



Community Services Committee

Thursday, 14 March 2024 at 7.30 pm

Council Chamber - Civic Centre

Members of the Committee

Councillors: C Howorth (Chair), S Lewis (Vice-Chair), A Berardi, M Darby, M Harnden, A King, C Mann, J Mavi, M Smith 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) 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 **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).**
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List of matters for consideration
Part I

Page

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

1. **Notification of Changes to Committee Membership**
2. **Minutes** 4 - 13

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 4 January 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. **Period Poverty** 14 - 29
6. **S106 Englefield Green Minor and Major Projects Fund** 30 - 36
7. **Youth Development Fund Update** 37 - 45
8. **Community Services Service Area Plan Update Quarter 3 2023/24** 46 - 50
9. **Community Services Quarter 3 2023/24 KPI Report** 51 - 81
10. **Community Services 2024/25 Service Area Plan and Service KPIs** 82 - 92
11. **Cabrera Trust Management Committee Minutes** 93 - 97

The Minutes of the Cabrera Trust Management Committee held on 4 January 2024 are attached at Appendix 'A' for information.
12. **Exclusion of Press and Public**

OFFICERS' RECOMMENDATION that -

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

(To resolve)

Part II

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

13. **Runnymede Pleasure Ground (RPG) Development Programme 2024** 98 - 103

Runnymede Borough CouncilCommunity Services CommitteeThursday, 4 January 2024 at 7.30 pm

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

Members of the Committee absent: Councillors M Darby and C Mann.

In attendance: Councillors T Gates and L Gillham.

53 Minutes

The Minutes of the meeting of the Committee held on 9 November 2023 were confirmed and signed as a correct record.

54 Apologies for Absence

Apologies for absence were received from Councillors M Darby and C Mann.

55 Declarations of Interest

Councillor A King declared an Other Registerable Interest in the item concerning the S106 Englefield Green Minor Projects Fund as she was a member of one of the organisations recommended to receive grant funding. Councillor King left the room for this item and did not participate or vote thereon.

56 Chertsey Museum Wellbeing Project - St Peter's Hospital Untold

The Committee received an information report about a new project Chertsey Museum was organising, working with the Arts and Healing Manager at Ashford and St Peter's Hospital.

Officers advised that in line with the Council's Health and Wellbeing Strategy, this project brought together heritage, health, and wellbeing. Funding for the Museum's project had been secured totalling £15,000 from the Association of Independent Museums, via its 'New Stories, New Audiences' scheme. Some of the grant would be used to fund additional hours to the Museum's Education Assistant post to further the project.

The Committee welcomed the concept of the new story to be told through this project which was the history of St Peter's Hospital and the role it had played in supporting residents and being a key institution within the local community.

The new audience element of the project would, in part, come from opportunities to engage with residents and patients, not currently involved with the museum or potentially local history and heritage more widely. For example, by the creation of a memory book by staff at the hospital and the public, the production of a piece of art by long term patients and an invitation to the local community to make a quilt to thank the NHS for their work and record the community's memories of the Hospital.

Officers outlined the areas of focus within it and the intended project outcomes. For example, boosting wellbeing, developing skills, using a wide range of media, and a temporary exhibition at the museum, planned for January 2025 at the project's conclusion.

Members noted the following breakdown of the budget:

Activity or Purchase Description	Total
Videographer to record oral histories and make final product	£5,850
Sound recording of oral histories and transcription x 20	£3,000
Engagement officer	£2,250
Well-being art project	£1,500
Memory/creative boxes	£900
Artist ideas	£500
Exhibition panels/design	£950
Total	£14,950

Members were informed that linked to wider determinants of health and the Council's Strategy, a separate piece of work was being conducted by the Graduate Trainee within Community Services which involved looking at the use of Wellbeing Activation Measures. The Committee was particularly interested in the results of this which would be brought to a future meeting of the Committee. Members were also keen to bring this project to the attention of the Council's Councillor representative on the Trust.

The Committee agreed this was a positive example of the partnership work being undertaken by the Museum to identify and develop new opportunities to promote local history and the heritage of the borough. In terms of promoting the project, Members requested that the Council's Communications team continued working with the Museum and St Peter's Hospital so as to reach as many people as possible and encourage participation in the project.

Officers advised that a report updating Members on the Museum generally would be submitted to a future meeting of the Committee. This would include details of plans to improve the museum's website which some Members had experienced some difficulty with accessing the on-line activities. This could include involvement by the Council's bid writer to secure funding. Issues concerning the lease and storage would also be addressed in the future report.

Officers were thanked for their report and looked forward to seeing the project come to fruition.

57 **Eco Implementation Report**

The Committee's approval was sought to enter into a partnership with Happy Energy Solutions Ltd (Happy Energy) to deliver the Energy Company Obligation and the government's ECO4 Flex Scheme. Approval was also sought to publish an ECO4 Flex Statement of Intent associated with the main ECO Scheme.

Officers advised that the ECO Scheme was an initiative to help reduce fuel poverty and carbon emissions. It was the fourth such iteration of the scheme which started in July 2022 and ran until March 2026. Funding to residents was for the installation of appropriate energy efficiency measures for low income households, targeting those with an EPC rating of 'D' or lower and the household being in receipt of certain benefits to qualify.

Officers confirmed that part of the ECO Scheme was ECO4 Flex, to which local authorities could sign up. This allowed local authorities to tailor energy efficiency schemes to their particular area, thus widening the eligibility criteria for residents identified as needing assistance with heating their homes. To participate the Council would need to publish a Statement of Intent on its website, signed by the Chief Executive, a pro-forma of which was

noted by the Committee.

Members reviewed the range of available energy efficiency measures. Some Members aspired to steering residents away from Gas Central Heating and non-condensing boiler replacement. However it was noted that a balance had to be struck between finding a short term solution to meet immediate need and achieving the aims of the Council's Climate Change Action Plan and the wider target of Net Zero 2050.

Some Members, whilst supportive of the initiative, did question whether there was any overlap between the work undertaken by Action Surrey and Happy Energy. Therefore, Officers were asked to provide the Committee with some comparative data between Happy Energy and Action Surrey detailing what each company provided, specifically what services were the same and how they differed from one another, and the number of grants which each had provided to the borough's residents. It was noted however that Happy Energy dovetailed with the Council's Home Improvement Agency offer which was considered beneficial. Happy Energy were also reported to have a good track record with neighbouring authorities with whom they worked and from previous partnerships with the Council.

To assess the scale of the problem, Officers were also asked to provide the Committee with details of how many homes in the borough had an EPC rating of D or lower, if this data was available, and an estimate of how many households were estimated to be assisted by Happy Energy over the life of the scheme in order to demonstrate value for money.

Officers agreed to feedback to the Climate Change Team accordingly.

Resolved that –

the partnership with Happy Energy Solutions Ltd be approved, to deliver the Energy Company Obligation (ECO) 4 and ECO4 Flex Scheme and publish an associated Runnymede Borough Council ECO4 Flex Statement of Intent on the Council's website. Thereby, enabling qualifying residents living in private sector homes in Runnymede to access funding under the ECO4 schemes

58 Social Prescribing Service Update

The Committee noted an update on the Council's Social Prescribing service.

Members recalled that the purpose of Social Prescribing was to empower individuals referred to the service to take control of their health and wellbeing and find a way to achieve their personal goals. This was not necessarily a straightforward case of onward referrals as evidenced by the case studies included in the report.

In terms of staffing, Members were advised that the team currently comprised 3 Social Prescribing Link Workers (SPLW). There was provision for a 4th SPLW, funded by the Housing Business Centre as a one-time payment for an 18 month fixed term contract. However, currently the demand for this role was limited and the post was vacant. Officers would keep the Committee apprised of any proposed alterations.

With regard to coverage of the borough, the service was provided to 8 GP surgeries under the COCO and SASSE 2 Primary Care Networks. Officers confirmed that although this did not include Englefield Green, people there could still be supported because the Better Care Fund covered the whole borough.

Members were keen that in the current financial climate the social value of the service could be quantified. Officers were currently investigating suitable software which could assist with identifying trends. For example, hospital discharge and re-admission rates as a

result of intervention. The new software would also be able to track data more effectively and allow a greater overview of service performance. To complement this, Officers also aimed to collect and measure feedback from residents.

The Committee reviewed statistics for the reasons for referrals to the service, noting that low level mental health and wellbeing support accounted for the largest number of referrals, closely followed by emotional support, remaining independent at home with the assistance of practical help, identifying opportunities for social interaction and providing benefits and budgetary advice.

Officers were thanked for their report which was duly noted.

59 S106 Englefield Green Minor Projects Fund

The Committee's approval was sought to allocate grants from the residual Section 106 Englefield Green Minor Projects Fund.

Members recalled that grants totalling £19,052 had been awarded so far as set out below:

Applying Organisation	Summary of Application	Amount awarded £
St Jude's C of E School	Swimming pool liner	5,000
Englefield Green Cricket Club	Cricket strip	3,402
EGVRA	Items for annual village fair	3,000
Draughtbusters	Draught excluding items	1,000
The Egham Band	Purchase of instruments	5,000
EGVRA	Eco friendly planters	1,650

This left a balance of 66,201, from which it was proposed to award the following grants, leaving a remaining balance of £38,452:

Applying Organisation	Summary of Application	Amount awarded £
The Green Team	To develop green spaces and provide free vegetables and fruit to residents	6,749
The Englefield Green Memorial Trust	To correct levels within the Memorial walkway, renovate the Memorial Planters and seating area	7,000
The Journey Church	Building surveys and utility mapping surveys	7,000
The Journey Church	Health outreach coordinator for 75 weekly 3 hour drop-in sessions + 1 hour admin over an 18 month period	7,000

In addition, although a further application from the Englefield Green Residents Association had been rejected, it was proposed to commit a one-off sum of £2,100 to fund three editions of its newsletter, subject to consultation with the Chair and Vice-Chair of the Committee, under delegated authority. If approved the new balance would be £36,352.

