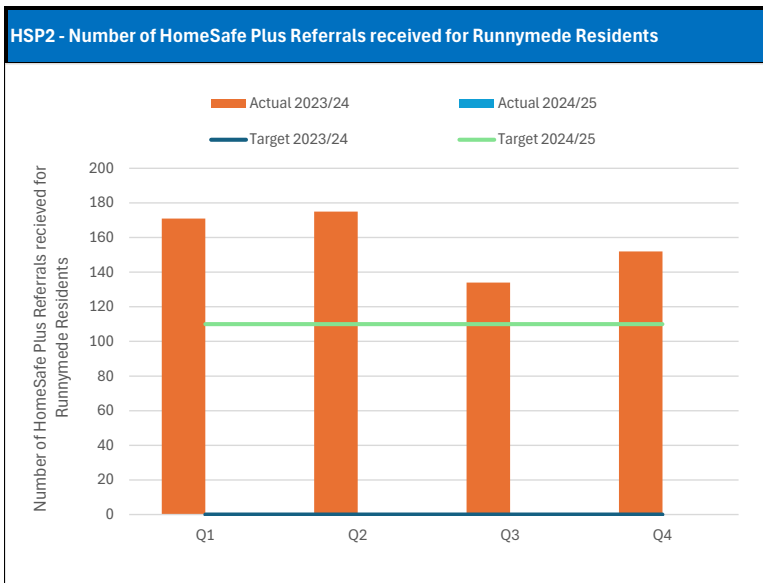
## HomeSafe Plus



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
	Target	Actual		Actual
Quarter	2023/24	2023/24	Target 2024/25	2024/25
Q1	No targets set	656	600	
Q2	No targets set	631	600	
Q3	No targets set	543	600	
Q4	No targets set	579	600	
Annual		2,409	2,400	0

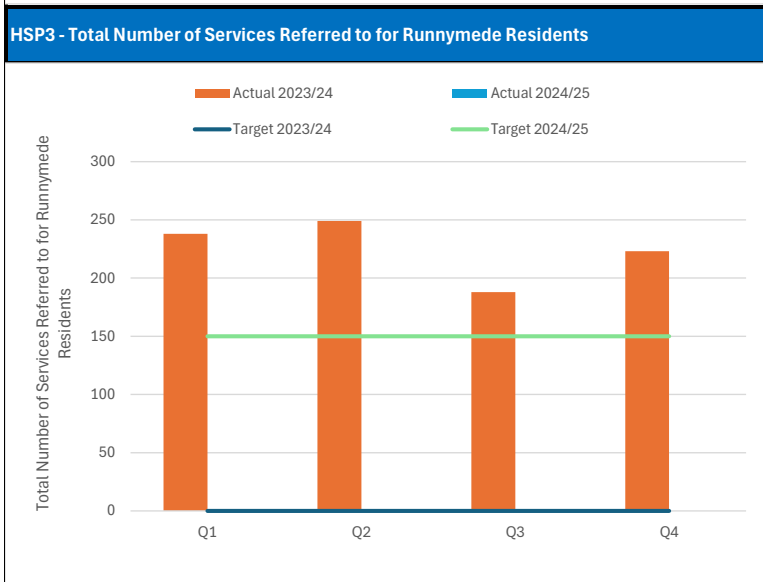
Comment: Total referrals for the year was 2,409. Referrals have been consistent throughout the year. This demonstrates the valuable role the council's services play in the successful discharge of residents across North West Surrey. FY23 Final RAG Rating: **GREEN**





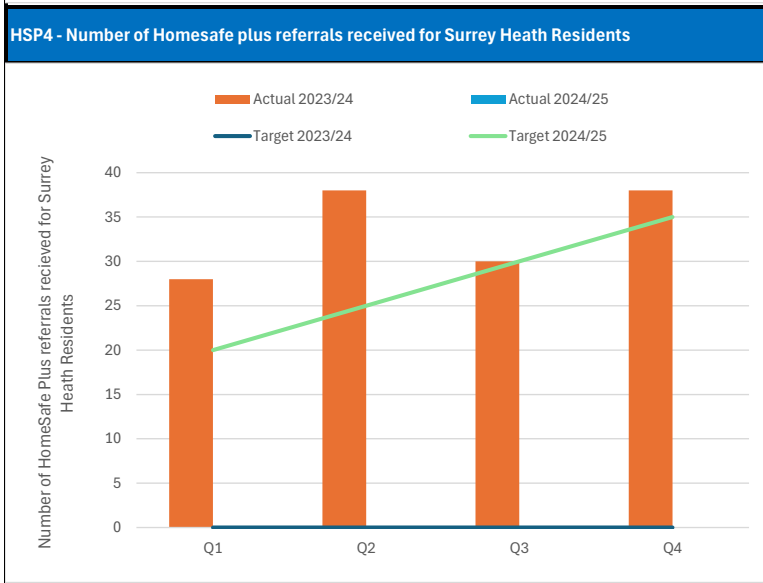
Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	171	110	
Q2	No targets set	175	110	
Q3	No targets set	134	110	
Q4	No targets set	152	110	
Annual		632	440	0

**Comment:**  
Total referrals for the year was 632. Referrals have been consistent throughout the year. This demonstrates the valuable role the council's services play in the successful discharge of our residents in Runnymede.



