



Community Services Committee

Tuesday, 1 February 2022 at 7.30 pm

**Council Chamber, Runnymede Civic Centre,
Addlestone**

Members of the Committee

Councillors: C Howorth (Chairman), M Adams (Vice-Chairman), R Bromley, T Burton, D Clarke, D Coen, M Harnden, S Lewis, C Mann and S Walsh

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

AGENDA

Notes:

- 1) **The following Measures to comply with current Covid guidelines are in place:**
 - **restricting the number of people that can be in the Council Chamber to 60**
 - **temperature check via the undercroft for Members/Officers and Main Reception for the public**
 - **NHS track and trace register, app scan is next to the temperature check**
 - **masks to be worn when moving around the offices**
 - **masks can be kept on whilst sitting in the Council Chamber if individuals wish**
 - **use of hand sanitisers positioned outside and inside the Council Chamber**
 - **increased ventilation inside the Council Chamber**

- 2) 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.

- 3) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to

Miss C Pinnock, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425627). (Email: clare.pinnock@runnymede.gov.uk).

- 4) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.
- 5) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.
- 6) **Filming, Audio-Recording, Photography, Tweeting and Blogging of Meetings**

Members of the public are permitted to film, audio record, take photographs or make use of social media (tweet/blog) at Council and Committee meetings provided that this does not disturb the business of the meeting. If you wish to film a particular meeting, please liaise with the Council Officer listed on the front of the Agenda prior to the start of the meeting so that the Chairman is aware and those attending the meeting can be made aware of any filming taking place.

Filming should be limited to the formal meeting area and not extend to those in the public seating area.

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

List of matters for consideration

Page

Part I

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

1. **Notification of Changes to Committee Membership**
2. **Minutes** 4 - 7

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 18 November 2021 (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. **Holme Farm Grant Funding Request** 8 - 18
6. **Community Safety Update** 19 - 27
7. **Runnymede Pleasure Grounds Draft Estimates 2022/2023** 28 - 31
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10. **Exclusion of Press and Public** 41

Part II

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

Exempt Appendix A to item 5 Holme Farm Grant Funding Request

Appendix A

Runnymede Borough Council

COMMUNITY SERVICES COMMITTEE

18 November 2021 at 7.30 pm

Members of the Committee Present: Councillors C Howorth (Chairman), M Adams (Vice-Chairman), R Bromley, T Burton, D Clarke, T Gracey, M Harnden, J Hulley, S Lewis, and J Olorenshaw

Members of the Committee absent: None

Councillor M Cressey also attended the meeting.

283 **Fire Precautions**

The Chairman read out the Fire Precautions.

284 **Presentation – Holme Farm Project, Woodham Park Road**

The Committee received for information, a detailed presentation by Pippa Tucker Brown and Andi Roy, on the proposed Holme Farm Project in the Woodham and RowTown ward. Members were advised that on 6 November, Defra, who owned the land in question, had agreed in principle to lease it to the project, who it was hoped would become a registered charity very shortly. This was a significant landmark and patronage was being sought from the Earl and Countess of Wessex, Dr Ben Spencer MP, and local businessman, Robert Mandry

The next steps were to develop the vision's four elements; Nature and Conservation, Education, Social Cohesion and Mental and physical health, and to secure funding, some of which had already been raised, notably from Surrey County Council, via the efforts of local County Councillors, ward members and other Councillors, who all spoke in favour of the venture.

The Committee was provided with supplementary information set out in an accompanying brochure, tabled by the team. This included a detailed site plan showing all the various strands of the project. Members agreed this was ambitious and diverse as well as catering for all ages and abilities.

Individuals in the team were congratulated for their achievements, particularly Ronnie and Christine Kendall, whose idea it was, and thanks were extended to the Council's Chief Executive and former Projects and Voluntary Sector Officer in Community Development, both of whom had shown support for the project.

It was anticipated that a formal request for funding would be submitted to the next scheduled meeting of the Committee in January 2022, via the Lead Officer, the Corporate Head of Community Services.

Members were asked to note that the project should align with the Council's own health and wellbeing strategy, with the intention of maintaining and developing a supportive partnership in the future.

285 **Notification of Changes to Committee Membership**

The Groups mentioned below had notified the Chief Executive of their wish that the changes listed below be made to the membership of the Committee. These changes were for a fixed period ending on the day after the meeting and thereafter the Councillors removed would be reappointed.

<u>Group</u>	<u>Remove</u>	<u>Appoint instead</u>
Conservative	Councillor D Coen	Councillor J Hulley
Conservative	Councillor S Walsh	Councillor T Gracey
Independent Group	Councillor C Mann	Councillor J Olorenshaw

The Chief Executive had given effect to the change to Committee membership in accordance with section 16(2) of the Local Government and Housing Act 1989.

286 **Minutes**

The Minutes of the meeting of the Committee held on 16 September 2021 were confirmed and Signed as a correct record.

287 **Declarations of Interest**

There were no declarations of interest.

288 **Fees and Charges for Community Services 2022/2023**

The Committee's approval was sought for the relevant fees and charges in Community Services and Community Development for 2022/2023.

Members noted that Chertsey Museum drew a wide catchment of schools and that their activities were very popular. Some Members queried the % increases compared with the actual price increase. Officers stated that it was important to cover the museum's costs. However, it was agreed to give further consideration to this with regard to talks at school assemblies and provide the rationale for the structure for borough and non-borough based activities.

Officers were asked to undertake some benchmarking for allotments charges, which it was acknowledged were higher than some neighbouring authorities charged, but were gradually aligning.

Officers were asked to confirm how many requests Safer Runnymede received for DVDs per annum and whether file transfer instead of supplying DVDs would be a cheaper and more secure option.

RESOLVED that –

the proposed fees and charges as set out in Appendix 'A' be approved, to be effective from the dates within the appendix or as soon as practical thereafter

289 **Foxhills Community Camp 2021**

The Committee noted an account of the Foxhills Community Camp, funded by the Hayton Trust in the sum of £100k, for three years from 2019 to 2022.

The Camp was in its second year, therefore, catering for 50 young people, aged between 6 and 14 years, who because of their family circumstances, would otherwise have lacked the opportunity to participate in a wide variety of activities over the summer months. The full report was available on the Council's website and Members were provided with a useful summary, demonstrating the

benefits of the camp and how rewarding it was for all concerned. Officers explained that children were referred by various agencies and because places were limited were accepted on a first come first served basis. To assist the families, transport was provided to the venues at Egham Orbit and the Big Hat Bushcamp in Lyne, by the Council's Community Transport service. Members noted details of the staffing, training, and budgetary implications and reviewed the positive feedback.

The Committee thanked Officers for their report, noting plans to involve the Council's Communications team in future marketing and promotion of the camp. It was agreed the initiative was very worthwhile and its success could be highlighted in the February edition of Runnymede Talks, distributed across the borough.

290 **Community Services Performance Indicators – Quarter 2 2021/2022**

The Committee noted the Quarter 2 results of the performance indicators for Community Services. Officers confirmed that the Quarter 2 and 3 results for Community Development would be presented at the next scheduled meeting in January 2022. The performance indicators would also be presented to the Partnership Board with Surrey Heath.

Officers reported another quarter of strong performance, in what continued to be challenging times, for which staff across the Business Centre were commended, particularly for their flexibility, diligence and commitment. There were a number of vacancies to be recruited to which when filled, Officers anticipated would improve resilience and support for staff, as well as providing opportunities for expansion and income generation and more resourceful use of funding. The Home Improvement Agency was a case in point and would be the subject of a future report to the Committee.

Members noted that consultation on merging Community Development and Community Services was part way through which would result in a slightly different approach to how performance would be recorded and reported in the new year. Officers considered the merger to be an opportunity to refresh and relaunch the Service area of 'Community' and aid the recruitment of staff to populate the new structure.

Officers highlighted the success of the hospital discharge service, Homesafe Plus and the Handyman Service, and the expanding partnership working across North West Surrey between agencies.

The Committee noted a slight decrease in Meals at Home across both boroughs and the slow recovery of the Transport Service and Day Centres. Community Halls were still being used as vaccination centres.