The Committee was very pleased with the constructive and structured approach to determine these awards; namely a panel comprising Members and Officers. It was suggested that this was a best practice model that could be used for other projects. In doing so Officers in Community Services were congratulated for their work to make this a

transparent and ward inclusive process. The benefits of having a Neighbourhood plan in order to access funding were also noted.

Officers planned to submit a report on a revised Grant Aid Policy to a future meeting of the Committee.

Resolved that –

- i) **the recommended successful applications to the S106 Minor Projects Fund, be approved; and**
- ii) **delegated authority be approved to award a grant to Englefield Green Village Residents Association, 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**

60 Runnymede Club4 Programme

The Committee was presented with a report detailing the Runnymede Club4 Programme which ran in 2023; part of the Holiday Activity and Food Programme (HAF) launched in 2021.

Officers advised that HAF provision was commissioned to Active Surrey until March 2025 to deliver funded places during the school holidays to eligible families by way of an 'e voucher'.

The main aims of the scheme were to encourage and facilitate healthy eating, being active during the school holidays reducing social isolation and to be more engaged with schools and other local services. These in turn would, it was hoped, foster resilience, character and wellbeing and wider educational attainment. To date Runnymede had received £667,352 to provide over 17,212 holiday camp places to children across the borough. In 2023, £117,310 in funding was awarded to local providers benefiting 406 children to access 3,504 funded places on a wide range of activities including Core Judo Coaching, The Gap Club, The River Bourne Club, the Story Project with St Paul's C of E Primary School, PSD childcare and Our Parks Ltd. The full list was available in the report.

Officers provided the Committee with full details of the summer camp in 2023; how it was organised and operated at Egham Orbit and included some very positive feedback from scheme users, which demonstrated how valued it was.

Officers were commended on their enthusiasm and commitment, clearly illustrating an holistic approach to assisting children across the borough. To address financial concerns, it was suggested that it might be worth considering producing a video to raise awareness and attract donations to allow the scheme to continue after March 2025 when funding came to an end. Officers would also continue to seek other funding opportunities.

In terms of reaching out to as many eligible families as possible Officers were requested to take appropriate steps to ensure local schools were aware that referrals to the programme could be made for children from families with no recourse to public funds.

The report was duly noted with heartfelt thanks to the Officers involved in delivering the project in partnership with all the other providers.

61 ACE Youth Project Update (Formally Friday Night Project)

The Committee noted an information report updating Members on the ACE Youth Project, formerly known as the Friday Night Project (FNP).

Members were advised that FNPs had been running in the Surrey districts and boroughs since 2019; their purpose was to engage young people aged 11 to 18 in a range of low cost sport and leisure activities. To date none had been set up in Runnymede. However, Officers wished to see this progressed and with funding of £29,000 from the Youth Development Fund, previously approved by the Committee, were now in a position to introduce sessions from February 2024. As they would take place in Addlestone, Chertsey and Egham it was decided to re-name the project, 'ACE.'

Officers reported that following research undertaken to secure suitable locations for the project, they had settled on Kick-X in Addlestone, Sports4Kids (S4K) at Gogmore Farm in Chertsey and Egham Orbit and for the sessions to be delivered by those organisations on behalf of the Council. The organisations would be asked to produce quarterly reports and case studies on the young people taking part. The timetable for delivery was noted and the active involvement of the Council's Communications Team to promote the pilot project.

The Committee welcomed the project which supported the health and wellbeing agenda and 'healthy communities' as well as providing valuable diversionary activities for young people, drawing them away from anti-social behaviour.

Officers were asked to assess viability of potential venues for the project in Englefield Green and/or the feasibility of providing transport to other venues. Officers agreed that a report reviewing Community Transport would be submitted to a future meeting of the Committee.

In addition, as the project was a pilot with funding only available for it, a report on future funding options would also need to be considered at a future meeting of the Committee if the pilot was successful and there remained a desire to continue.

The report was duly noted.

62 **Foxhills Community Camp**

The Committee received for information a report on the fourth Foxhills Community Camp.

Members noted that this strand of the Council's children's activity provision had been generously supported in the sum of £100k by the Hayton Trust (Foxhills County Club and Resort) since 2019 up to 2021, and that a further £100k had been committed for the period 2022 until 2025.

The Camp was open to children aged 7 to 15 years old, who were referred into the programme on a first come first served basis. In 2023, 61 young people were registered to take part in the various activities over a four week period. Meals were also provided and very positive feedback had been received, as detailed in the report.

The Foxhills Camp was a combination of indoor and outdoor activities. Foxhills was only used for practical reasons for outdoor activities. However, Officers were asked to explore viability of further use of indoor facilities at Foxhills and use of other venues if practicable.

Officers reported that future delivery options were being considered as well as ways to reduce cost and discuss with relevant partners ways to invest in attendance to reduce the drop-out rate.

Officers were thanked for their report which was duly noted.

63 **Runnymede Pleasure Ground Estimates 2024/25**

The Committee, sitting as sole Trustee of the Runnymede Pleasure Ground Trust, was asked to approve the financial projection for 2024/25 and proposed fees and charges in respect of Runnymede Pleasure Ground.

Members recalled that the budget for the current year was approved at this time last year, and a revised budget and an estimate for next year were set out for approval.

Officers advised that traditionally, budgets tended to change very little at the site with the exception of car parking which was highly dependent on the weather. However, several supplementary estimates had been approved recently for a series of works, some of which were still outstanding. Therefore, the relevant figures had changed significantly in both the current and next financial years.

The Committee noted that where these works had been completed, the actual costs were included in the figures. However, where they had not been completed, the approved estimate was included instead and the remaining budgets would be carried over into the new year to allow them to be finished.

The Committee was aware that parking fees had remained the same at the Pleasure Grounds since 2009. Therefore, Officers considered it appropriate to propose an increase in line with other local attractions to ensure that the future plans and aspirations for the site could be met. For example the long anticipated play area enhancements.

Officers confirmed that owing to the high level of additional works approved during the year, the Trust was due to make a £35,000 deficit for 2024, returning to an annual surplus of £41,000 from next year. The Trust's reserves were anticipated to be £385,000 by March 2025, most of which could be devoted to improving the site.

The Committee discussed potential ways of improving access to the site and how this might form part of an active travel plan. Arising from this debate, Officers were asked to convey the wishes of the Committee to relevant Officers in Planning Policy and Economic Development to pursue completion of the cycle path from Coopers Hill, utilising identified S106 monies.

Whilst the Committee was content to approve the proposed fees and charges up to a maximum of the stated amount, Members were anxious not to make the season ticket fee prohibitive which might discourage visitors. Officers were therefore asked to confirm how many season ticket holders there were for Runnymede Pleasure Grounds and how the proposed increase in charges were arrived at in terms of bench marking with other facilities in the area in order to determine the fee to be set.

Resolved that –

- i) the proposed financial projection set out in Appendix 'A' of the agenda report be approved; and**
- ii) the proposed fees and charges set out in paragraph 2.14 of the agenda report be approved to take effect from 1 April 2024, subject to further discussion regarding the impact of the proposed increase in season ticket prices to be determined in consultation with the Chair and Vice-Chair of the Committee**

64 SANG Infrastructure

The Committee received for information an update on progress with improving the effectiveness of the borough's six Suitable Alternative Natural Greenspaces (SANG) sites.

Members recalled that the purpose of a SANG was to deter the public from accessing a Special Protection Area (SPA), by diverting them to visit a SANG site instead for recreational purposes, including dog walking. The closest SPA site to Runnymede was Chobham Common.

Officers advised that valuable research had been undertaken by the Council's Biodiversity Officer, to whom thanks were recorded, on the status of each of the SANG sites in the borough. These were Chertsey Meads, Hare Hill, Homewood Park, Ether Hill/Queenswood, St Ann's Hill and Timber Hill and Ottershaw Chase, the latter being bisected by the A320. So far, only Chertsey Meads had a full SANG management plan, and Officers were working diligently to rectify this and to explore how each SANG site's accessibility and facilities could be improved, full details of which were included in the report. Members noted the risk implications of non-compliance and thanked Officers for their work in mitigation of this.

Officers sought to prioritise which works could be undertaken immediately and the Committee approved the following next steps to ensure compliance as a SANG, noting the budgetary proposals:

Item	Site	Estimated Cost	Proposed Budget
Confirmation of parking arrangements	Hare Hill	TBC	SANG
Interpretation	St Ann's Hill, Hare Hill Chertsey Meads	£51,000	SANG
Waymarkers	St Ann's Hill, Hare Hill, Homewood Park Chertsey Meads	£20,000	SANG
Path improvement and clearance	St Ann's Hill Homewood Park	£39,000	General Fund

Officers would be exploring which works could be done in-house to reduce the burden on the General Fund, including opportunities to work with volunteers where appropriate; such as the removal of invasive species such as Cherry Laurel and Rhododendron from specific sites. It was noted that most of the works were not seasonal but vegetation clearance had to be done between September and March to avoid nesting birds.

Officers were asked to keep the Committee informed with regard to Hare Hill's status and the aspiration to designate it as a Local Nature Reserve (LNR), including any updates on its car parking issues. It was confirmed that SANG funding for Hare Hill would be unaffected if it attained LNR status.

Officers were thanked for their report which was duly noted.

65 Exclusion of Press and Public

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

66 Core Judo Update

The Committee was asked to recommend that Corporate Management Committee approved a virement to enable work to complete the resurfacing of the car park facility at Thorpe Green.

The Committee was also given an update on progress to date to accommodate an organisation called 'Core Judo' on site, who sought to improve facilities and enhance the community offer, a venture well supported by Officers and Members alike.

The Committee recalled that for some time discussions had been taking place to facilitate Code Judo to enhance the facilities at the Council owned Thorpe Green. Part of this was making a successful application for funding to 'Your Fund Surrey' to make enhancements on a phased basis; the first of which was resurfacing the car park, as approved in March 2023. Independently, Members were assured that the installation of a green gym, could take place in the new year, for which funding had been secured, subject to all the necessary approvals being in place. The Committee noted that this work being undertaken by colleagues in Law and Governance was in hand.