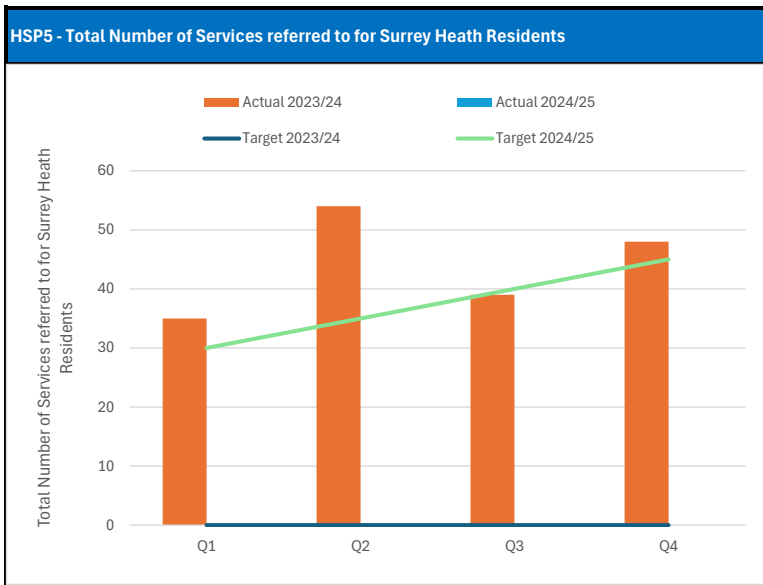
Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	238	150	
Q2	No targets set	249	150	
Q3	No targets set	188	150	
Q4	No targets set	223	150	
Annual		898	600	0

**Comment:**  
Total services referred to for the year is 898. Referrals have been consistent throughout the year. This demonstrates that referrers are benefiting from the ability to refer to multiple council services, using Homesafe Plus, to support residents discharge from hospital and/or to assist them to continue to live independently in their own homes.



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	28	20	
Q2	No targets set	38	25	
Q3	No targets set	30	30	
Q4	No targets set	38	35	
Annual		134	110	0

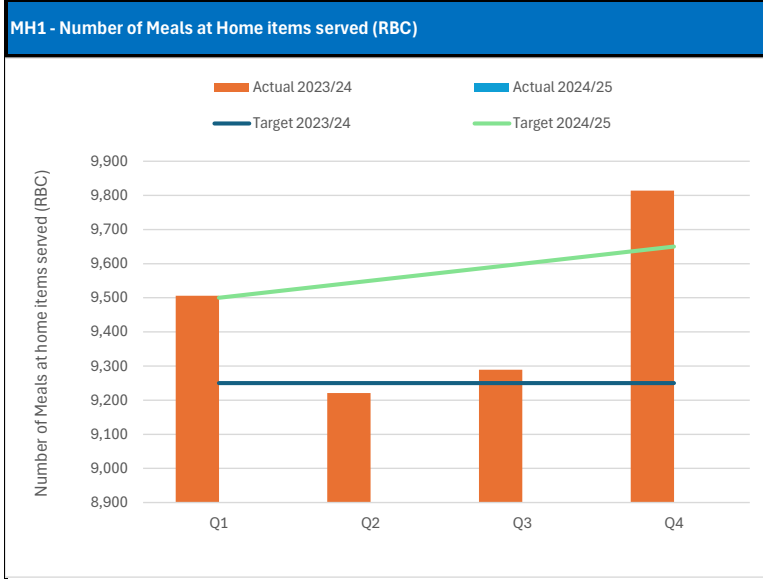
**Comment:**  
Total referrals for the year was 134. Referrals have been consistent throughout the year. We continue to work closely with our partners at Frimley Park and Farnham Hospitals and community health and social care colleagues to promote Homesafe Plus with the aim of increasing its use in this area.  
There are no Borough Discharge Officers based full time at FPH as there are at St Peters Hospital, but the Health Integration Officer at Surrey Heath is working with the FPH discharge team once a month to support discharges using Homesafe Plus.  
Frimley Park and Farnham hospitals service an area bordered by and incorporating other local authorities and patients residing in these areas would therefore not have access to the current service delivered by Surrey Heath and NWS Surrey borough councils. There is an aspiration to develop the service to extend its reach in the future.