291 **Chertsey Meads Management Liaison Group – Minutes 31 August 2021**

The Minutes of the meeting of the Chertsey Meads Management Liaison Group, held on 31 August 2021, as attached at Appendix 'A', were noted.

292 **Cabrera Trust Management Committee – Minutes AGM and ordinary meeting – 2 September 2021**

The Minutes of the meetings of the Cabrera Trust Management Committee held on 2 September 2021, as attached at Appendices 'B' and 'C', were noted.

293 **Aviator Park Skatepark**

By resolution of the Committee, the press and public were excluded from the meeting during the consideration of this matter under Section 100A(4) of the Local Government Act 1972 on the grounds that the discussion would be likely to involve the disclosure of exempt information of the description specified in paragraph 3s and 5 of Schedule 12A to Part 1 of the Act.

The Committee was updated on the measures put in place for the use of the Skatepark in Aviator Park, Addlestone, and were appraised of steps taken in defence of legal proceedings since this matter was last considered by this Committee. Members were asked to resolve the Council's position concerning legal proceedings initiated by a number of residents in the vicinity of the skatepark.

Officers advised that since the last report to the Committee in January 2021, consultation had taken place with park users and residents shortly thereafter. This resulted in the installation of fencing and restrictions placed on the opening hours of the park. An opening and closing regime was put in place for 6 months initially, but it was agreed this should continue until further notice and pending any decision of the court which was due to have its second Hearing in January 2022.

The Committee reviewed the Officer's report before it, to help clarify the Council's position. The key points arising therefrom, and consequential resource and legal implications were duly noted, as were the future options with regard to the skatepark.

Members were presented with three options and after debate chose the one set out at paragraph 2.71 of the report, as amended. Members agreed that the current situation was unfortunate and sought an outcome which balanced the requirements of both park users and residents.

RESOLVED that –

- i) the current schedule of opening and closing hours continue until further notice; and**
- ii) the strategy as set out in para 2.7.1 of the report, as amended, be approved**

Chairman

(The meeting ended at 9.20 pm)

Holme Farm Grant Funding Request (Community Services, Darren Williams)

Synopsis of report:

To summarise the Holme Farm project, its progress to date and aspirations for the future, and seek approval for a one off sum of £25,000 from the Council, to be used as part of the funding to initiate the project.

Recommendation(s) that:

Approval is given for a one-off funding amount of £25,000 to Holme Farm towards the overall cost of project initiation, utilising underspends in the current Community Services budget.

1. Context of report

- 1.1 The Holme Farm Community Project is a concept originally developed by two residents of the Borough, who have been its driving force.
- 1.2 The project aims to improve the mental and physical wellbeing of people in Runnymede by developing a number of outside projects, including community allotments, sensory garden, apiary, as well as biodiversity and wildlife projects.
- 1.3 As the concept has developed and edged closer to being realised, a management committee has been formed, of local residents, Councillors and others, many of whom have a wealth of experience and expertise in aspects of the project.
- 1.4 This report summarises the activity of the organisation to date and its aspiration for the future, with funding sought from Runnymede Borough Council, to support the initial phases of the project, totalling £25,000.

2. Report

- 2.1 In November 2021, representatives of the Holme Farm Community Project (HFCP) made a presentation to this Committee, outlining their ambition for the future in delivering a locally based project that would provide a range of health and wellbeing benefits to residents of the borough (and potentially beyond), as well as opportunities to learn and apply new skills.
- 2.2 The HFCP focusses on the potential delivery of a range of services and activities on the land owned by DEFRA, situated at Holme Farm, which has been unused for a considerable period of time. The potential to realise such an offer locally within Runnymede was boosted significantly when Rebecca Pow MP wrote to Dr Ben Spencer MP, to confirm that DEFRA are now willing to grant a lease to the HFCP.
- 2.3 Securing this lease, will enable to HFCP to continue with their ambitions for the site, to deliver a number of services and projects that will contribute to an improvement in the mental and physical wellbeing of residents of the borough. Proposed activity for the site, led by HFCP include but is not limited to:
 - Wood Workshop

- Community Orchard
- Allotments/Food growing
- Family/Sensory Garden area
- Community Apiary
- Re-wilding & Biodiversity projects
- Wildlife tree planting
- Nature trails, flora & fauna
- Furniture restoration and up-cycling
- Art classes
- Wellbeing therapies and disciplines

- 2.4 Development of the DEFRA site is intended to be achieved in an environmentally focussed, and friendly way, using zero-carbon building models to minimise future energy requirements, using technology including air/ground source heat pumps, solar panels and through using grey water for the toilet flushing system. This intention highlights the project's commitment to environmental sustainability.
- 2.5 The HFCP sees itself as a key community asset as part of a "Green Social Prescribing" approach. Green Social Prescribing promotes the improvement of individual wellbeing through the introduction of nature and the environment into individuals' lives. NHS England recognises the importance of being outdoors, the positive impact it has in improving mental health, reducing health inequalities and the demand on the health and social care system.
- 2.6 This is evidenced by the fact that in July 2020, £5.77 million of funding was awarded to seven Integrated Care Systems to become test and learn sites for Green Social Prescribing, one of which is Surrey Heartlands ICS.
- 2.7 With negotiations to secure the land with DEFRA now at an advanced stage, HFCP are looking to secure funding to initiate the project in early 2022. This includes a request to the Council for funding of £25,000 that will be used for set up and mobilisation costs.

3. **Resourcing and Financing Implications**

- 3.1 In September, an application was made to the Community First fund. Unfortunately, the application did not meet the necessary criteria for funding. However, Officers and Members are keen to support this project and the ambition of those involved. A copy of the application submitted can be found in Exempt Appendix A and the business case graphs are in Appendix A.
- 3.2 There is also a keenness for HFCP and the Council to continue to work in partnership as the project progresses. Therefore, Members of Community Services Committee are asked to consider the funding request.
- 3.3 Members are advised that should approval of the grant request be given, the funding will be realised through the virement of budget underspends from across Community Services, as opposed to the requirement for a supplementary budget request. This is a one-off grant; any future funding requests will need to follow the Council's existing grant aid application processes.

4. **Legal Considerations**

- 4.1 Community Workshops and Gardens @ Holme Farm is constituted with a board of ten trustees and a management committee. An application for

registered charitable status was submitted to the Charity Commission in October/November 2021. This was accepted and the charity became registered on 4 January 2022. It now has the status of foundation Charitable Incorporate Organisation (CIO) and can, for instance, enter into agreements or leases as a separate entity in the charity's own name. It has to comply with the Commission's ongoing requirements including maintaining a register of trustees and filing its accounts and annual return each year.

5. Equality implications

- 5.1 The HFCP contains elements which are relevant to people with the protected characteristics of age and disability. For example, the Young persons day camping and youth club facilities on site. The project seeks to work with 'young and old alike', thus all aspects of age are engaged positively.
- 5.2 The HFCP has also forged links with local organisations such as the Runnymede Dementia Action Alliance and Woking MIND.
- 5.3 The statement available on the Charity Commission's website states that one of its three charitable objects is 'to promote for the benefit of the inhabitants of North West Surrey...of individuals who have need of such facilities by reason of their youth, age, infirmity or disablement...'
- 5.4 Supporting this project makes a positive contribution to Equalities and complements the Council's Public Sector Equality Duty as defined in the Equality Act.

6. Environmental/Sustainability/Biodiversity implications

- 6.1 The project promotes environmental sustainability and biodiversity at the heart of the project and therefore is intended to make a significant, positive environmental impact locally.
- 6.2 Grant funding being awarded to the project will not only demonstrate the support of the Council to the ambition of HFCP, but also to supporting an organisation that intends to contribute positively to the environment locally.

7. Conclusions

- 7.1 The Holme Farm Community Project is an ambitious project, which fuelled by the drive and determination of local volunteers and residents, together with the support of the local Member of Parliament and locally elected Councillors, has the potential to deliver a range of new services locally which have the intended outcome of improving the health and wellbeing of residents.
- 7.2 The project is one which the Council is keen to work in partnership with as it develops and therefore financial support of a grant of £25,000 is not only a grant to a voluntary sector project, but a commitment to positive future partnership working and is therefore something which Officers recommend for approval by Members.