Members were advised that subsequent to the grant from Your Fund Surrey being confirmed, there had been a number of legal and technical issues to be overcome, some of which were still being investigated, as detailed in the report. These were being discussed primarily by Officers in Law and Governance, Assets and Regeneration along with Surrey County Council and others, with a view to identifying a way forward to effect the opportunity to make progress with the project.

In terms of the next practical steps, and, pending resolution of the issues identified, Members were advised that colleagues in Assets and Regeneration had discovered that the cost of re-surfacing the car park was significantly higher than first envisaged, for which there was no budgetary provision. Therefore, as a temporary measure, the car park's surface had been levelled in December 2023. The full resurfacing was to be part funded by the grant awarded by Your Fund Surrey, leaving a shortfall as reported.

Officers in Community Services had identified an underspend in the budget pertaining to the Family Support Programme and had been advised by Surrey Heath Borough Council that the service did not require funding for the first three quarters of 2023/2024. Therefore, Members were assured that viring a sum from this budget would not be detrimental to the service.

The Committee noted the legal, financial and risk implications set out in the report and agreed to recommend to Corporate Management Committee approval of a virement in the sum reported to enable the car park to be resurfaced. Discussions were on-going as to the most appropriate material to use on site.

Recommend to Corporate Management Committee that –

the virement of a sum of up to (the sum reported) be approved from the 2023/2024 Family Support revenue budget to Assets & Regeneration, to complete the resurfacing of the existing car park facility at Thorpe Green, located opposite Core Judo.

67 Delegated Authority to enter into a contract to deliver CCTV Services

The Committee received a confidential report, owing to its commercially sensitive nature, requesting delegated authority to enter into an agreement with the local authority named in the report, and others that were in the process of early discussions.

The report also provided an update on other matters relating to Safer Runnymede including

an internal Service Review and ways to generate additional income to offset the cost of the service to the Council.

Members noted progress to date with discussions with the other local authorities named in the report and commended Officers whose hard work and experience had made Safer Runnymede as successful as it was, and so well regarded internally and externally.

If in the event that delegated authority was exercised, Officers would submit a report to the next scheduled meeting of the Committee in March 2024 on progress with the arrangements. It was noted that where possible reports would be brought to the Committee for deliberation, timing permitted, but that the need for speed and flexibility might not always make this possible.

Resolved that –

the request to delegate authority to the Assistant Chief Executive (Place), in consultation with the Leader and Chair of Community Services Committee to enter CCTV monitoring and maintenance services contracts with the Borough Council named in the report, be approved

(The meeting ended at 10.06 pm.)

Chair

Report title	Period Poverty
Report author	Abigail Lowless, National Management Trainee
Department	Community Services
Exempt?	No
Exemption type	Not applicable
Reasons for exemption	Not applicable

Purpose of report:
For information

Synopsis of report:
This report provides contextual background information on the Period Poverty Project; and outlines the research that has been completed and the proposed plans going forward.

1. Context and background of report

- 1.1 Following a motion at a meeting of the Council on 20 July 2023, it was resolved that this Committee be tasked with researching ways to provide free and as a preference, plastic-free and bio-degradable, period products in all the Council’s public accessible toilets and buildings including leisure centres, libraries and community centres.
- 1.2 On 21 September 2023, a budget of £24,000 divided over three years, was approved by this Committee, to work with local organisations to provide access to free sanitary products.
- 1.3 Statistics show that 60% of people who menstruate have to prioritise buying food over period products (Action Aid, 2023). By providing products for free, the Council hopes to reduce the financial pressures some individuals face when menstruating.
- 1.4 This project aims to reduce the impact period poverty has on individuals and to reduce the stigma surrounding periods, by normalising discussions around menstruation and encouraging those who don’t menstruate to support those who do.
- 1.5 A key focus of this project is to ensure products are accessible to all if they are unable to purchase them themselves. It will also provide products for those who find themselves in a situation where they need them, allowing individuals to menstruate with dignity. Products will therefore be placed in all bathrooms (male, female and disabled) to ensure privacy, inclusivity and accessibility for all who menstruate.
- 1.6 This report summarises the work that has been undertaken since this approval and how the Council intends to support residents in Runnymede who menstruate.

- 1.7 A project group met on 14 December 2023 to discuss a forward plan and again on 6 February 2024 to review the research that had been conducted into suppliers and local organisations where products could be placed. The project group comprised Councillor Abby King, Councillor Chris Howorth, Chair of Community Services Committee, two officers from Community Services, and the Corporate Head of Community Services.
- 1.8 A total of 32 venues and organisations located in Runnymede were contacted to gauge interest in having a vending machine, trough or basket located in their premises. Example images of these different dispensing options are available in Appendix 'A'. All those who responded and have suitable facilities, of which there are 19, were interested in providing products in their premises.
- 1.9 A total of seven suppliers, distributors and social enterprises were contacted to discuss the types of products they could provide for this project.

2. Report

- 2.1 Research was conducted to map existing provision of free sanitary products. Locations include all Surrey libraries and some Surrey County Council offices. Products are also available in some supermarkets and local secondary schools.
- 2.2 After researching and contacting all relevant venues where products could be provided across the borough, a list of suitable and interested venues, have been collated. These venues are a range of:
- Community centres
 - Leisure centres
 - GP surgery's
 - Food banks
 - Runnymede Borough Council owned buildings

By providing free access to products in these locations, the Council hopes to reach a range of individuals. Appendix 'B' sets out a full list of venues involved in this project.

- 2.3 A list of providers, distributors and social enterprises were collated, and meetings were set up to explore the different products and services each could provide. After extensive research and discussions, four organisations provided the most value in terms of their environmental impact, social value and costs. They have been compared in the table below:

	<u>Hey Girls</u>	<u>Here we Flo</u>	<u>TSL</u>	<u>& Sisters</u>
<u>Pads</u>	500 (maximum bulk capacity) = £41.25 8p per pad	1250 (maximum bulk capacity) = £150 12p per pad	1000 (maximum bulk capacity) = £88 9p per pad	120 (maximum bulk capacity) = £33.96 28p per pad
<u>Tampons</u>	500 (maximum bulk capacity) = £77.45 15p per tampon	1400 (maximum bulk capacity) = £210 15p per tampon	240 (maximum bulk capacity) = £27.88 12p per tampon	432 (maximum bulk capacity) = £57.84 13p per tampon
<u>Menstrual cups</u>	1 = £3.94 Pack of 6 = £23.68	N/A	1 = £12.26 – includes sterilising pot	1 = £15.86
<u>Dispensers</u>	£176 – free vend	£185 – free vend	£69.99 – free vend	N/A

	£13.20 – 75.63 - trough	£25 – 30 - basket		
<u>Delivery</u>	Free – to one or to numerous locations	£9.99 – per delivery – can be reduced if sending to numerous locations – still additional charge	Will be an added cost if sending to numerous locations – makes products more expensive rather than a set delivery cost	£8 – free if order exceeds £350
<u>Other</u>	Free marketing, advice and training	Free marketing and advice	N/A	N/A

2.4 A waiver has been approved to partner with the social enterprise Hey Girls. As stated in point 2.3, a range of companies, social enterprises and charities who supply sanitary products were explored and considerations were made against cost, experience of working with local government, maximising social value and environmental impact. Having considered all the above, the national social enterprise Hey Girls, were identified as being the preferred partner due to other suppliers not offering the full suite of opportunity, against the stated considerations. This partnership has also been supported by Councillors.

2.5 Hey Girls aim to reduce the taboo around periods and strive for equal access to period products. Hey Girls has been identified as being the appropriate organisation to partner with due to the following:

- All the products that they supply are sustainable. They are made from natural materials and contain 100% organic cotton. All plant-based ingredients are responsibly sourced and renewable, and the wrappers of products are biodegradable within 6 months.
- Their reusable products are designed to last between 5 – 10 years, preventing unnecessary waste in landfills. This zero-waste design has seen them be shortlisted for awards.
- They are the only social enterprise to become finalists at the global climate conference COP26 for the ‘Heroes of NetZero’ Award.
- They have a Buy One, Donate One model, where for every product bought, they donate one to someone facing period poverty. Additionally, all profits go towards ending period poverty. Partnering with a not-for-profit that works off this model, will not only help end period poverty within Runnymede, but across the UK. It also creates strong social value and supports the purpose of this project.
- Hey Girls provide free support and advice throughout the partnership, using their extensive knowledge on periods and period poverty.
- Costs are comparable with other suppliers; however, they offer a range of additional benefits that other organisations do not. This includes free marketing in the form of posters and advertisements on their social media (see Appendix C), free training to venues where products will be stocked, advice and guidance throughout the partnership and free delivery to numerous venues allowing us to directly supply interested venues with products. This suite of benefits was not provided by any other organisation.
- Hey Girls have a track record of providing their goods and services to local authorities across the UK. They have partnered with 13 Councils within England, as well as a large range of councils within Scotland and

Wales. Other suppliers engaged with did not have the same level of experience partnering with local authorities.

- 2.6 The next steps will be to confirm with venues the most suitable dispenser and arrange for products to be delivered. Hey Girls have made the recommendation that a venue is initially supplied with 500 pads and 500 tampons. It will then be possible to gauge demand and order accordingly.
- 2.7 Referencing point 1.5 it has been recommended in discussions with providers, that products be placed in all bathrooms (male, female and disabled), for the purpose of inclusivity and for reducing the stigma around periods. Hey Girls provide information leaflets for non-menstruating individuals to raise awareness of menstruation, these leaflets will be found alongside products in male bathrooms. Providing products in all bathrooms ensures every individual has access to products, it can serve to educate and reduce the stigma surrounding menstruation, and allows individuals to access products to support loved ones who menstruate.
- 2.8 Officers will work with the Communications Team to create a communications plan for this project. This plan will focus on promoting the availability and location of products throughout the three years that this project runs. Continued promotion is required to raise awareness of this project, reaching as many individuals as possible, using a range of communication channels used by all age groups (including Instagram). There are also plans to map locations of where to find free period products online.

3. Policy framework implications

- 3.1 This report meets the corporate objectives of the Council, specifically in relation to Health and Wellbeing. The following objectives within the Council's Health and Wellbeing Strategy are also supported:
- Creating healthy homes
 - Creating healthy communities
 - Working in partnership to tackle health inequality.