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	35	30	
Q2	No targets set	54	35	
Q3	No targets set	39	40	
Q4	No targets set	48	45	
Annual		176	150	0

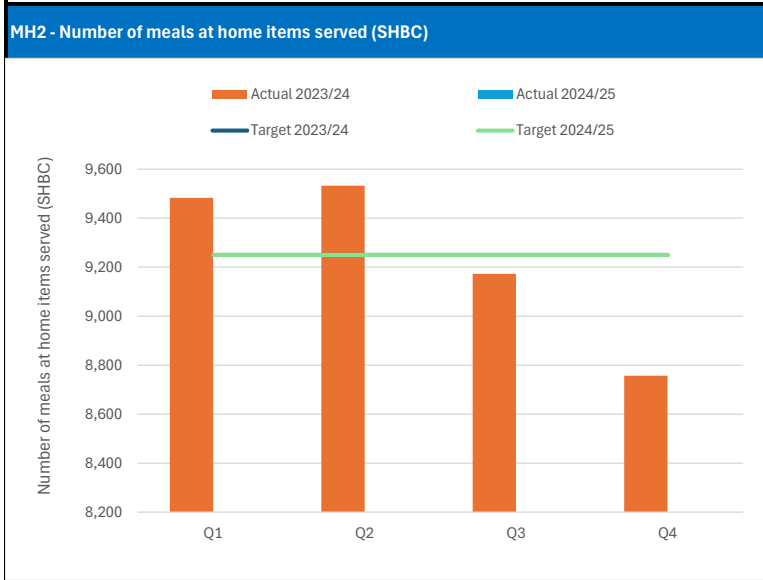
Comment:  
Total services referred to for the year is 48. Referrals have been consistent throughout the year. This demonstrates that referrers are benefiting from the ability to refer to multiple council services, using Homesafe Plus, to support residents discharge from hospital and/or to assist them to continue to live independently in their own homes.

### Meals at Home



Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	9,250	9,506	9,500	
Q2	9,250	9,221	9,550	
Q3	9,250	9,289	9,600	
Q4	9,250	9,814	9,650	
Annual	37,000	37,830	38,300	0

Comment:  
FY23 Final RAG Rating: **GREEN**.  
The annual target for 23/24 for the number of Meals at Home meals served for RBC was 37,000. The actual was 38,300.

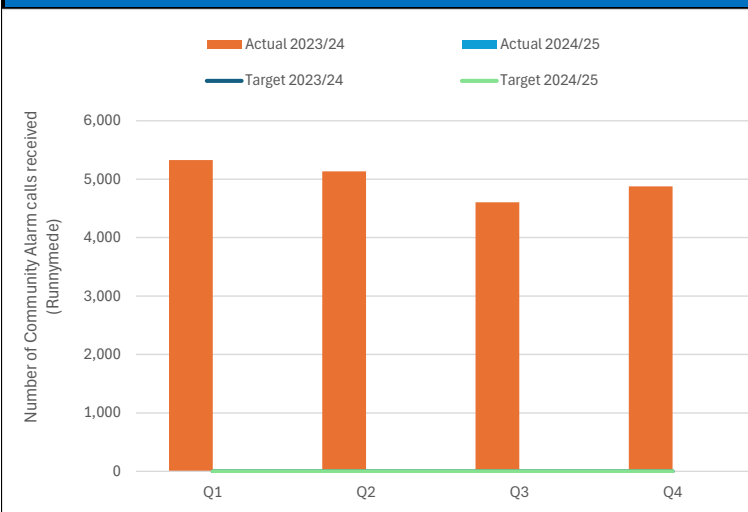


Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	9,250	9,483	9,250	
Q2	9,250	9,533	9,250	
Q3	9,250	9,173	9,250	
Q4	9,250	8,757	9,250	
Annual	37,000	36,946	37,000	0

Comment:  
FY23 Final RAG Rating: **GREEN**.  
The annual target for 23/24 for the number of Meals at Home meals served for SHBC was 37,000, set within Surrey Heath's annual plan. The actual was 36,946 and is only short of the target set by 54 meals.

**Safer Runnymede Statistics**

**SRM1 - Number of Community Alarm calls received (Runnymede) - Excluding calls when employee on site**

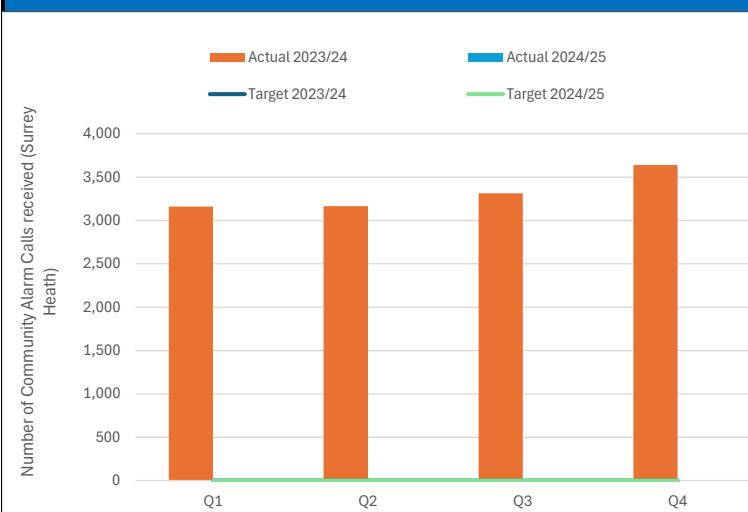


Q1	Q2	Q3	Q4	Full Year
Statistics Only	Statistics Only	Statistics Only	Statistics Only	Statistics Only

Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	5,329	Statistics Only	
Q2	No targets set	5,133	Statistics Only	
Q3	No targets set	4,604	Statistics Only	
Q4	No targets set	4,877	Statistics Only	
Annual		19,943		0

**Comment:**  
 These statistics show the number of individual Community Alarm calls received from Runnymede residents within the Safer Runnymede control room. 11% of which (see SRM3) required emergency services intervention. The time commitment for each call varies on the situation with some being resolved within a few minutes and others requiring hours of remote support until emergency services are on-site.