(To resolve)

Background papers

Holme Farm Presentation and Brochure presented at Community Services, November 2021.

Charity Commission extract of charity details for 'Community Workshops & Gardens @Holme Farm' Charity Number 1197321

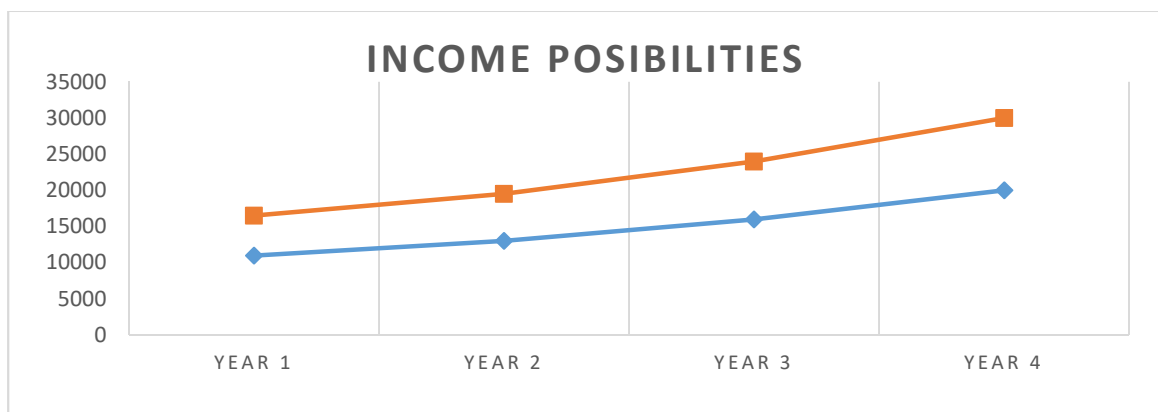
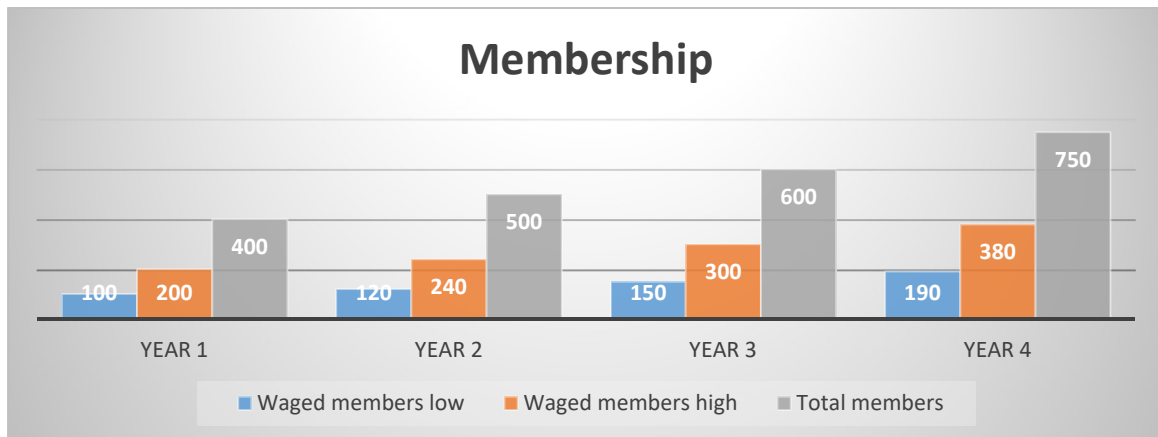


MEMBERSHIP FEE AND DONATIONS

Membership fees will be set at an £50pa for the waged and zero for the unwaged. Donations from all will be encouraged.

	Year 1	Year 2	Year 3	Year 4
Total members	400	500	600	750
Waged members	100	120	150	190
Membership fee	£ 5,000	£ 6,000	£ 7,500	£ 9,500
Donations	£ 500	£ 500	£ 500	£ 500
Total	£ 5,500	£ 6,500	£ 8,000	£ 10,000

These business case figures were collated for the document in Dec 2020. We have increased our supporter numbers to over 900 and have recently had social media coverage of over 12,000. This suggests our predictions for membership are currently very conservative, and we should now revise these upwards so that is the 2nd figure in the graphs showing a higher figure.





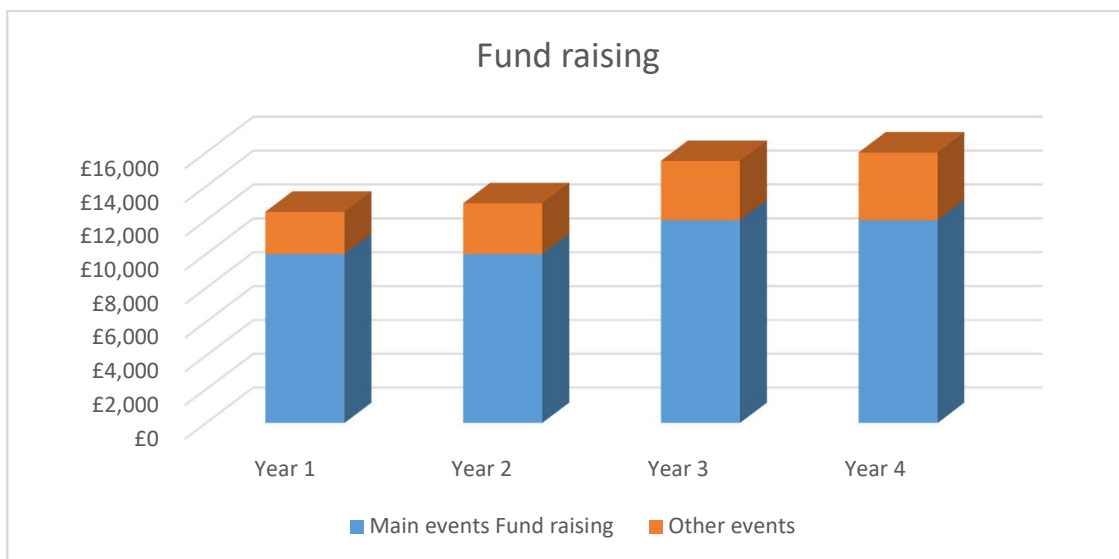
COMMUNITY WORKSHOP & GARDENS @ HOLME FARM

FUND RAISING

There will be 4 major fund-raising events per year – one in each season with the intention of raising £10,000 in the first year.

Other smaller events will be hosted that include Cake sales, Table Top/Garage Sales, sponsored runners, Skills auction, crowd funding, etc. Raising up to £500 per event 6 events in the first year £2,500

	Year 1	Year 2	Year 3	Year 4
Fund raising events	4	4	4	4
Other events	5	6	7	8
Fund raising	£ 10,000	£ 10,000	£ 12,000	£ 12,000
Other events	£ 2,500	£ 3,000	£ 3,500	£ 4,000
Total	£ 12,500	£ 13,000	£ 15,500	£ 16,000



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

Document is Restricted

Community Safety Update – (Community Services, Katie Walker)

Synopsis of report:

This report addresses questions raised at previous committee meetings, outlines the process for implementing Public Space Protection Orders (PSPOs) and provides further information about Community Safety.

Recommendation that:

A Member of Community Services Committee be nominated to serve on the Community Safety Partnership for 2022/2023, subject to the outcome of discussions at the Community Safety Partnership and subject to the new provisions for external appointments approved by Corporate Management Committee

1. Context of report

- 1.1 A call in of the decision of Community Services Committee on 17 June 2021, regarding Public Space Protection Orders, was considered by the Overview and Scrutiny Select Committee on 8 July 2021. At the meeting, Members requested a future report to be considered by the Community Services Committee in relation to Community Safety matters.
- 1.2 This report will provide updates to action points raised at previous committee meetings including reporting options for incidents of antisocial behaviour (ASB) and crime, how Members can provide input to the Joint Action Group (JAG), Police ward boundaries and officer delegated powers in regard to Public Space Protection Orders (PSPOs).
- 1.3 This report will introduce Members to the process of implementing a PSPO and provide an insight into some of the Community Safety Partnership (CSP) based meetings.
- 1.4 This report will:
 - identify an opportunity for additional Member representation within the CSP;
 - propose the CSP is utilised to determine deployment of CCTV units; and
 - reiterate the important role Members play within consultation requests.