4 Resource implications/Value for Money

- 4.1 As outlined in the September Committee report, the funding for this project has been identified from within the following budgets:

Sum	Identified Budget	Business Unit Responsible
£7,500	2023/2024 Communities First	Community Services
£7,500	Ringfenced funding from NHS for local projects and initiatives	Community Services
£9,000 (£3,000 per annum)	Housing Revenue Account – Existing Budgets	Housing

4.2 At the time of writing, no additional funding has been identified to extend the project beyond the 3-year timescale. However, permission will be sought to carry over any funding not spent after the 3-year timescale, to lengthen the period of this project.

5. Legal implications

5.1 The Council's Contract Standing Order require that all procurement exercises of over £5,000 go through the Council's e-tendering process, unless a waiver has been approved, which is the route taken here.

5.2 Having considered the information provided to it, the panel will have agreed that a waiver would be appropriate in this instance.

5.3 Results of investigations made by Officers into the offer available on the market provide the required information to Members of this Committee.

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 In the development of a plan to distribute and make accessible period products across the borough, a full equalities impact assessment has been completed and has been reviewed by the Council's Equalities Group (see Appendix 'D').

6.4 Whilst socio-economic circumstances are not a protected characteristic, making period products more widely available would have a positive impact on the protected characteristic of Sex (women) and while it is considered to have a positive impact on both Gender Reassignment and Age, other factors may limit that impact during the initial stages of this Project.

7. Environmental/Sustainability/Biodiversity implications

7.1 The products that Hey Girls supply are sustainable and environmentally friendly. Sourcing products that are created with the impact on the environment in mind, ensures any negative environmental, sustainability and biodiversity implications are reduced.

7.2 Pads and tampons will be single use products, however their negative impact on the environment is reduced by being made of 100% organic materials. These products are plant-based and are made with sustainably sourced bamboo and 100% certified organic cotton. They are plastic free, using sugar cane as an alternative. All wrappers are biodegradable, reducing the amount of waste ending up in landfill.

7.3 Reusable products such as menstrual cups and period pants will be provided to foodbanks if demand for such products is identified. Although these products are more sustainable than single use products, it is not appropriate to provide these products widely across the borough, when acknowledging not all individuals have the facilities required to keep these products sanitary.

8. Other implications

8.1 None identified.

9. Timetable for Implementation

9.1 This project will commence in Quarter 1 of 2024/2025 and is budgeted to last for three years.

9.2 If additional funding is identified, or permission is given to carry funding beyond three years, the project will continue for however long is possible.

10. Conclusions

10.1 After thoroughly researching ways to provide free products to Runnymede residents, a plan has been outlined. Numerous venues have shown an interest in this project, and an environmentally friendly provider has been identified.

10.2 Partnering with a not-for-profit social enterprise who campaign for period equality, and working with venues across the borough will be a good opportunity for the Council to advertise this scheme and make access to period products easier, reducing the pressures those impacted by period poverty face.

11. Background papers

None.

12. Appendices

Appendix 'A' [Example photos of different dispenser options](#)

Appendix 'B' [List of Venues interested in providing period products](#)

Appendix 'C' [Example of Marketing provided by Hey Girls](#)

Appendix 'D' [Equality Impact Assessment](#)

Example photos of different dispenser options

Hey Girls Free Vending Machine



Hey Girls Troughs



List of Venues interested in providing period products

- Addlestone Community Centre
- The Forest Estate Hub
- New Haw Community Centre
- St Paul's Church, EH
- Hebrew's Cafe
- Egham Orbit
- Addlestone Health & Fitness
- The River Bourne Club
- Crouch Oak Family Practice
- Chertsey Health Centre
- Grove Medical Centre
- Packers Surgery VW
- New Ottershaw Surgery
- Chertsey Museum
- Chertsey Hall
- The Hythe Centre
- Runnymede Borough Council – Civic Centre
- Tesco, Addlestone
- St Peter's Hospital

Example of Marketing provided by Hey Girls

Caught Short poster

www.heygirls.co.uk @heygirlsuk



hey girls... caught short? don't panic.

help yourself to free period products

HEY GIRLS IS AN AWARD WINNING SOCIAL ENTERPRISE AND ALL PROFITS GO TOWARDS ENDING PERIOD POVERTY.

Toxic Shock Syndrome (TSS) is rare but serious. It can rapidly progress from flu like symptoms to an illness that can be fatal. A tampon should not be worn longer than 4-8 hours and always choose the lowest absorbency suitable for your flow. TSS associated with tampons can occur anytime during your period or shortly after. It can be treated successfully if it is recognised quickly.

Want to learn more about your period? Scan the QR code to find lots of tips and free education tools on our website.



Take what you need poster

www.heygirls.co.uk @heygirlsuk



hey girls... take what you need...

help yourself to free period products

HEY GIRLS IS AN AWARD WINNING SOCIAL ENTERPRISE AND ALL PROFITS GO TOWARDS ENDING PERIOD POVERTY.

you buy one, we donate one.

Toxic Shock Syndrome (TSS) is rare but serious. It can rapidly progress from flu like symptoms to an illness that can be fatal. A tampon should not be worn longer than 4-8 hours and always choose the lowest absorbency suitable for your flow. TSS associated with tampons can occur anytime during your period or shortly after. It can be treated successfully if it is recognised quickly.

Want these products in your washroom too? Scan the QR code to learn all about Hey Girls and how to contact the partnerships team.



Male and non-gendered washroom poster:



let's make period products accessible for... everyone.

Supplying free period products in all bathrooms is a step towards period equality.

Take what you need:

- For you
- For family and friends



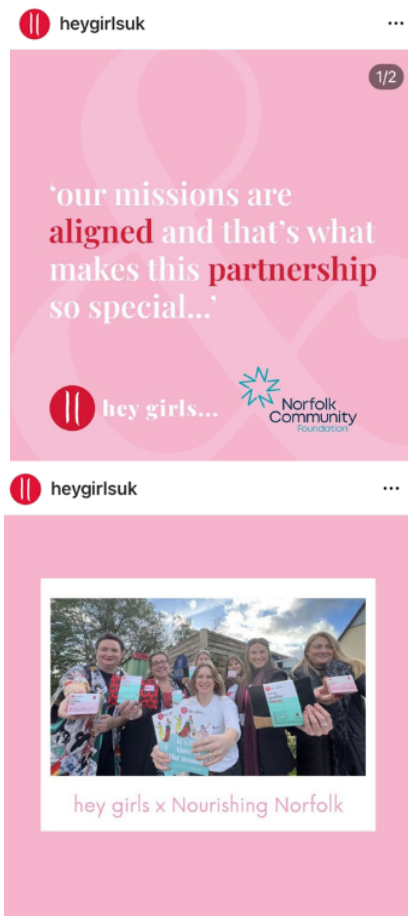
Web: www.heygirls.co.uk
Social: @heygirlsuk

Looking to learn more?
Scan the QR code to find out more about our mission and get involved in the periods conversation.

HEY GIRLS IS A MULTI-AWARD WINNING SOCIAL ENTERPRISE AND ALL PROFITS GO TOWARDS ENDING PERIOD POVERTY.

YOU BUY ONE, WE DONATE ONE.

Hey Girls promotion of partnership on their Instagram page



heygirlsuk ✨ NEW PARTNERSHIP! ✨

We are SO excited to partner with @norfolkcf to provide free period products in 22 affordable food hubs across Norfolk! ❤️

The food hubs offer local people a space to shop on a budget whilst getting support with life's bigger challenges.

It's great to work with a team who have the same goal to make necessities more accessible for people - just like our Hannah, Free Period Product Provision & Donation Co-ordinator says above 🙌

"I love that hey girls is completely barrier-free. That's something that's really important to me, because there has been and continues to be such a stigma around periods"

-Corrie Colson, Programmes Advisor at Norfolk Community Foundation

Find out more about our partnership and even watch a video about it on Norfolk Community Foundation's blog - via the link in our bio 📺

Pssst, don't forget to check out our sustainable period goodies while you're there! Every product you buy will generate TWO product donations for partners like @norfolkcf to help support their hub's communities.

EQUALITY SCREENING

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

POLICY/FUNCTION/ACTIVITY	LEAD OFFICER
Period Poverty Community Initiative	Chantal Noble

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?

Runnymede Borough Council are implementing a scheme that will see free period products being placed at a range of accessible locations around the borough. These products will be available in toilets within the venues that have joined the scheme.

This activity aims to alleviate period poverty within the borough. It will ensure individuals have access to sanitary pads and tampons if they are unable to purchase them themselves. It will also provide products to individuals who find themselves in a situation where they need them, allowing individuals to menstruate with dignity.

This is needed, due to the prevalence of period poverty across the globe and within the UK. Studies have shown that 21% of girls, women and people who menstruate in the UK are now struggling to afford period products – an increase of 12% (Action Aid). This project allows Runnymede Borough Council to support in the fight against period poverty.

This project aims to reduce the impact period poverty has on individuals. By providing products for free, it hopes to reduce the financial pressures some individuals face when menstruating, with statistics stating 60% of people who menstruate prioritise buying food over period products. Both food and period products are necessities, so no one should have to prioritise one over the other.

Providing period products for free will positively impact the wider community, by promoting equality, reduce financial pressures, and increase safety for all those who menstruate.

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.

Runnymede Borough Council operate to support residents in the whole borough. This project aims to support all individuals who menstruate regardless of their characteristics.

Sex: This project aims to reduce the financial pressures women and those who menstruate face when menstruating. Men and those who don't menstruate do not face the same financial pressures as those who are menstruating, as they do not need to budget for period products.

Providing products for free, will help bridge this gap and alleviate the financial pressures faced by those who menstruate.

Gender reassignment: Those who have undergone gender reassignment may still have periods and so it is important to ensure they are not discriminated against. Gendered toilets often do not have period related products within them, such as sanitary bins or vending machines offering products, meaning their access to products is more limited than those who use female washrooms. Products will be placed in both female and male toilets to ensure those who menstruate, regardless of their gender identity have access to products.