**SRM2 - Number of Community Alarm Calls received (Surrey Heath) - Exclude Calls when employee on site**

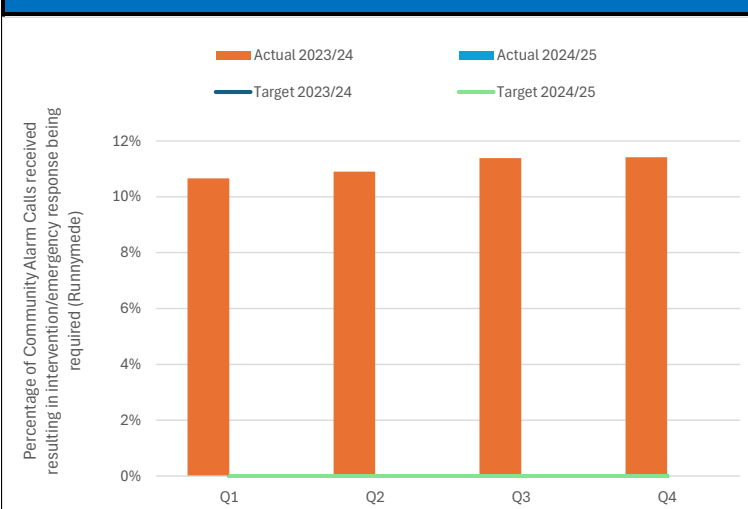


Q1	Q2	Q3	Q4	Full Year
Statistics Only	Statistics Only	Statistics Only	Statistics Only	Statistics Only

Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	3,161	Statistics Only	
Q2	No targets set	3,167	Statistics Only	
Q3	No targets set	3,315	Statistics Only	
Q4	No targets set	3,640	Statistics Only	
Annual		13,283	0	0

**Comment:**  
 These statistics show the number of individual Community Alarm calls received from Surrey Heath residents within the Safer Runnymede control room. 11.7% of which (see SRM4) required emergency services intervention. The time commitment for each call varies on the situation with some being resolved within a few minutes and others requiring hours of remote support until emergency services are on-site.

**SRM3 - Percentage of Community Alarm Calls received resulting in intervention/emergency response being required (Runnymede)**



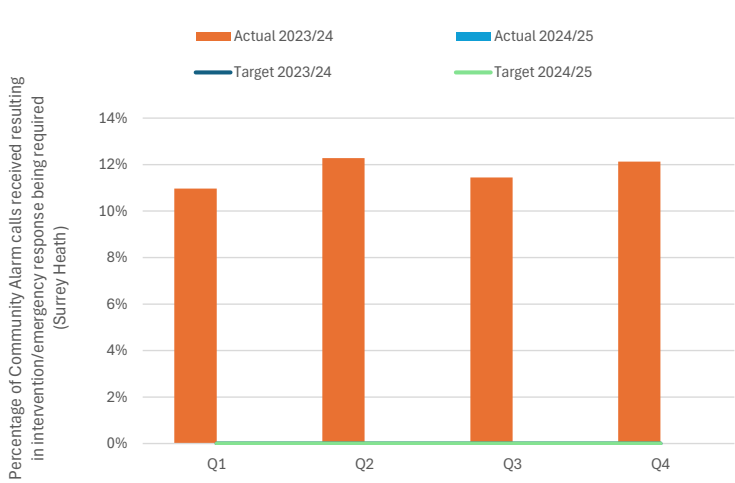
Q1	Q2	Q3	Q4	Full Year
Statistics Only	Statistics Only	Statistics Only	Statistics Only	Statistics Only

Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	11%	Statistics Only	
Q2	No targets set	11%	Statistics Only	
Q3	No targets set	11%	Statistics Only	
Q4	No targets set	11%	Statistics Only	
Annual Mean		11%		

**Comment:**  
 These statistics show the percentage of Community Alarms calls from Runnymede residents which Safer Runnymede escalated to the emergency services.