2. Report

- 2.1 At the meeting of Overview and Scrutiny Select Committee in July 2021, to consider a call in, additional actions were requested and will be addressed here for the benefit of all Members.

Action Point 1

- 2.2 The first action point was to bring a future report to this Committee;

“That investigates the manner in which anti-social behaviour and criminal behaviour is reported to enable it to be better informed when considering the making of Public Spaces Protection Orders (PSPO)s”.

- 2.3 Antisocial behaviour and crime can be reported via multiple routes, with the correct channel being determined by the situation presented at the time. The options, as set out below, are broken down by agency to identify which reporting methods are available.

Surrey Police

- 2.4 When reporting to Surrey Police, all emergency incidents must be reported via phone to 999.
- 2.5 Non-emergency incidents can be reported via phone on 101 or online via the online report form and live chat function on the force website or via direct (private) messaging on social media platforms.
- 2.6 Provisions are also in place for alternative reporting options for those who are deaf or hard of hearing, as well as silent solutions for those in an emergency who are unable to speak through fear of being heard.

CrimeStoppers

- 2.7 When someone wishes to report an incident but would like to remain anonymous, they can report online or via phone to CrimeStoppers. There is also a youth version of this service called Fearless

Runnymede Borough Council

- 2.8 When reporting antisocial behaviour incidents to the Council, it is recommended that this is completed through the Council website where various reporting options are provided. This is due to the responsibility of progressing complaints being shared amongst various departments such as Community Safety, Environmental Health (EH), Housing, Open Spaces and Parking.
- 2.9 For example, a report about littering would be progressed by the Depot, whereas a report about fly-tipping would be progressed by EH despite littering and fly-tipping falling under the category of ASB. Similarly, reports of noise nuisance are progressed by EH unless the source of the noise nuisance relates to a Council tenant when this would be progressed by Housing even though noise is also another category within ASB.
- 2.10 Reports can also be made via the main switchboard which will then be disseminated to the relevant department by Customer Services or via email to the relevant department's team mailbox.

Surrey Fire and Rescue (SFRS)

- 2.11 In some cases reports need to be made to SFRS and must be done via a phone call to 999.

- 2.12 Should someone wish to contact the Fire service regarding preventative initiatives linked to behaviours of ASB (such as a curiosity around fire or unhealthy obsession), this can be done online using forms on their website.

Housing Providers

- 2.13 In some cases reports need to be directed to the Housing Provider (HP). There are multiple HPs within the Borough of Runnymede as well as private landlords and estate agents. Where ASB is being committed by a tenant and this may be a breach of their tenancy conditions, or is linked to a neighbour dispute by social landlord tenants, these must be reported directly to the relevant agency.

Other options

- 2.14 In some cases, members of the public may not utilise the above options and instead relay information to their ward Councillor.
- 2.15 Reports made directly to ward Councillors are not readily available to the agencies unless this is further reported using one of the above options. Therefore, Councillors are encouraged to report matters through the above process so that they can be officially recorded and considered by partner agencies.

Action Point 2

- 2.16 The second action point was to ask Community Safety to “Advise the Chairman whether it is possible for the Joint Action Group to receive evidence from Members of the Council”.
- 2.17 Evidence can be received from Members by the Joint Action Group (JAG) in the same manner that referrals for locations of consideration can be made.
- 2.18 Councillors are not able to be physically present at the JAG meetings due to the sensitive nature of the information discussed. Therefore, referrals for new nominations and evidence to support the nomination should be provided to the Community Safety Co-ordinator who acts as the representative for the Members at the meeting.
- 2.19 In order to highlight the willingness of Runnymede JAG allowing nominations from Members, a duplicate of the referral form was created but titled as Councillor referral to remind Members that they can utilise this.
- 2.20 A copy of this form was shared with Members previously via Democratic Services. Further copies can also be obtained from the Community Safety Co-ordinator.

Action Point 3

- 2.21 A third action point was to “Explore whether it is possible to divide the anti-social behaviour data for the Thorpe and Hythe area into more specific areas”.
- 2.22 A similar question was raised at a previous meeting of this Committee. Officers sought clarification with Police colleagues. Unfortunately, this is not

possible, and it is understood that a response has been provided to the Members of Crime and Disorder Committee by Inspector Wyatt.

Action Point 4

- 2.23 Officers were asked to “Respond to Councillor Burton regarding a query on the use of officer delegated powers to make a PSPO”.
- 2.24 The Council’s Constitution shows the scheme of delegation in regard to PSPOs as the CE/CHES/CHH/CHCD (found on page 81). The former Corporate Head of Community Development, upon recruitment of Katie Walker (Community Safety Coordinator), further authorised via signed letter, for Katie Walker to be able to “apply and issue a Public Spaces Protection Order under The Anti-Social Behaviour, Crime and Policing Act 2014.”
- 2.25 To assist understanding of the process undertaken for PSPOs and how they come to Committee for approval currently, officers have created a flow chart detailing the implementation process (Appendix A).

Introduction to the Public Space Protection Order (PSPO) Process

- 2.26 The process indicated within Appendix A must be followed to ensure that any implementation of a PSPO is the right enforcement action, and that agencies have taken the lowest possible level of enforcement action available.
- 2.27 Any lower level enforcement action and person based interventions taken prior to implementing a PSPO would be evidence towards the justification of, and necessity to, implement a space based solution. This is particularly important as the Council must have due regard under the Human Rights Act and the Equalities Act.
- 2.28 It is also important to note that implementation of any PSPO currently within the Borough of Runnymede will require significant agreement by Surrey Police as the agency tasked with ‘on the ground’ enforcement of the order owing to the Council not having its own patrol officers (Joint Enforcement Team officers), who carry the necessary powers to undertake this role.
- 2.29 Additional considerations must be given to unintended consequences of implementing a PSPO, such as behaviour displacement, and impact on Police resources.
- 2.30 It is vital that any enforcement action implemented is enforceable, otherwise it will devalue the process and create further dissatisfaction amongst our residents. We want to ensure that any actions undertaken are progressable.

3. Overview of Key Meetings and Processes

- 3.1 Within the Community Safety field, there are a number of multi-agency meetings held focusing on specific aspects. However, the three key meetings for Members to be aware of are identified below.

Community Safety Partnership (CSP)

- 3.2 The CSP came about from the Crime and Disorder Act 1998 which made it a statutory requirement for key local agencies to work together to reduce crime and disorder.
- 3.3 The partnership consists of these statutory members:
- Police
 - Local Authority
 - County Council (including Fire),
 - Probation
 - Clinical Commissioning Group (CCG).
- 3.4 Within Runnymede it was identified that Housing Providers were a key agency in the work required to reduce crime and disorder. Therefore, an invitation was extended to one such provider to join the CSP as a representative of the Housing sector.
- 3.5 The group meets quarterly (daytime meeting), to review the ASB and Crime data and review actions being undertaken against the CSP plan.
- 3.6 Within Surrey, it was agreed that local delivery groups would be formed underneath the CSP to support its aims; namely the Community Harm and Risk Management Meeting (CHARMM) and Joint Action Group (JAG). However, these are to complement the work and priorities undertaken by other multi-agency forums such as:
- Chanel Panels (supporting people vulnerable to being drawn into violent extremism)
 - Early Help Hubs (supporting children at any point in their life from the foundation years through to teenage years, as soon as a problem emerges)
 - Multi Agency Risk Assessment Conference (high risk domestic abuse)
 - Multi Agency Public Protection Arrangements (high risk sexual and violent offenders)
 - Family Support Programme
 - Child Exploitation Risk Management Meetings - RMMs (safeguarding children at risk of exploitation either criminal or sexual)
 - Surrey Community Harm Reduction Group (county-wide strategic group)

Community Harm and Risk Management Meeting (CHaRMM)

- 3.7 The CHaRMM focuses on individuals/perpetrators of concern which are impacting on the community, as well as taking a harm centred approach, by supporting vulnerable victims, and meetings are held every 4 weeks.
- 3.8 There is an agreed core membership for meetings, with other professionals invited to attend on a case by case basis, to ensure the correct people are around the table for meaningful discussion, and action plans to be created.
- 3.9 These meetings are the agreed forum for implementing the following tools under the ASB, Crime & Policing Act 2014:
- Civil Injunctions (applicable to perpetrators aged 10 or over)

- Criminal Behaviour Orders (applicable to perpetrators aged 10 or over)
 - Community Protection Notices (applicable to perpetrators aged 16 or over)
- 3.10 Consultation requirements for Closure Orders under the ASB, Crime & Policing Act 2014 can at times be fulfilled during the meeting.