Age: The average age of starting a period in the UK is 12 and these usually occur monthly until an individual is in their 50's. Despite these averages, periods can begin and end at any age. Regardless of age, all individuals should be provided with products if they are menstruating. If an individual is younger or older than the average age, it does not mean that individual does not menstruate. It must be acknowledged, and provisions put in place to ensure everyone who menstruates have equal access to period products, regardless of their age.

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.

This project is relevant to Equalities and a full impact assessment has been conducted

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

Date completed: 01.03.2024

Sign-off by senior manager:

EQUALITY IMPACT ASSESSMENT

SCOPING

1. What aspects of the policy function or activity are particularly relevant to equality? Other aspects should not necessarily be excluded from the assessment, but attention should be focused on the most important areas and include which of the equality strands the policy function or activity is relevant to. Diversity within the strands should also be considered. Please consider whether any comments made in Part B of the Screening form are relevant here.

Sex

Gender reassignment

Age

2. Set out the available evidence that will help you assess the impact of this policy function or activity on equality. This could include service-level monitoring data, analysis of complaints/enquiry records, existing user feedback, data obtained from external sources and information about the local community. You may find it useful to compare your service-user statistics against the [Runnymede population profile](#).

Research has been conducted on the impact period poverty has on individuals.

Sex: Those who menstruate and do not have access to products are more likely to miss education which can lead to negative consequences in relation to their educational progression and future careers. 28% of young women who have had a period in the last 12 months (aged 16-24) report having avoided or missed school, college or university in the last year because of their periods (Action Aid). 14%, or an estimated 6 million women have avoided or missed exercise and 2 million women have avoided or missed work due to being on their period in the last year (Action Aid). In the UK, 1 in 10 girls cannot afford to buy menstrual products. This online research highlights the negative impact experiencing period poverty can have on one's education, fitness and life progression.

Gender reassignment: Individuals who have undergone gender reassignment experience, financial barriers, lack of inclusive products, discrimination, limited access to healthcare and bathrooms and a lack of awareness and support, which contribute to difficulties in managing their periods effectively (IGLYO, 2023). Trans and non-binary individuals are more likely to live in poverty than cisgender people. Trans, non-binary, gender fluid, and intersex individuals may already face financial constraints related to their gender identity, such as healthcare expenses and other related gender-affirming items. These additional challenges make it even more difficult to afford menstrual products, exacerbating the issue of period poverty within these communities (IGLYO, 2023). Trans, non-binary, gender fluid, and intersex individuals already face discrimination and stigma in various aspects of their lives. Period poverty compounds these challenges, intensifying the marginalisation and isolation experienced within the LGBTQIA+ community (IGLYO, 2023). Online research has highlighted the impact period poverty has on exacerbating a range of negative experiences those who have undergone gender reassignment.

3. What consultation and involvement has been undertaken in relation to this (or a similar) policy, function or activity and what are the results? If none have been carried out, what consultation will be needed? Data may be available from recent consultation activities on a related policy or Equality impact assessment.

Discussions with social enterprises and product providers have given advice and information on how to best provide products whilst being inclusive. Hey Girls recommended products should be placed in freely accessible locations, that does not require one to ask to access them. This has helped decide where products should be placed, with the outcome being in private washrooms.

Hey Girls, and Here We Flo, informed us of the importance of placing products in all bathrooms, female, male and disabled. This will ensure inclusivity and accessibility for all who menstruate.

A webinar was attended which explored the theme of period poverty. The CEO of See Her Thrive, explored key information about period poverty, and what can be done to make periods more inclusive and a less stressful experience.

Research has been conducted into what other councils across the UK are doing and what they have done to alleviate period poverty within their boroughs.

4. Are there any gaps in the information established from the consultation and involvement undertaken and referred to in Part 3? If so, set out how these gaps will be filled?

No gaps have been identified at this stage but data will be gathered over the three years of the project

Where it is not possible to fill information/data gaps in time to inform this assessment, specific action points will need to be included in the action plan section Part 10 below, with a focus on monitoring the actual impact of the policy function or activity.

ASSESSING IMPACT

It is essential to consider not just the intended consequences of the policy but also any unintended consequences and barriers that might prevent it being effective for people within any of the Protected Characteristic groups.

Please use the Grid included below to assess the impact of the Policy/function/action on each of the Protected Characteristics. When completing the assessment, please bear in mind the following questions;

- 1. What are the main findings of your consultation and involvement activities, and do they demonstrate problems that need to be addressed? For example, could the policy, function or activity outcomes differ according to people's ethnic group, disability, gender, religion/belief, sexual orientation, or age?** For instance, there might be evidence of higher or lower participation/uptake by different groups.
- 2. If there is a disproportionate impact on one group, is it appropriate and consistent with the objective?** For instance the policy may include lawful positive action or other

methods to address particular needs or may be considered to be a proportionate means of achieving a legitimate aim

Protected Characteristic	Positive		Neutral	Negative		Comments
	High	Low		High	Low	
Age					X	Younger individuals may not have access to these locations without help from a parent / guardian. This could limit their access to these products. However, the government scheme to provide free sanitary products to all secondary schools, helps to ensure younger individuals have access to products.
Disability						
Gender Reassignment				X		Although products will be placed in all toilets, ensuring everyone no matter their gender identity has equal access, male bathrooms do not usually have sanitary disposal bins. This could negatively impact this group when it comes to disposing of products that are being supplied. However, this is down to the venues, and outside of the council's control.
Marriage / Civil Partnership						
Pregnancy / Maternity						
Race						
Religion / Belief						
Sex	X					This project aims to directly impact women and those who menstruate positively. This project will provide products to these individuals to reduce the added financial pressures experienced due to menstruation. Products will, however, be placed in all bathrooms to ensure individuals are not discriminated against.
Sexual Orientation						

7. Does the policy, function or activity miss potential opportunities to promote equality or positive attitudes to (and between) different Protected Characteristics or communities?

N/A

ADDRESSING THE IMPACT: ACTION PLANNING, MONITORING AND REVIEW

8. Does the policy, function or activity require reconsideration or amendment? If not, explain the reasons for this conclusion. If an adverse impact has been identified, you will need to set out the justification for continuing the policy, function or activity or outline measures to mitigate the impact.

No, this project has considered all areas to ensure that accessing period products is accessible to all and does not exclude any individual. Locations that these products will be available have been considered with equality in mind, ensuring all individuals have equal access.

9. What actions have you identified as a result of this equality impact assessment? These might include improving data collection in order to give a clearer picture of your service-users, physical adjustments to a building, arranging for information to be sent out to individuals in alternative formats or languages, or consulting with a wider group of people to understand the impact of the policy.

Any actions emerging over the three years of the project's duration will be taken into account including success of the project and feedback from service users, providers and participating local organisations. We will also consider how people from different ethnic and religious backgrounds are affected by this initiative.

10. Action Plan (where applicable): Who will be responsible for completing these actions and in what timescale? How will you review the actual impact of this policy function or activity? Provide details of timescale and actions for review, and details of how the actions will be evaluated to measure if expected outcomes are achieved in practice. You may have identified 'triggers' that would indicate a problem with the policy, function or activity and suggest a revision is needed.

There are plans for this project to last three years. After this time, a review will take place by relevant Officers on the project team to look at the impact this project has had.

This assessment will need to be referred to the Equality Group for challenge.

Date completed: 01.03.2024

Sign-off by an authorised Officer/Manager:

Report title	S106 Englefield Green Minor and Major Projects Fund
Report author	Chantal Noble, Community Development Manager
Department	Community Development, Community Services
Exempt?	No
Exemption type	Not applicable
Reasons for exemption	Not applicable

Purpose of report:

To resolve

Synopsis of report:

- 1) To provide contextual background information on the S106 funding received by the Council relating to the Runnymede Campus development, at Coopers Hill Lane, Englefield Green; and**
- 2) To set out the proposed allocation of the s106 Englefield Green Minor and Major Projects Fund in relation to the applications received**

Recommendation 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; and**
- ii) Members agree to ringfence the requested amount for organisations 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**

1. Context and background of report

1.1 In 2018, a planning application was approved by the Council, relating to the development of the Runnymede Campus, at Coopers Hill Lane, Englefield Green (planning ref – RU.17/1649).

1.2 As part of the planning conditions, requirements in relation to Section 106 payments were stipulated and cover expenditure incurred by both Runnymede and Surrey County Council and are summarised as follows:

Scheme	Value
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 unit or affordable housing unit)

- 1.3 Since the existing Minor Projects grant scheme was launched in 2023, a total of 11 applications have been approved, totalling £48,901. A breakdown of which is set out below: These were considered at the meeting of this Committee on 15 June 2023.

Applying Organisation	Summary of Application	Amount awarded £
St Jude's C of E School	Swimming pool liner	5,000
Englefield Green Cricket Club	Cricket strip	3,402
EGVRA	Items for annual village fair	3,000
Draughtbusters	Draught excluding items	1,000
The Egham Band	Purchase of instruments	5,000
EGVRA	Eco friendly planters	1,650
The Green Team	To develop green spaces	6,749
The Englefield Green Memorial Trust	Renovations to the Memorial	7,000
The Journey Church	Building and utility mapping surveys	7,000
The Journey Church	Health outreach coordinator	7,000
EGVRA	Printed newsletters	2,100

Given the above grant awards, the remaining balance against the Minor Projects contribution is £36,352.

- 1.4 Maximum grants of up to £7,000 were available to resident groups, voluntary and community organisations, both based in or serving residents of Englefield Green, for funding for new projects or expansions to existing projects.
- 1.5 The criteria of the grant scheme focused on how the funding application will contribute to the health and wellbeing of Englefield Green residents following the priority strands of the corporate Health and Wellbeing strategy and Empowering Communities strategy.
- 1.6 Applicants were asked how they had identified the need for the project and how many individuals it would support.
- 1.7 Applicants were asked to confirm how their project will be sustainable in the future, given that there is a limited amount of funding from the s106 Minor Projects Fund.