**SRM4 - Percentage of Community Alarm calls received resulting in intervention/emergency response being required (Surrey Heath)**

Q1	Q2	Q3	Q4	Full Year
Statistics Only	Statistics Only	Statistics Only	Statistics Only	Statistics Only

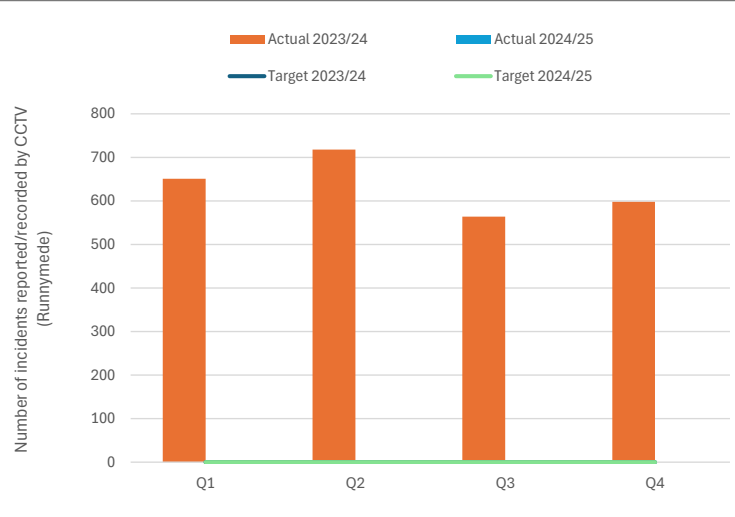


Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	11%	Statistics Only	
Q2	No targets set	12%	Statistics Only	
Q3	No targets set	11%	Statistics Only	
Q4	No targets set	12%	Statistics Only	
Annual Mean		11.7%		

**Comment:**  
 These statistics show the percentage of Community Alarms calls from Surrey Heath residents which Safer Runnymede escalated to the emergency services.

**SRM5 - Number of incidents reported/recorded by CCTV (Runnymede)**

Q1	Q2	Q3	Q4	Full Year
Statistics Only	Statistics Only	Statistics Only	Statistics Only	Statistics Only



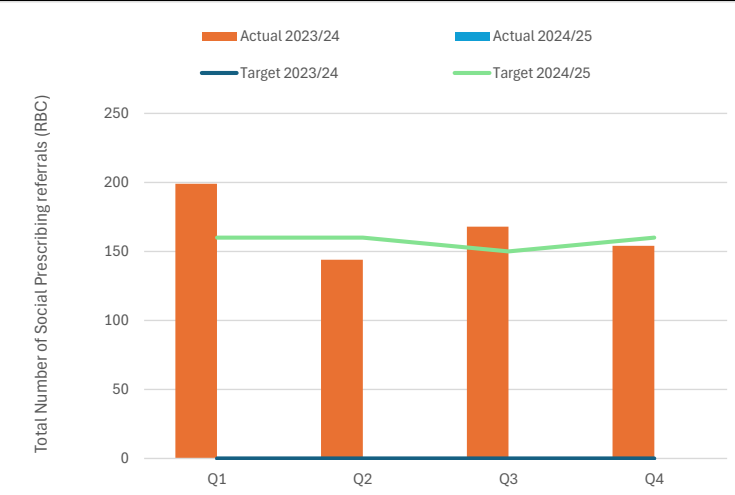
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	651	Statistics Only	
Q2	No targets set	718	Statistics Only	
Q3	No targets set	564	Statistics Only	
Q4	No targets set	598	Statistics Only	
Annual		2,531		0

**Comment:**  
 These statistics show the number of incidents which Safer Runnymede have captured. This information is used to support Surrey Police investigations and prosecution, in addition to supporting investigations and follow up by other services within the Council (e.g. Environmental Services and Community Safety).

**Social Prescribing**

**SP1 - Total Number of Social Prescribing referrals (RBC)**

Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A



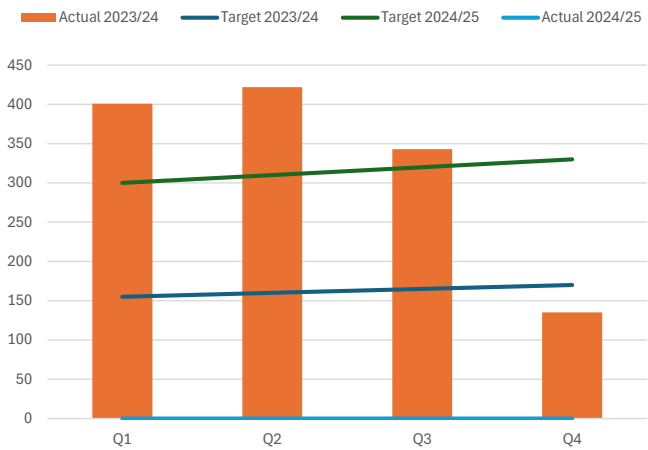
Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	No targets set	199	160	
Q2	No targets set	144	160	
Q3	No targets set	168	150	
Q4	No targets set	154	160	
Annual		665	630	0

**Comment:**  
 FY23 Final RAG Rating: **AMBER**.  
 The annual target for the number of referrals for RBC in 23/24 was 705, with the actual number being 665. Although below target, it is less than 10% below. It must also be acknowledge that the 23/24 targets were set when there were 4 Social Prescribers. Throughout 23/24 the number of social prescribers went from 4 to 3, meaning the team did not have the same capacity to handle referrals. Despite the reduced capacity the team still managed to stay within 10% of the target.  
 The number of incoming referrals is steady. There is currently a 15 working day waiting period between the referral being received and first contact from the Social Prescriber.