Joint Action Group (JAG)

- 3.11 The JAG meetings discuss hotspot locations of anti-social behaviour and crime which have been identified and referred for consideration.
- 3.12 The meetings also include an examination of crime trend and subjects of high interest by the Surrey Police intelligence department under Serious Organised Crime (SOC) as the offences being committed are location based rather than individual specific.
- 3.13 In Runnymede, the SOC and JAG meetings are combined, and referred to as SOC/JAG meetings, whereas some District and Boroughs hold these meetings separately due to highly volumes of information/locations needing to be discussed.
- 3.14 The group meets every 6 weeks to review actions taken and problem solve areas adopted and is the agreed forum for the implementation of PSPOs under the ASB, Crime & Police Act 2014.

4. Potential Development Within Community Development

- 4.1 It is recognised that the Council has long established ways of working which might be able to change in the future. The amalgamation of Community Development into the Community Services team provides an opportunity to look at any adjustments which could be made.
- 4.2 One such opportunity that is currently being pursued is the potential for Community Services Committee, Member representation on the Runnymede Community Safety Partnership (CSP) which oversees the 2 multi-agency meetings of the Community Harm and Risk Management Meeting (CHaRMM) and Joint Action Group (JAG).
- 4.3 Currently, this partnership has a Member representative on behalf of Surrey County Council (it is noted that the current representative is also a Borough Councillor). Given this, as a way of developing a greater understanding and closer partnership between officers and Members, potentially Borough Councillor representation could be something that is looked to be adopted. If possible, it is proposed that an appointment would be made from within Community Services Committee and represent the Committee and authority at CSP meetings. This approach would also add greater enrichment to discussions at future committee meetings. The appointment as outlined above is due to be discussed at the next meeting of the CSP and subject to their approval of this approach Officers recommend that a member of this Committee is nominated to serve on the CSP.
- 4.4 Members will be aware that a new process for making external appointments was approved by Corporate Management Committee on 20 January, and this

appointment would be treated under the new arrangements whereby prospective representatives would submit their nomination and be appointed by Corporate Management Committee in the new Municipal Year.

CCTV

- 4.5 Safer Runnymede has a supply of deployable CCTV units which Members have previously raised concerns about how they are deployed, as it was felt that they have been monopolised for Policing purposes.
- 4.6 It is suggested that the process for deployment of CCTV units be prioritised during 2022/2023, with consideration made to utilising the CSP as a group to authorise deployment of units.
- 4.7 Currently, one of the units is deployed to a location within a PSPO area at the request of the JAG, and it is requested that this unit remains available for real time quick deployment to problem locations identified by the JAG, where it is possible, with all other unit deployments being agreed by the CSP.

Partnership working and sharing of information

- 4.8 It is recognised that, whilst all of the above information has been available and/or promoted, it may not have been disseminated to all Members. The vastness of functions undertaken within Community Safety makes this area of the Council, as it is with other areas or work, complex.
- 4.9 The field of Community Safety is ever evolving, alongside National Government Policy changes, Countywide frameworks and identified best practice examples, as well as case studies occurring following court cases and high harm outcomes. This not only includes ASB, but other areas of focus such as Domestic Abuse, Child Exploitation, Prevent (Counter Terrorism), County Lines & Serious Violence, Human Trafficking & Modern Slavery, Fraud, Drug related harm, Fire Safety, Water Safety and Road Safety.
- 4.10 The Community Safety Co-ordinator is available to speak with any Member who would like to increase their understanding of Community Safety functions and will be undertaking 'drop in' sessions for Members in the future.
- 4.11 It is requested that Members assist with raising the awareness profile of Community Safety functions by supporting campaigns which encourage residents to participate in responses. These campaigns are provided to obtain, and be reflective of the public's views, and any work undertaken as a result of these views may not be the desired focus if only a small section of the community responds.
- 4.12 An example of this is shown through the annual Community Safety Partnership survey which has previously been discussed by Members as not obtaining enough responses to be reflective of the public opinion. The most recent survey went live for a period of 6 weeks prior to Christmas. It was promoted through targeted contact to residents who had cause to submit an online ASB report throughout 2021, and via email requests to Members and other organisations such as Surrey Police and Royal Holloway university. This enabled the survey to be further shared via resident newsletters and neighbourhood alert emails.

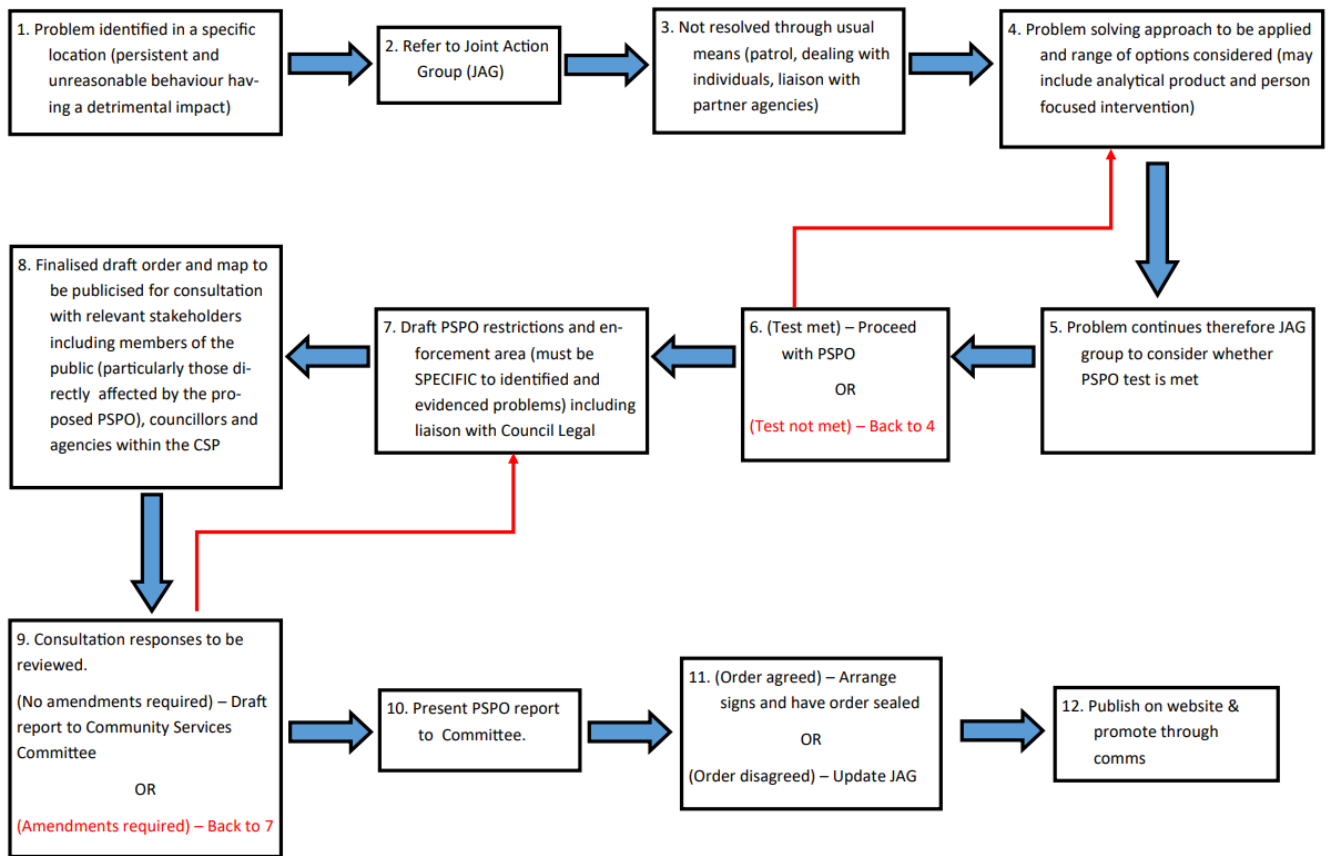
- 4.13 Unfortunately, there was little social media presence for the survey and at its close, only 54 responses had been received. It is really important to obtain the views of the public as these are utilised alongside the agency information when developing the CSP plan and reviewing public opinions to actions taken.
- 4.14 As the response rate was underwhelming, it is suggested that the campaign is run again to bring in further responses and the support of Members sharing is encouraged.