- 1.8 Three applications were received for the S106 Englefield Green Minor Projects Fund, to the total value of £15,000. This report sets out the Officer recommendations for approval.
- 1.9 The purpose of the Community Support Facilities funding (now called internally The Major Projects Fund), as outlined in the planning conditions is “towards the costs and maintenance of community social and physical infrastructure projects in Englefield Green that benefit new and existing residents”.
- 1.10 Since the funding was received a total of £67,763 has been allocated. A summary of which is set out below:

Recipient Organisation/Project Title	Summary of Project	Amount Awarded
The Village Centre	Kitchen Café refurbishment	£50,712
Kings Lane Bike Ramp	Kings Lane Bike Ramp	£17,051
	Total	£67,763

- 1.11 As a result, a remaining balance of £332,237 was made available through the s106 ‘Major Projects Fund’.
- 1.12 Maximum grants over £7,000 were available to resident groups, voluntary and community organisations, both based in or serving residents of Englefield Green, for funding for new projects or expansions to existing projects.
- 1.13 Organisations were invited to submit an initial expression of interest form which was reviewed by a panel on 20 December 2023. The panel comprised Councillors Abby King, Trevor Gates, Scott Lewis, Vice-Chair of Community Services Committee, four Officers from Community Services, the Corporate Head of Planning, Economy and Built Environment and the Corporate Head of Community Services.
- 1.14 Successful applicants were then asked to submit a full application form.
- 1.15 A panel met on Monday 5 February 2024 to review the applications for the Minor and Major Projects Fund and recommend to Community Services Committee the outcome of each application. The panel comprised Councillors Andrea Berardi, Abby King, Trevor Gates, Scott Lewis, Vice-Chair of Community Services Committee, four Officers from Community Services, the Corporate Head of Planning, Economy and Built Environment and the Corporate Head of Community Services.
- 1.16 A summary of what the panel proposed was circulated to those invited but unable to attend the meeting.

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

- 2.1 The panel recommended the following applications to the s106 Minor Projects Fund to be approved:

Applying Organisation	Summary of Application	Amount awarded £
St Jude’s Church	Church lighting – lampposts and hanging lanterns	3,500

- 2.2 The application is supported by the panel as there is a strong community safety element to the application that will benefit the residents of Englefield Green.
- 2.3 The panel recommended the following application to the s106 Minor Projects Fund be rejected:

Applying Organisation	Summary of Application	Amount £
Browns Community Services	4 E's course (Educate, Empower, Encourage and Employment) for 10 people	6,500

- 2.4 The panel recommends rejecting the application for £6,500 from Browns Community Services as the application lacked detail on project partners, the success of previous projects mentioned. There were also questions around whether it represents good value for money and whether it duplicates employment work done by the Economic Development Team.
- 2.5 The panel recommended ringfencing the following application to the s106 Minor Projects Fund. The panel considers this the best way to address applications which were felt to be viable but require clarification regarding project details and/or details on project sustainability.

Applying Organisation	Summary of Application	Amount £
Coopers Hill Tennis Club	To resurface two tennis courts	5,000

- 2.6 The panel recognised that the amount requested was relatively low in comparison to the amount being financed by the Tennis Club (approximately £50,000). Some questions were raised around access for all to this club and whether they could provide subsidised memberships for under-represented groups.
- 2.7 The panel recommended the following applications to the s106 Major Projects Fund be approved:

Applying Organisation	Summary of Application	Amount £
Runnymede Borough Council	Replacement Play area on the Englefield Green	£35,899

- 2.8 The panel acknowledged the need for investment in this play area and were satisfied that a replacement would be in the same footprint as the current playground. The Englefield Green Committee will need to approve the refurbishment of the current play area. It is possible that the Members of the Englefield Green Committee could approve the allocation of the Englefield Green ringfenced reserves to fund the play area works.
- 2.9 In the event that the use of the Englefield Green ringfenced reserves are approved by the Englefield Green Committee, there would be no allocation of money for the Englefield Green play area works from this s106 pot. A report requesting authorisation of the play area works and a determination on whether the works are to be funded from the Englefield Green ringfenced reserves will go before Englefield Green Committee on 9 April 2024 for consideration.

- 2.10 The panel recommended the following applications to the s106 Major Projects Fund be rejected:

Applying Organisation	Summary of Application	Amount
Runnymede Borough Council	Cherrywood playground	£38,000

- 2.11 Concerns were raised around the maintenance of this playground and the long term financial commitment from the Council regarding maintenance and replacement costs.
- 2.12 The panel recommended ringfencing the following applications to the s106 Major Projects Fund. The panel consider this the best way to address applications which were felt to be viable but require clarification regarding project details and/or details on project sustainability.

Applying Organisation	Summary of Application	Amount
The Journey Church	Building renovation	£200,000
The Village Centre	Kitchen refurb	£29,940
Runnymede Borough Council	Kings Lane Community Garden	£31,962

- 2.13 The panel agreed to ringfence the money (a sum of up to £200,000) for the Journey Church to allow The Forest Estate Community Hub to apply for Your Fund Surrey funding with agreement in principle from The Major Projects Fund. Approval of any grant to Journey Church would be subject to submission of further project plans and associated business cases (as would be required by Your Fund Surrey), to enable this Committee to make a final decision, and subject to other funding being secured in order to deliver the project. This money would be ringfenced for 18 months.
- 2.14 The panel acknowledged the valuable work of the Village Centre and its positive impact on the community. However, queries were raised around the lack of detailed quotes provided. It is proposed that the money be ringfenced and made available upon receipt of three quotes for the kitchen refurbishment, with one deemed acceptable.
- 2.15 Due to ongoing dialogue with Egham Hollowegians Rugby Club, the amount allocated to the community garden has been ringfenced as it is subject to discussion and agreement with the club and their lease.
- 2.16 Should the recommendations be accepted, the balance in the Minor Projects Fund would be £27,852 and the balance in the Major Projects Fund would be £34,436.
- 2.17 It was agreed by the panel to pause the minor projects fund for one year to allow for us to see the social return on investment for these projects and allow more organisations to apply before the pot runs out.
- 2.18 It was also agreed by the panel to not meet for the Major Projects Fund review in May due to the elections and meet again on 5 August to review submissions to the Fund in time for September Committee.

3. Policy framework implications

- 3.1 The approval of panel-recommended successful applications will support the themes of the Council's Corporate Business Plan, specifically the themes of Empowering

Communities and Health and Wellbeing, and their associated strategies due to the successful applications' strong link to supporting children and young people.

4. Resource implications/Value for Money

- 4.1 The funding that will be allocated through both schemes has been received as part of the Section 106 contributions relating to the Runnymede Campus development. No additional funding, either one-off or ongoing, will be added to the process by the Council.

5. Legal implications

- 5.1 With Section 106 funding being specific to location and type of funding, the monies provided by the developer and held by the Planning department needs to be spent and allocated as per the agreed requirements. Any amounts un-allocated within the relevant period will be reimbursed to the payer.
- 5.2 The full legal implications with regard to replacement of the play equipment at Englefield Green will be set out in the report to the Englefield Green Committee at its meeting in April alongside funding options.

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 Whilst this report in itself has no direct impact on equalities the projects recommended for approval do. A number of these projects are focussed on supporting residents in the areas of relative deprivation in the borough and the projects recommended for approval are likely to have a positive impact on people with the protected characteristics of age, sex, religion and belief.
- 6.4 If the panel recommendations are not approved by Community Services Committee it is possible that this could result in negative equality implications due to the lack of financial support to take forward some of these projects.
- 6.5 An Equalities Impact Screening Assessment was previously carried out to approve the process of the S106 Minor and Major Projects Fund to ensure that all within the Englefield Green community are both able to apply for funding or contribute to the engagement process, identifying possible infrastructure spend for the area.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 Applicants to the fund are asked to state whether their project links to objectives within the Council's Health and Wellbeing strategy and Climate Change strategy.

8. Risk Implications

8.1 As identified in sections 5 and 6 above.

9. Timetable for Implementation

9.1 Should the recommendations be approved, Officers will begin to process the successful applications and distribute memorandums of understanding (MOU) to the successful applicants. Grant monies will then be distributed upon return of these MOUs.

10. Conclusions

10.1 The recommendations on the applications to the S106 Englefield Green Minor and Major Projects Fund grant scheme outlined in the report have been proposed by the panel following the review of applications.

10.2 Awarding these grants will enable community organisations and individuals to support the residents of Englefield Green.

11. Background papers

None.

12. Appendices

None.

Report title	Youth Development Fund Update
Report author	Chantal Noble, Community Development Manager
Department	Community Development, Community Services
Exempt?	No
Exemption type	Not applicable
Reasons for exemption	Not applicable

Purpose of report:

To resolve

Synopsis of report:

- 1) To provide contextual background information on the Youth Development Fund;**
- 2) To provide an overview of the expenditure in 2023/2024 and to set out the proposed allocation of the Youth Development Fund for 2024/2025; and**
- 3) To detail the application from Egham Cricket Club to the Youth Development Fund**

Recommendation(s):

- 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.**

1. Context and background of report

1.1 The Youth Development budget is an annual budget held by Community Services. The budget for 2024/25 is £215,000. It was agreed at the September 2023 Community Services Committee that £47,000 of this budget would be committed to playground redevelopments, leaving a budget for 2024/25 of £168,000 to be allocated, please refer to table 2.3.

1.2 The majority of the projects within the Youth Development Fund have been completed and will be summarised in this report.

1.3 The 2024/25 Service Area Plan for Community Services does not outline intended expenditure of this budget. Therefore, given that expenditure relating to this budget line is required to be approved by this Committee, this report sets out how the budget is proposed to be allocated for next financial year.