**SP2 - Total number of social prescribing referrals (SHBC)**

Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A

Total Number of Social Prescribing referrals (RBC)



Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	155	401	300	0
Q2	160	422	310	0
Q3	165	343	320	0
Q4	170	135	330	0
Annual	650	1,301	1,260	0

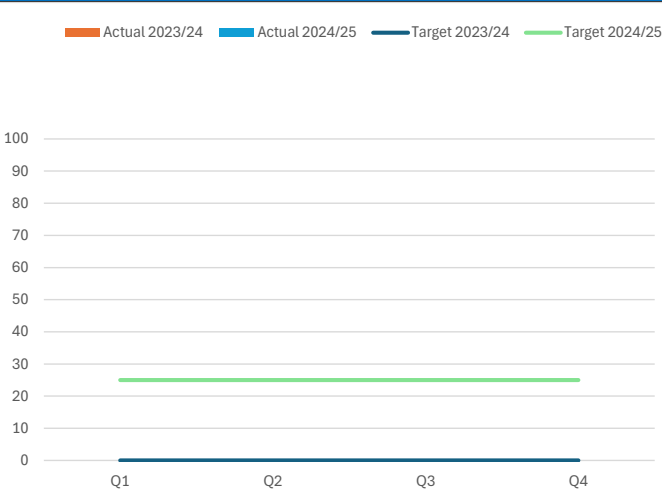
Comment:  
 FY23 Final RAG Rating: **GREEN**.  
 The annual target was agreed with Surrey Heath Borough Council for 23/24 was 650. This target was set against overall activity in Social Prescribing, as opposed to specifically those undertaken by the SHBC officer. The actual number received was 1,301, meaning the target for the 23/24 year was exceeded.

**Open Spaces Development**

**OSD1 - Number of volunteer hours facilitated by the Open Spaces Development Team**

Q1	Q2	Q3	Q4	Full Year
N/A	N/A	N/A	N/A	N/A

Number of residents who have volunteered at an Open Spaces Development volunteering event



Quarter	Target 2023/24	Actual 2023/24	Target 2024/25	Actual 2024/25
Q1	N/A	N/A	25	
Q2	N/A	N/A	25	
Q3	N/A	N/A	25	
Q4	N/A	N/A	25	
Annual			100	

Comment:  
 This is a new KPI for 2024-25 to show the total number of hours of volunteer time being utilised to support the development of the Council's parks and open spaces.

<b>Report title</b>	<b>Community Services Appointments 2024</b>
<b>Report author</b>	Clare Pinnock, Democratic Services Officer
<b>Department</b>	Law and Governance
<b>Exempt</b>	No
<b>Exemption Type</b>	Not applicable
<b>Reason for Exemption</b>	Not applicable

**Purpose of report:**  
To resolve

**Synopsis of report:**  
The Committee is asked to consider the following appointments to the following Community Services related bodies for 2024/25 and to nominate and approve the appointments accordingly

**Recommendation(s):**  
To resolve

**THE COMMITTEE IS ASKED to consider the following appointments to the Community Services Sub-Groups and other related bodies for the Municipal Year 2024/2025:-**

1. **Two Officers** to serve on the **Cabrera Trust Management Committee**. The Management Committee comprises the three Virginia Water Councillors ex officio, **These are Councillors C Howorth, J Hulley and K Rowsell**. Two Officers acting as the Honorary Secretary and Honorary Treasurer for the Trust. The term of these appointments runs from the end of the Cabrera Trust’s Annual General Meeting in 2024 to the end of the said same meeting in 2025. The Group meets twice a year here at the Civic Offices (the next scheduled dates are 18 July 2024 and 7 January 2025) and the retiring Officer appointees are the **Corporate Head of Financial Services** (Paul French) and the **Open Spaces and Community Development Manager** (Chris Swatridge). It is proposed that these Officer appointees continue.
2. **Two Members** to serve on the **Chertsey Meads Management Liaison Group**. The Constitution of the Group provides that the meetings of the Liaison Group shall be chaired by a Member of the Council representing the Community Services Committee, but they do not need to be a member of this Committee provided they have an interest in Chertsey Meads and/or conservation issues. In the past, Members have also agreed that it would be appropriate to appoint a Member representing one of the Chertsey or Addlestone wards. The Group meets twice a year (scheduled dates are 3 September 2024 and 4 March 2025). The retiring Members are **Councillors M Nuti** (Chair) and **J Mavi**. Both Councillors Nuti and Mavi would like to continue, if nominated, to continue promoting and protecting the

Meads. Councillor Nuti added that he has served on the Group for 10 years and has over these years built a rapport with local residents in and around the area.