(To resolve)

Background papers

None Stated.

Appendix A



Runnymede Pleasure Grounds Draft Estimates 2022/2023 (Financial Services, Jill Stockdale)

Synopsis of report:

To recommend the draft annual estimates under this Committees remit for the next financial year.

Recommendation(s):

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

1. Context of report

- 1.1 Runnymede Pleasure Grounds (RPG) is a public open space on the banks of the River Thames, mid-way between Egham and Old Windsor. It is held by the Council as Trustee and the Trustee function is delegated to this Committee. It therefore falls upon Members of this Committee to exercise that function in accordance with the terms of the Trust and in the best interests of the Trust.
- 1.2 The Council manages the Trust land using the same staff and resources as the Council's own parks and open spaces.
- 1.3 Members are asked to consider the probable budget for 2021/2022 and the proposed budget for 2022/2023.

2. Report

Budget Setting

- 2.1 The budget is the expression in financial terms of the Trust's policies over the next year and is a statement of intention against which achievement can be compared.
- 2.2 In preparing the budget for the Trust, the same assumptions have been made as those used to prepare the Council's own budgets.
- 2.3 The 2021/2022 budget was agreed by the Community Services Committee in January 2021. The revised 2021/2022 and proposed 2022/2023 budget for the Trust is set out in Appendix 'A'.
- 2.4 Year on year, budgets change very little at the site with the exception of parking income, which is highly dependent on a hot summer.
- 2.5 In order to maximise the income received from car parking at the pleasure ground, a new Automatic Number Plate Recognition (ANPR) system was installed in March 2021, this was to ensure that all users of the car park were charged appropriately for their stay. An update on this is included in the next report on this agenda.
- 2.6 The original budget for 2021/2022 was based on the high level of income generated in 2020/2021, during the first year of the pandemic when staycation and a hot summer meant that numbers of visitors to the site

increased significantly. This was further increased in the expectation that the new ANPR system would generate additional income for the site.

- 2.7 The ANPR system went live at the beginning of this financial year and we expect income to be on a par with the original budget. This is good news as mentioned in point 2.6 above the weather last summer was particularly good, compared to the adverse weather conditions experienced this summer and the fact that lockdown restrictions are no longer in place. It is also pleasing to note that this is a vast improvement when compared to pre-COVID figures of £103,000 in 2018/2019 and £92,000 in 2019/2020.

Reserves

- 2.8 The Trust currently runs at a surplus as a result of the car parking and other income producing activities located on the land. All surpluses are held in reserves to cover for any unexpected expenditure requirements.
- 2.9 At its meeting in January 2011, the former Leisure and Environment Committee was informed that it was unlikely to be necessary to carry a reserve in excess of £20,000, but there was some flexibility provided the Council did not allow reserves to simply accrue, whilst legitimate needs of the charity went unmet.
- 2.10 Following a major flooding incident in 2014, the Trustees agreed that £40,000 of the existing reserve be set aside in a restricted reserve in case of future flooding.
- 2.11 During November of 2017 it was agreed that Runnymede Magna Carta Legacy would pay £25,000 to Runnymede pleasure ground to cover the cost of maintaining and insuring the statue of HM Queen Elizabeth II for a period of five years. £12,500 was received on the 7 December 2017 which has been included within the restricted funds. The remaining £12,500 is still outstanding. Discussions regarding the legal agreement associated with the loan of the statue to the Trust remain ongoing.

Fees and Charges

- 2.12 The Trust generates most of its income from Car Parking. Car parking charges were frozen in 2021/2022 and are in line with other local charges. It is proposed to freeze the charges again in 2022/2023.

FEES AND CHARGES					
PARKS AND OPEN SPACES					
			2021/22	2022/23	Yield
			£	£	£
Car Parking at Runnymede Pleasure Grounds (Includes VAT)					
Per Hour			1.50	1.50	
Coaches			2.00	2.00	
Per Day					138,777
Motor Cars			6.00	6.00	
Per Season (Residents Only)					
Monday to Friday Only, excl. Bank Holidays			50.00	50.00	

3. Legal Considerations

- 3.1 The Council must clearly differentiate between its role as a local authority and its role as charitable Trustee. In managing a charitable Trust, it must act in the best interests of the charity and must not allow its aspirations as local authority to result in decisions which are not in the best interests of the charity.

4. Equality implications

- 4.1 There are no Equality implications resulting from this report.

5. Environmental/Sustainability/Biodiversity implications

- 5.1 There are no Environmental/Sustainability/Biodiversity implications resulting from this report

(To resolve)

Background Papers

None stated.

RUNNYMEDE PLEASURE GROUND

Registered Charity Number 305021

Financial projection for the financial years 2021/22 and 2022/23

2020/2021 Actual £	Notes	2021/2022 Estimate £	2021/2022 Probable £	2022/2023 Estimate £
<u>Incoming resources</u>				
138,777		150,114	146,114	146,116
34,866		35,796	34,796	34,932
112		0	0	0
5,442	2	0	6,500	0
994		1,333	995	995
<u>180,192</u>		<u>187,243</u>	<u>188,405</u>	<u>182,043</u>
<u>Total income</u>				
<u>Expenditure</u>				
10,500		10,600	10,600	1,000
21,499		47,540	43,873	29,990
24,134		12,000	14,000	12,308
797		1,310	1,020	1,330
0	1	0	788	2,278
819		941	789	826
4,600		14,000	14,000	14,280
52,423	2	2,000	8,000	2,200
<u>114,772</u>		<u>88,391</u>	<u>93,070</u>	<u>64,212</u>
<u>Management and administrative recharges</u>				
34,600		28,900	28,900	25,800
<u>149,372</u>		<u>117,291</u>	<u>121,970</u>	<u>90,012</u>
<u>Total expenditure</u>				
<u>30,820</u>		<u>69,952</u>	<u>66,435</u>	<u>92,031</u>
<u>Net movement in funds for the year</u>				

Balance Sheet projections

31 Mar 2021 Actual £		31 Mar 2022		31 Mar 2023 Estimate £
£		Original £	Probable £	£
<u>Current Assets</u>				
303,645		303,425	370,080	462,111
<u>303,645</u>		<u>303,425</u>	<u>370,080</u>	<u>462,111</u>
<u>Funds of the Charity</u>				
251,145		251,145	317,900	410,034
52,500	3	52,280	52,180	52,077
<u>303,645</u>		<u>303,425</u>	<u>370,080</u>	<u>462,111</u>

Notes

1 The increased budget relates to the expected cost of the cash security fees.

2 The increased probable costs relate to the purchase of benches during this financial year, this is offset by the increased other income shown above.