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

2.1 The table below provides a summary of the projects delivered with the 2023/24 budget.

Project	Summary	Budget	Update
Subsidised school holiday provision working with established local providers	Working with partners to provide subsidised spaces or increased capacity within school holiday activity sessions to encourage participation by children and young people.	£5,000	82 spaces on Club4 (Easter, Summer & Christmas) and 28 spaces over October, Christmas and Easter holidays at the Big Hat Bushcamp in Lyne.
Treasure map trails	Provide free at the point of access, treasure map trails to encourage families to use parks and open spaces across the borough, providing an opportunity to learn about local history and heritage	£8,000 (4 x treasure map trails)	1000 treasure map trails produced for Englefield Green, Chertsey, Addlestone and Egham
Self-Defence Classes	Provide free self-defence classes, delivered either in partnership with schools or via open access venues within the Community. Potential to focus on some girls only sessions as part of the project, linking to community safety etc.	£2,000 (10 x sessions)	11 workshops were delivered in six different schools/clubs with 196 children participating. Feedback was received from 191 participants. 99% enjoyed taking part in the Self Defence workshop, 93% stated they would benefit from taking part in another self defence workshop and 88% feel more confident after completing the workshop
Xplorer Orienteering Activity in Council Parks and Open Spaces	Free activity for families within Council parks and open spaces through the creation of 4x orienteering maps and associated tokens to find.	£2,000 (subscription & 4x orienteering maps)	Maps were created for four parks, attendance at events throughout 2023/2024 was over 177.

Friday Night Project (ACE youth project)	Diversions activities, linked to ASB reduction, for young people aged 11-18 years through sport and enrichment activities. Sessions last for 2 hours on a specified evening and include activities such as gym swimming, football, basketball. Proposed to run sessions at Egham Orbit and Chertsey/ Addlestone	£29,000 (If successful in year one, this project may require annual budget provision from Youth Development Budget)	This project started on 19 February. Delivery is in KickX (Addlestone), Gogmore Farm Park (Chertsey) and Egham Orbit (Egham). The cost is £2 per session. Final 50% payment delivered after 6 months
Sportability Extension	To deliver an extended Sportability offer in the borough, with activity in both the North and South of the borough over two days. This project has been discussed previously with Members in Community Services Committee	£6,000 (If successful in year one, this project may require annual budget provision from Youth Development Budget)	This event is scheduled to take place 24 April at Royal Holloway University. There are six schools registered and seven sports / sessions
Family Support – Access to Activity Funding	Provide support for children, young people and families engaged in the Family Support Programme to access leisure and recreation activity to strengthen family relationships, support families in financial hardship etc.	£2,000	
Junior Citizen	Development of revised Junior Citizen programme in Runnymede, following intended withdrawal of funding by SCC	£5,000 (Committed annually for three years as previously approved by Committee)	Junior Citizen took place in November. Over 750 children attended with seven sets delivered by six agencies
Youth Arts Projects	Engagement of young people in arts projects including but not limited to drama projects, graffiti projects etc. Intention is to consider initiatives successfully delivered elsewhere in Surrey which previously have not been delivered in Runnymede	£6,000	A project is currently being worked on with Eikon, Jubilee School and Chertsey High School, creating a piece of artwork on the underpass at Addlestone Moor roundabout.

Youth Development Grant Scheme	Provision of access to funding for voluntary and community sector organisations delivering youth activities and services in the borough. Intended focus is to promote capacity building and creation of new projects and initiatives to benefit Children and Young People in Runnymede	£40,000	Eight applications were received to this fund and four were successful with one outstanding. A total amount of £17,598 was granted to a variety of youth projects delivered across the borough, with 5k outstanding
Sport and Physical Activity Capacity Building	Working with local organisations to increase engagement and participation in sport and physical activity. Delivered in response to data relating to childhood obesity and physical inactivity amongst children and young people in Runnymede and more recently, low engagement levels from young people with Surrey Youth Games training	£30,000	Funding for the new Egham Boxing Club and the free 39-week community programme for young people from low-income families and girls only sessions, £8704. Runnymede Raptors 24-month community girls basketball programme, £8,050. Core Judo community use matting £8,000. Junior Rugby Club Hub in partnership with Chobham Rugby Club, £5000
Replacement Play Areas	Contribution to forthcoming programme of play area replacement across the Borough, following undertaking of all site survey and identification of health and safety related works required	£60,000	This money was spent on King George V playground
Contingency Budget		£20,000	
	Total:	£215,000	

2.2 The Council's Community Development team, with input from the Corporate Head of service, have identified several project ideas for 2024/25 that include:

- Delivery of new projects/functions, led by the Council, working in partnership where appropriate.

- Providing support to voluntary, community and faith sector organisations working with young people in the borough across a range of areas and providing numerous different opportunities
- Opportunities to provide family focused recreational activities that would be free to users at the point of access and promote residents engaging with the Council's parks and open spaces.

2.3 The table below provides a summary of the proposed projects, which Members are asked to consider against the recommendation contained within this report. This table outlines the indicative budget required and the partners who the Council intend to work with.

Project	Summary	Budget £	Partners identified
Xplorer	Subscription fee for a free orienteering activity for children/families within Council parks and open spaces + three x token sets	455	British Orienteering
Subsidising Youth Activity	Working with partners to provide subsidised spaces or increased capacity within school holiday activity sessions to encourage participation by children and young people.	5,000	Active Surrey, Big Hat Bushcamp, Addlestone Canoe Club, Core Judo
Self Defence Sessions	For delivery sessions in schools (£200 each) + personal attack alarms	3,000	Warrior Combat Arts
ACE project	Delivery of youth activity in x three areas (Addlestone, Chertsey and Egham).	9,000	KickX, Achieve Lifestyle, Sport4Kids
Sportability Extension	To deliver an extended Sportability offer in the borough	6,000	Working with Royal Holloway University
Family Support activities	Provide support for children, young people and families engaged in the Family Support Programme to access leisure and recreation activity to strengthen family relationships, support families in financial hardship etc.	2,000	
Junior Citizen	Development of revised Junior Citizen programme in Runnymede, following intended withdrawal of funding by SCC. 5k already committed over 3 years, increase for 2 x playworkers for 10 days and sport equipment	6,850	Thorpe Park, St John Ambulance, Network Rail, RNLI, Eikon
Sport and Physical Activity Capacity Building	Working with local organisations to increase engagement and participation in sport and physical activity. Delivered in response to	20,000	Sports Clubs and physical activity

	data relating to childhood obesity and physical inactivity amongst children and young people in Runnymede and more recently, low engagement levels from young people with Surrey Youth Games training		providers in Runnymede.
Arts projects	Engagement of young people in arts projects or art themed projects for young people to access	6,000	Arts Partnership Surrey
Runnymede Sport Festival	Community engagement event for Runnymede sports clubs, physical activity, and health & wellbeing providers to showcase their sessions to young people. Positive initial discussions with a range of clubs, the next Sport and Physical Activity Forum in March will help to draft a plan for a summer event linked to the Olympics. Funding will go towards promotional materials, equipment hires, staffing and prizes.	10,000	
Girl's Football	Following a positive meeting with six football clubs in the borough, funding to go towards club development, free community programmes and a celebration event to increase girls' participation	14,000	Abbeyrangers, Manorcroft United, VW football club, Egham Town FC, KickX, Achieve Lifestyle
Nature Makers Classes	To provide family activities during the time when the various playgrounds in Runnymede are closed for renovation	1,500	Nature Makers
Youth Development Fund	Provision of access to funding for voluntary and community sector organisations delivering youth activities and services in the borough. Intended focus is to promote capacity building and creation of new projects and initiatives to benefit Children and Young People in Runnymede	35,000	
Mental Health Support	To work with appropriate providers to organise projects and/or activities that support the mental health of younger residents. This includes a focus on LGBTQ+ residents.	12,000	Local clubs and MH organisations, Surrey Pride, Stonewall, Eikon, Twister
Climate Change Awareness in schools	Using Lego to explore environmental topics, delivering 18 workshops in four schools; The	3,000	Climate Change dept,

	Grange Community School, St Anns Heath, Pycroft Grange, and Sayes Court, totalling 500 pupils.		Brickies (Lego)
Contingency and other projects	e.g. add to playground provision, Nature Rangers in partnership with National Trust, extension to ACE, Club4, with 20k contingency	34,195	
Total		168,000	

- 2.4 Consideration has been given to capacity to deliver the projects outlines in the report, against existing resources within respective teams, and against the other objectives included within the Community Services Business Area Plan.
- 2.5 As a result, the table details a blend of projects, with some led by the Council and others intended to be delivered through partnerships locally or via activity providers and/or facilitators.
- 2.6 It is intended that a report is submitted to the meeting of Community Services Committee in March 2025, outlining the achievements and developments against each of the projects identified.
- 2.7 An application to the COMF (The Contain Outbreak Management Fund) was received from Egham Cricket Club in 2023. It was determined that the application was more suited to the Youth Development Fund and an application was received, summarised below.

Organisation name	Summary	Amount requested
Egham Cricket Club	Prepare the existing site by clearing away unused scrubland & lay a suitable foundation, lay the appropriate matting, erect the framework for the enclosure	£5,000

- 2.8 It is recommended that this money be ring-fenced and awarded based on the receipt of satisfactory answers to the questions raised by Officers and Councillors in relation to the application.

3. Policy framework implications

- 3.1 The projects outlined support the Council Corporate Business Plan and align with associated strategies, notably priority 2 of the Council's Health Wellbeing Strategy.

4. Resource implications/Value for Money

- 4.1 The proposed projects are to be delivered within the allocated budget for Youth Development, totalling £168,000. This budget falls under the budget management responsibility of Community Services.
- 4.2 A contingency budget has been included to reduce the risk of any budget overspend relating to the proposed projects. Officers are required to meet regularly with the service area accountant to ensure prudent financial management of budgets.
- 4.3 Following further engagement with potential partners and providers, should any

of the listed projects be unviable within this financial year, it is proposed that the allocated sum be reallocated to the replacement play area budget, given its requirements and the likely short timescales to consider and deliver other project opportunities.

- 4.4 Members are asked to note that if these proposals prove successful, there will be pressure to continue the schemes in future years. If this is the case, ongoing budgets will need to be identified.

5. Legal implications

- 5.1 There are no legal implications relating directly to this report.
- 5.2 Legal implications will be taken into account for each of the projects suggested and, where required, the Council's procurement rules will be considered and followed.