3. The appointment of an **Older Persons Champion**. Members are asked to note that when this was considered in November 2009 by the former Housing and Community Services Committee it was agreed that the duties associated with the post should be tailored, where possible, to accommodate the availability of the appointee. The retiring Member is **Councillor M Harnden**. Councillor Harnden is happy to continue in the role if nominated. She stated in her reply that when previously Deputy Mayor and then Mayor she was visiting many organisations for older people and has continued connections with some of those since. Councillor Harnden added that she will continue to look for opportunities to interact with older people in the borough and champion any causes they bring to her attention.
4. **Three Members** to serve on the **Community Services Partnership Board with Surrey Heath**. The Board also consists of three elected Members (two of the possible three spaces were appointed to) from Surrey Heath Borough Council, the Corporate Head of Community Services and other relevant Officers. The Partnership Board is intended to meet four times per year. However, this will be subject to a review of arrangements in 2024/2025. The retiring Members are **Councillors A King (Reserve), C Howorth and S Lewis** and former Councillor S Walsh.
5. **One Member** to serve on the **Community Safety Partnership**. The other Member appointment will be made by the Crime and Disorder Committee which was due to meet on 4 July 2024. However, owing to the General Election, the Chair and Members of that Committee have been consulted on moving this meeting to another date.

The Committee is asked to note that Councillor Howorth's appointment to the **Place Based, Health and Wellbeing Partnership** is for the period 2023 – 2027 so is not included this time.

#### **Background papers**

- Relevant Correspondence between Democratic Services, Community Services and Financial Services

#### **Appendices**

- None

Runnymede Borough Council

Chertsey Meads Management Liaison Group

Tuesday, 27 February 2024 at 7.30 pm

Members of the Management Liaison Group present: Councillors M Nuti (Chair) and J Mavi, T Athersuch, D Cotty, R Deacock, G Drake, K Drury, S Hall, F Harmer, J Hearne, N Johnson, M Nichols, J O'Gorman, B Phillips, C Noakes, M Ray, T A Stevens and D Turner.

Members of the Management Liaison Group absent: J Alexander, R Arbery, P Bickford, J Denton, I Girvan, G James, C Longman and H Wilson

In attendance: N Barrett, A Roy, M Steward and C Swatridge

**10 Minutes**

The minutes of the meeting of the Management Liaison Group held on 5 September 2023 were confirmed and signed as a correct record.

**11 Apologies for Absence**

Apologies for absence were received from J Alexander, R Arbery, P Bickford, J Denton, I Girvan, G James, C Longman and H Wilson.

**12 Membership of the Management Liaison Group**

The membership of the Management Liaison Group was noted and Toby Athersuch and Andi Roy, the Council's Biodiversity Officer were welcomed to the meeting. The Council's External Projects Lead, Marcel Steward and the Community Development Projects Officer, Naomi Barrett were also welcomed as guests to the meeting.

**13 Esso Pipeline Update**

Dr Steward provided the Group with a brief update on the Esso pipeline project. The pipeline itself was complete and Esso would be coming back to grout up the old pipeline when the ground was sufficiently dry to allow them on site. There was also a snagging list of tasks to effect repairs which had been drawn up with Esso's contractors.

The Group was advised that after site visits and discussion with Esso's contractors it had been expressly agreed that the affected areas of the Meads would not be re-seeded but would be left to recover naturally. During this period it had also been agreed that these areas would not be mown.

Mr Turner drew attention to the effects the works had had on Chertsey Show and requested that a suitable crossing point and Heras fencing be used to facilitate their vehicles setting up this year's show. He also raised issues regarding the land not having been compacted properly which Dr Steward agreed to talk to Esso about. It was advised that Esso had accepted that they had been on site far longer than first anticipated and caused more disruption than expected.

Members of the Group and other residents were aware of other works that needed addressing as a result of the pipeline replacement, notably damage to the road from



vehicles parking on the verges and turning at various points, damage to the hedgerow and various materials left on site. A priority would be repairing the top of the road leading to residential properties and the Marina, and it was also asserted that the approach road to Dumsey Stump had not been completed. There were also security issues in respect of gates being left open, the height barrier being locked in the open position and missing sleepers.

The Chair suggested that a sub-committee was formed to compile another snagging list to present to Esso. This was agreed and the sub-committee would comprise the following members of the Group: Toby Athersuch, Derek Cotty, Kay Drury, Sarah Hall and Nathan Johnson.

### **Chertsey Meads conservation project update**

Some of the Esso funded conservation project works had commenced. This involved removing scrub, pollarding and gapping up of hedgerows. Some additional funding had been requested as the original cost estimates had increased. These works had to finish before the first ground nesting birds arrived on the Meads in March and would resume when they had fledged later in the year. It was reported that more Blackthorn would be planted to encourage the rare Brown Hairstreak butterfly adding to the biodiversity of the site.

There was some concern expressed about works taking place around Fox Copse and the Cow pond where some heavy machinery had left some deep tracks in the ground. People had observed some red and white markers and asked what they were connected with. Officers would investigate further.