3 Restricted funds are reduced by the all risks insurance of the Queen Elizabeth statute.

Runnymede Pleasure Grounds Automatic Number Plate Recognition (ANPR) System and Update on Improvements (Community Services, Darren Williams)

Synopsis of report:

The Runnymede Pleasure Grounds Automatic Number Plate Recognition (ANPR) system has been in place since the end of March 2021 and this report provides an update on how it has operated, the income generated from the system, and outlines potential future projects which could be funded out of the reserves.

Recommendation(s):

None. This report is for information.

1. Context of Report

- 1.1 In July 2019 as part of the Runnymede Pleasure Grounds (RPG) refurbishment project, it was determined that the installation of the Automatic Number Plate Recognition (ANPR) system should be implemented to maximise income in advance of the redevelopment starting on the site.
- 1.2 A similar system had recently been installed in the new Egham Waitrose Car Park by a company called SAGOSS and a waiver was agreed for a similar system to be installed at the RPG at a cost of £50,000 and an annual maintenance fee of £18,000.
- 1.3 The RPG main scheme was being developed at the time, so the location of the barriers and flow plates required were not agreed until early in 2020 as the layout was amended with changes to the design.
- 1.4 In March 2020, the main RPG project was put on hold at the request of Councillors, but the ANPR element was continued to enable the additional income to be generated from the car park.
- 1.5 At the same time as the project was progressing COVID hit and the RPG had to close which meant that the ANPR installation was put on hold, but all the information for the back-office systems was agreed with Officers. At the same time the company was experiencing problems obtaining the hardware and supplies for the installation. This meant that work on installation did not start on site until the end of 2020, testing started in February and the ANPR went live on 22 March 2021.

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

- 2.1 During the first 2 weeks of operation staff were located on site to assist visitors with the new system. Information was published on the website and social media and notices displayed at the RPG to advise how to use the system. People were encouraged to use the contactless payment option and RingGo. However, cash is also an option for the 2 kiosks on site, with a further option to pay by card on exit. There have been, as with any new

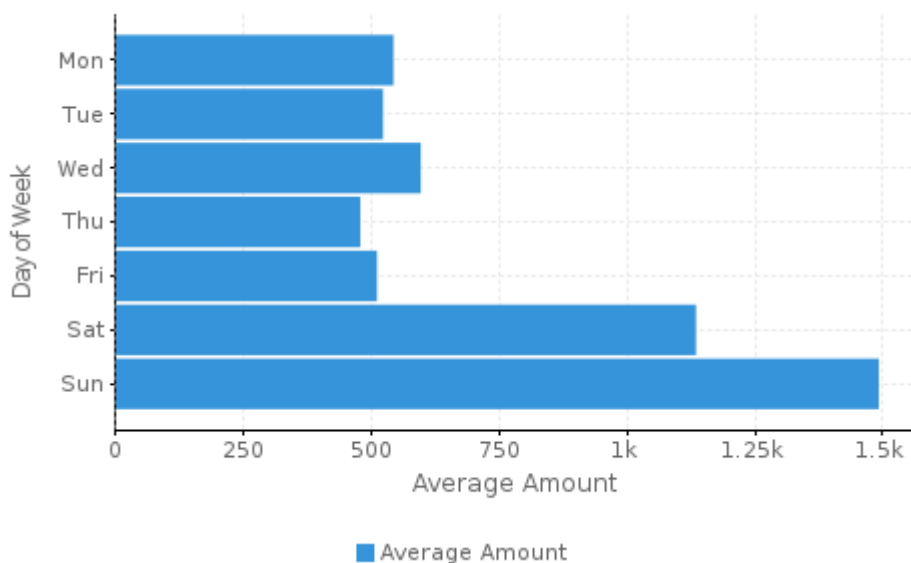
system, some teething problems, for example asking people to pay on leaving rather than when they arrive is something that some still struggle with, especially as many are visitors rather than local residents. There were some initial glitches with the machines, but these were ironed out during the testing phase and over the first couple of weeks of operation.

- 2.2 Over the summer of 2021 we have continued to have staff on site over the weekend to assist people as these are the busiest days of the week and it also helps the café because when staff are not on site their staff are the help point. The use of staff continued until the middle of September as the schools had returned and it was anticipated that usage would drop of as the RPG is dependent on good weather.
- 2.3 The charges for the RPG are in line with other local charges and have remained the same for several years, as set out below:
- 1 hour - £1.50
 - 2 hours - £3.00
 - 3 hours - £4.50
 - 4 hours of more -£6
 - Annual Pass - £50
- 2.4 It is worth noting that car park users do get a free half an hour at the start of their stay so in reality the charge if visitors stay for the full 1 hour 30 minutes is the equivalent of £1 per hour, £1.20 for 2 hours 30 minutes and £1.28 for 3 hours and 30 minutes.
- 2.5 The ANPR system also allows for some customers to be provided with free time periods. All blue badge holders are entitled to 3 hours free parking, plus the 30 minutes initial free period, if applied for in advance. There are also several whitelists. For example, one is set up for members of the skiff and punt club on site. This will allow members free access and egress from the RPG, and for larger events we are also able to provide validation codes to allow free use for that day only which can be time limited i.e. for 1 hour up to all day.
- 2.6 The last 18 months have been challenging for everyone and the RPG was closed for a period in April/May 2020. What did transpire in the summer of 2020 was that usage increased significantly with many other facilities closed and residents looking for places to go. This meant that income from the RPG for 2020/2021 was far in excess of the budget, even without the ANPR system in place.
- 2.7 The figures in table1 show income excluding VAT over the first six months of the last three years as a comparison, with 2021 being the period with the ANPR in operation which it was anticipated would lead to a significant increase in car park income.

	2021	2020	2019
April	20,557	104	10,281
May	15,465	3,053	7,483
June	19,990	15,242	10,131
July	18,578	28,545	17,302
August	23,576	34,858	15,150

September	14,456	19,700	22,500
Total	112,622	101,502	82,847

- 2.8 The income figures show that in the first six months of the 2021 financial year income from the machines has been £112,622 (excluding credit card charges). This is £11,000 ahead of 2020 and £30,000 ahead of 2019, the latter year may be a better comparison. This summer also saw some very poor weather in May and July which had an impact on use and income.
- 2.9 One of the reports from the SAGOSS system shows that 61% of all users are paying by credit card or contactless, 24% by RingGo, and 15% by cash.
- 2.10 In 2017 a report was produced by The Leisure Consultancy in which they estimated the number of visitors to RPG in 2015/2016 was 130,000 per year. This was based on car park usage and income data at the time. The new ANPR system provides a much more detailed analysis of use and over the period April to September 2021 there have been 44,619 cars that have paid for use of the car park. The number of people in each car can obviously vary but the industry norm as used in the 2017 report was 3.33 people per car which would equate to 148,581 visitors. There are 350 blue badge holders at the RPG and there were 3,136 visits over the six month period, which would equate to an additional 10,442 visitors. This would mean that the estimated total number of visitors to the RPG was 159,000 which excludes the 4,184 visits by cars on the white list.
- 2.11 As well as financial reports, the SAGOSS system can also track daily occupancy, income and identify any faults on the payment kiosk. This allows someone logged in to, for example raise the barrier remotely. The kiosks and exit barrier also have help buttons linked to the café on site so the staff there are also able to open the barrier for individual cars if required.



- 2.12 Over the first six months of the year table 2 shows the average income per day at the RPG. These figures include VAT, but it shows that as expected weekends are the busiest times with Sundays averaging just under £1,500 per day and Saturdays just over £1,100. The other days of the week are similar at around £500 per day. The daily income is affected by external

factors such as the weather, holiday periods, bank holidays and any events that may be taking place.

3. Policy framework implications

- 3.1 The Vision of the Council's Corporate Business Plan 2016-2020 is to have a vibrant Borough with a high-quality environment, where we maximise opportunities with partners to provide services which are highly regarded by local people.
- 3.2 The same document includes the following key priorities:
- To proactively seek opportunities for regeneration in the Borough to assist with place shaping and the enhancement of the built environment e.g., Runnymede Regeneration package which includes Egham town centre, Egham Leisure Centre, and Runnymede Pleasure Ground and
 - To continue maintaining the services in our well-regarded open spaces.

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

- 4.1 The report highlights the income being generated at the RPG from the new ANPR machine and the increases that have been seen should be replicated in future years. This provides much needed income to the Trust to cover operational costs but also adds to the reserve fund which at the end of the 2020/2021 financial year stood at £251,145.
- 4.2 When the main RPG scheme was costed it included improvements to the car park, new café, play area, splash park and new footpaths. Not all these parts of the project can be covered by the reserves, but they could be prioritised over the next three years in order of need and these will be the subject of future reports to this Committee.

5. Legal implications

- 5.1 The Community Services Committee act as a charitable trustee for the RPG and is required to agree to any changes or projects proposed on the site. In acting as a trustee, the Committee must take decisions solely in the best interests of the charity and must not be influenced by its local authority role.

6. Equality implications

- 6.1 The Council is required to have due regard to its public sector Equality Duty as stated under the Equality Act 2010 and is to have regard to the need to:
- a) eliminate unlawful discrimination, harassment or victimisation
 - b) advance equality of opportunity between persons who share a Protected Characteristic and persons who do not share it
 - c) foster good relations between those who share a relevant characteristic and those who do not
- 6.2 Proposals for improvements will be covered by an Equality Screening Assessment, including for accessibility, in consultation with the Runnymede Access Liaison Group.

6.3 It is likely that improvements will have a positive impact on the protected characteristics of age and disability.

(For information)

Background papers

None stated.

Community Services Key Performance Indicators – Quarters 2 & 3 2021/2022 (Community Services, Darren Williams)

Synopsis of report:

To provide the Committee with an update on the performance of the Community Services Business Centre, against the Key Performance Indicators set out in the 2021/2022 Business Centre Plan for both Community Services and Community Development.

Recommendation(s):

None. This report is for information.

1. Context of report

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

2. Report

- 2.1 This report is the first report covering the amalgamated activity of what was formally identified as the Community Development and Community Services Business Units.
- 2.2 For the Community Development elements of the business unit, KPI information is being presented for both Quarters 2 and 3, given that a previous report for Quarter 2 was not presented to Members.
- 2.3 For the Community Services elements, this report presents the Quarter 3 Key Performance Indicators.
- 2.4 The report and KPIs collected provide an idea of the breadth of activity currently being undertaken, with corporate KPIs and other service specific KPIs being presented jointly.

Community Development

- 2.5 The table below outlines the performance of Community Development elements of the business units against their KPIs for Quarters 2 and 3:

Table 1: 2021/2022 Quarters 2 & 3 Key Performance Indicators:

Key- % Achievement of Target

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

Performance Area	Actual Q1	Target Q2	Actual Q2	Target Q3	Actual Q3	% Achievement of Target Set
Number attending Surrey Youth Games Training	n/a	300	242	n/a	n/a	Red
Numbers Attending the Sportability Festival	n/a	n/a	n/a	n/a	n/a	
Number of FAC Applications	5	2	2	2	4	Green
Number attending Junior Citizen	n/a	n/a	n/a	903	900	Amber
Number Attending Living Well Week	n/a	500	n/a	n/a	n/a	
Percentage of Careline Calls Answered Within 60 Seconds	99.97%	99.80%	99.99%	99.80%	99.95%	Green
Number of Community Halls Bookings	n/a	n/a	n/a	n/a	n/a	
Numbers Attending Chertsey Museum	1,971	2,000	2,223	4,200	4,217	Green
Number of Schools Accessing the Chertsey Museum Education Sessions	62	n/a	26	n/a	47	

- 2.6 The table highlights how the pandemic has impacted the ability of the relevant teams to deliver the service and activities set out. In particular, the inability to deliver Living and Ageing Well Week in Quarter 2 and to hire halls for community use, given that they have been prioritised for use as vaccination centres. Further to this, the change in model for co-ordination and delivery of Surrey Youth Games, restrictions on arrangements for training etc., could have had an impact on the number of young people attending the training sessions.
- 2.7 However, there are some successes identified. For example, Safer Runnymede continues to deliver exceptionally high response times for handling calls received via the Community Alarm service provided to residents across Runnymede and Surrey Heath.
- 2.8 In addition, the performance of the borough Museum, at a time when its operations, activities and events have been impacted by the pandemic are pleasing. Regarding numbers attending the Museum, in both Quarter 2 and 3 the actual numbers attending exceeded the targets set. In relation to schools accessing the museum's education sessions; whilst there are no targets set, the number participating in Quarter 3, despite the prevalence of Omicron, are strong against the numbers participating at the start of the financial year. Members are asked to note that Quarter 2's figure is obviously impacted by the closure of schools over the summer period.

Community Services

- 2.9 The table below outlines the performance of Community Development elements of the business units against their KPIs for Quarter 3:

Table 2: 2021/2022 Q3 Key Performance Indicators:

Key- % Achievement of Target

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

Performance Area	Actual Q1	Actual Q2	Target Q3	Actual Q3	% Achievement of Target Set
Number of Meals at Home items served (RBC)	11,169	10,507	9,700	10,092	↑
Number of Meals at Home items served (SHBC)	12,016	11,214	10,000	10,121	↓
Total Number of Homesafe Plus Referrals for NW Surrey Boroughs	634	678	400	741	↑
Number of Homesafe Plus referrals received for Runnymede Residents	146	172	95	182	↑
Number of Homesafe Plus referrals received for Surrey Heath residents	27	46	N/A	40	↕
Total Number of Social Prescribing referrals (RBC)	164	125	120	138	↑
Total Number of Social Prescribing referrals (SHBC)	149	138	120	212	↑
Number of Handyperson referrals (RBC)	130	189	150	To	Follow
Number of Handyperson referrals (SHBC)	45	61	65	To	Follow
Number of residents accessing the Community Alarm service (RBC)	1,388	1,385	1,460	1,389	↑
Number of residents accessing the Community Alarm service (SHBC)	1,104	1,100	1,015	1,086	↓
Number of completed Community Transport journeys (RBC)	1,250	2,931	n/a	4,092	↑
Number of completed Community Transport journeys (SHBC)	926	1,227	n/a	2,007	↑
Number of Meals served at Day Centres (RBC)	0	617	n/a	2,215	↑
Number of Meals served at Day Centres (SHBC)	0	177	n/a	569	↑

2.10 The above table again outlines strong performance across Community Services, as well as indicating the slow recovery in the service areas which have been most affected by the pandemic, namely Day Centres and Community Transport.

2.11 The Community Alarm service again shows the fluctuation in the number of service users quarter on quarter, which is not allowing for judgements on the volume of activity, or number of referrals, but also the number of individuals who left the service as a result of changes in their personal circumstances. It is felt that to compliment this KPI, in 2022/2023, KPIs on the number of referrals could be provided, and this will be considered as part of the planning process for next year.

2.12 Highlighting a service area which has seen an increase in demand in the last quarter across both Runnymede and Surrey Heath, is Social Prescribing. As services open up more within the Community, and access to medical services increases, an inevitable impact is increased activity and referrals in this area to support with non-

medical and wellbeing needs. The activity in Runnymede is based on referrals across the two Primary Care Network areas and those referred via hospitals etc. whilst the figures for Surrey Heath are based on total activity within the Primary Network Area/CCG area, across all partners who employ Social Prescribing Link Workers, who work as a team.

3. Conclusion

- 3.1 Considering all the activity across the now amalgamated team, this report demonstrates the breadth of activity currently being undertaken, the efforts of all staff to deliver a range of services and activities and the process of post pandemic recovery (in terms of ability to recommence services) across many business areas that has now started. Again, thanks should go to all staff at a time of service impacts, limitations and a period of change within the Council, for continuing to support residents of Runnymede in all the ways highlighted.

(For information)

Background Papers

None.

Exclusion of Press and Public

Officers Recommendation that –

The press and public be excluded from the meeting during discussion of Exempt Appendix 'A' to item 5 under Section 100A(4) of the Local Government Act 1972 on the grounds that the report in question would be likely to involve disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A of the Act.

(To resolve)