The Group would be kept informed of progress with when Esso would be returning to complete repairs and commence the decommissioning of the old pipeline.

## **14 Management and Maintenance**

### **SANGs Update**

The Group was updated with preparatory identification of infrastructure changes required to promote Chertsey Meads as a SANG (Suitable Alternative Natural Green Space). This aligned with works set out in the original Surrey Wildlife Trust management plan. For example interpretation boards, route signposting, re-routing part of the main defined walking route which was impassable in winter and some small scale habitat works. Once these were in place it would move to a maintenance phase and the SANG management plan would be reviewed.

It was agreed to ask the Green Space Team to remove the damaged sign at the entrance to the Meads. However, SANG funding could not be used for other signs deterring BBQs which had been previously requested.

### **Countryside Stewardship**

Members were advised that the former Countryside Stewardship agreement had ended in December 2023 but that the Biodiversity Officer had taken this over from the Green space team and was exploring future funding options. For example, it was hoped that reinstating the regular reed bed cut and hedgerow creation could be funded by entering into a Countryside Stewardship higher tier agreement. The Group would be updated on whether an application for funding was successful later in the year.

### **Reed Beds and annual Hay Cut**

Unfortunately, Officers from the Greenspace team were unable to attend the meeting to provide an update on when the hay cut would take place. This would be requested when available and the Group notified. The Group was disappointed that funding was unlikely to be forthcoming until the new financial year and a lack of resources had meant that the management plan could not be adhered to.

### **Potholes**

The Group noted that temporary repairs to the road in the vicinity of Dockett Moorings had not been effective and a permanent re-instatement of the road was needed, although there was currently no budget to do this. Evidence suggested that some of Esso's contractors had used this area for turning vehicles making the state of disrepair worse. It was noted that the approach road to Dumsey Stump was a discussion to be had separately between the resident and Esso but that the main road could be raised with them. Dr Steward undertook to do this in liaison with Officers from the Green Space team.

### **UKPN works on the Meads**

Members were notified that UKPN were undertaking works as part of a national upgrade to the network. Further details, including time scales and size of operation were awaited and were also subject to discussion with the Council's Legal team regarding easements and access. Officers would work with UKPN to minimise disruption and the Group would be updated accordingly. It was noted that the works in a similar way to Esso's were being done under a Development Consent Order. It was confirmed that all the work would be under ground.

The Group was advised that a resident's plan to ask UKPN to upgrade the power supply to their property had been discontinued, as the opportunity to co-incide this with Esso's project had been lost. Therefore, the prospect of having a power supply to the second car park as an offshoot 'bonus' was no longer an option.

With regard to frustrations expressed the Chair offered to write to UKPN and the local MP and provide an update to the resident accordingly.

## **15 Events**

### **Litter Pick**

Members looked forward to the litter pick planned for 7 April at 10am. This was being organised by the Community Development Project Officer who would be producing some posters to publicise the event. This was thought to be a good opportunity to involve local schools, Cubs and Scouts and Abbey Rangers. The Team would carry out a pre-visit to identify which areas needed the most attention. As usual, litter pickers and sacks would be provided and the rubbish collected from the first car park by the DSO.

### **Site Visit**

It was agreed that an early evening in the Great Big Green Week commencing 8 June would be a good idea. Mr Philips suggested a revival of the orchid count, post Esso. Officers would confirm a date in liaison with Mr Philips.

Officers from Community Services were asked to arrange a separate 'open day' to promote the SANG status of the site and lead a smaller number from the group around the new walking route in due course.

### **Chertsey Show**

Mr Turner confirmed 10 – 11 August for this year's Chertsey Show. Last year's show had been successful, despite the Esso works. It was reported that the cost of putting on the show was increasing, noting the Council's modest contribution. Mr Turner agreed to remove the Heras fencing and the large paladin that was left after last year's show when it was safe to do so.

## 16 **Management Plan**

An update on the Management Plan would be requested from Ms Wilson.

## 17 **Any other Business**

The following issues were raised:

- Height Barrier operation and CCTV functionality

[following the meeting, Safer Runnymede confirmed that the default position would return to the barrier being closed and only opened on request]

- Signage audit and a request for permanent deterrent to BBQs and fires in the picnic area
- Deer awareness signage and educating visitors to the Meads not to allow their dogs to chase the deer
- Illegal mooring – progress with enforcement and costing options to deter it
- Replacement whips were being arranged by the Council's Tree Officer for Green Space [this post is now vacant]

The group was also encouraged to respond to the public consultation on the River Thames Scheme which was underway.

Officers were asked to provide a monthly update on issues raised and progress with the conservation project.

## 18 **Dates of Future Meetings**

The Group noted the next scheduled meetings of the Group were Tuesday 3 September 2024 and Tuesday 4 March 2025, to be held at the Civic Centre at 7.30pm.

(The meeting ended at 9.16 pm.)

Chair

By virtue of paragraph(s) 3, 4 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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