6. Equality implications

- 6.1 An Equalities Screening Assessment was conducted when the Youth Development Fund was reported to this Committee in November 2023. As funding is targeted at young people with particular projects for both genders this will have a positive impact on the protected characteristics of age and sex.
- 6.2 Equalities Assessments and Screenings will be conducted for specific projects, where required.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 All projects will be required to consider environmental implications as part of their planning.

8. Risk Implications

- 8.1 Risk assessments will be used for each activity and Public Liability Insurance requested from delivery partners, in addition to the Council's own Public Liability Insurance.

9. Timetable for Implementation

- 9.1 Projects will commence in the new financial year or when scheduled due to availability of the venues, providers or time of year.

10. Conclusions

- 10.1 The Youth Development Budget is an annual budget available to Community Services, and as a result several initiatives, that are delivered elsewhere in Surrey now have the potential to be realised within Runnymede.
- 10.2 The opportunity to engage children and young people in their community, to work with voluntary sector partners to build capacity in the delivery of services for children and young people and the opportunity to extend some of the current work strands within the Community Services Business Unit, specifically within Community Development, are welcomed. Members are invited to support the proposed direction for 2024/25.

11. Background papers
None.

12. Appendices
None.

Report title	Community Services Service Area Plan Update – Quarter 3 2023/24
Report author	Darren Williams, Corporate Head of Community Services
Department	Community Services
Exempt?	No
Exemption type	Not applicable
Reasons for exemption	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 of the end of Quarter 3 (Oct – Dec 2023).

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 3 has seen the completion of some objectives within the service area plan, including the implementation of the new Armed Forces Covenant, moving the Safeguarding Policy into new business as usual and achieving full GDPR compliance to work with Surrey Heartlands and Alliance partners.

2.5 14 Objectives remain ‘in progress’. Set out below is an update on each of these objectives:

Barrsbrook Farm Feasibility: this objective is being led by the Assets & Regeneration team working in partnership with Community Services to support any potential community use. Work is ongoing with a target due date of March 2026.

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.

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.

Citizen's Panel: the objective has been delegated to Community Services during Q3 and has been included in the FY2024/25 Service Area Plan. Officers are working with the Economic Development Team to secure further funding to progress this meaningfully and sustainably.

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.

Digitalisation of telecare services: this objective, linked to the BT digital switchover, is ongoing. This objective will rollover into 2024/25 financial year.

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. Once agreed, this objective will move to the implementation phase. This objective will rollover into 2024/25 financial year.

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.

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.

RPG Improvements: a report for RPG play space improvements has been 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.

Runnymede Health & Wellbeing Partnership: this is due to be launched in March 2024 and will therefore be complete.

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.

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.

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 3

Total Number of
Planned Objectives

32

Complete

18

In Progress

14

Not Started Yet

(Blank)

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.

Not Started Yet

Title

Description

In Progress

Title

Description

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.
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.
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
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.
Community Safety Strategy	Develop a Community Safety strategy for Runnymede and further develop the role of the Community Safety Partnership, locally.
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.
Digitisation of telecare services - Equipment	To complete a refresh of Community Alarm and other Technology Enabled Care equipment, switching to a digital model.
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.
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
Play Space Improvement Programme	Implement a play space improvement programme, modernising our play space offer to local children across the borough
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.
Runnymede Health and Wellbeing Partnership	Successfully launch Runnymede Health and Wellbeing Partnership as vehicle for delivery of Objective and agreement of Year 1 partnership action plan to tackle identified inequalities.
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).
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.

Complete

Title	Description
Addlestone Day Centre Provision	Work with Addlestone Community Association in delivery of Day Centre services, or alternatively reopen the Eileen Tozer Centre.
Adult and Children's Safeguarding	Undertake a wholesale review of the Councils management of Adult and Children's Safeguarding as a statutory partner agency.
Armed Forces Covenant	Promote greater understanding of the Armed Forces Covenant and the commitment of the council amongst staff to ensure appropriate support, information and advice is given to former service personnel.
Befriending services in Runnymede	Procurement of a befriending service for vulnerable adults to replace the current in-house service set-up due to the Covid-19 pandemic.
CCTV CC Design	Engage CCTV control centre design consultants to consider optionality for Safer Runnymede, in order to identify works required and associated growth
Engage with residents in Englefield Green West, Chertsey St Ann's, Addlestone North, Addlestone South and Egham Hythe relating to deprivation measures	To engage with residents in Englefield Green West, Chertsey St Ann's, Addlestone North, Addlestone South and Egham Hythe, to identify the primary needs within communities relating to the measurements of the indices of deprivation.
Full GDPR Compliance	Achieve full GDPR compliance with Surrey Heartlands and wider NHS alliance partners
Home Improvement Agency	To deliver a more flexible and timely Home Improvement Agency and approach to spending of the Disabled Facilities Grant, in supporting residents of all ages being able to live safely and independently at home.
Hospital Discharge Model	Work with partners to further develop the Homesafe Plus hospital discharge model, in supporting timely discharge from hospital and preventing admission where possible.
Lawn Tennis Association Support Project	LTA proposal to improve Tennis courts in the borough.
Meals at Home Review	To undertake a review of the Meals at Home service, considering options for more cost effective, environmentally friendly service delivery, without reducing service quality or availability.
Pilot Step Down Accommodation	Work in partnership with North West Surrey Alliance, Spelthorne and Woking Borough Councils to deliver a pilot service providing step down accommodation for residents discharged from Hospital to reside at prior to returning home. Project led by SBC.
Play Space Review	Complete a full review of works required at play spaces across the borough, and receive an options appraisal and indicative costings for a replacement programme.
Procurement of Disabled Adaptation Works Contractor	Procurement of Disabled Adaptation Works Contractor.
Recycle electrical peripherals (Alarms & Connecting Devices)	To ensure that all electrical items that are end of life are recycled when disposed of.
S106 Allocation & Spend Review	Review of current arrangements for the allocation and spending of capital funding through S106 grant monies, to be used in Englefield Green wards, for projects that enhance the community, its infrastructure and provide opportunities for recreation and social interaction.
Safeguarding Policy	Implement safeguarding policy including all staff training and corporate governance structure
Voluntary Org Grant Reviews	To review all grants to voluntary organisations on a three-year basis with annual assessment of performance.

Report title	Community Services Quarter 3 2023/24 KPI Report
Report author	Darren Williams – Corporate Head of Community Services
Department	Community Services
Exempt?	No
Exemption type	Not applicable
Reasons for exemption	Not applicable

Purpose of report:
For information

Synopsis of report:

This report and the attached appendix outline the performance of service areas against the agreed key performance indicators for Quarter 3 of 2023/24 (1st October 2023 – 31 December 2023).

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.

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 a majority 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 KPIs do not have targets and instead only provide actuals. For those KPIs within Community Safety and Safer Runnymede no target has been assigned and they will not be RAG rated as due to the nature of these services and what the KPIs are capturing there is no way for these teams to influence the KPIs. These KPIs instead 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 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. Given that a community transport review is now being undertaken to understand the future model that the service will operate under it is planned that any new targets will be set following this.
- 2.4 The full KPI report can be found within Appendix 'A'. **Please disregard RAG rating for annual totals until the end of quarter 4.**
- 2.5 The service continues to perform well against the KPIs set, with some service areas meeting or exceeding targets. During Quarter 3, the following services identified as a risk or concern in Quarter 2 have made gains and improved:
- Chertsey Museum: visitor numbers, including school pupils, have increased from Quarter 2, although they are impacted negatively by planned works in the museum to replace the lift.
 - Meals at Home: Officers are in the process of implementing a marketing plan and, while it is too early to determine the long-term impact of this on the number of residents accessing the service, service users have exceeded 10,000 for the first quarter this year.
 - Social Prescribing: referrals are generally received through Health and Social Care partners and are therefore not always controllable. An improvement on Quarter 2 is noted and Officers are continuing to market the service, including through council run day centres.
- 2.6 Where KPIs are showing as 'Amber' or 'Red' a narrative has been provided both in Appendix 'A' and below:
- SP1 Social Prescribing (RBC): progress has been made since Quarter 2 on the number of referrals into the service.
 - HSP1 HomeSafe Plus: this is the total number of referrals into the service across all borough partners. As noted in HSP2, RBC data is currently exceeding the target set.
 - HIA1: as documented in the Officer comment, referrals are expected to increase in Quarter 4 following the Christmas period.
- 2.7 Many of the services above are delivered to vulnerable, elderly, or frail residents with limited resources. These heavily subsidised services offer great value for money for residents against the actual cost of delivery to enable greater access, especially against the backdrop of the cost-of-living crisis and increased inflationary pressures.

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 the third quarterly report for the 2023/24 municipal year. The next report, covering 'Quarter 4' will be brought to the meeting of Community Services Committee in June 2024.

11. Background papers

Proposed Key Performance Indicators – Community Services March 2023

12. Appendices

Appendix 'A' Quarter 3 Community Services KPI Information

Community Services Key Performance Indicators

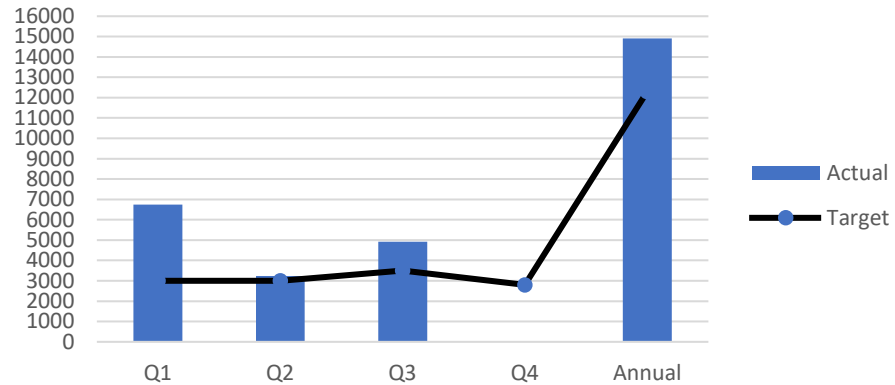
Quarter Q3

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

KPIs marked (c) denote Corporate KPIs

Chertsey Museum - Emma Warren

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

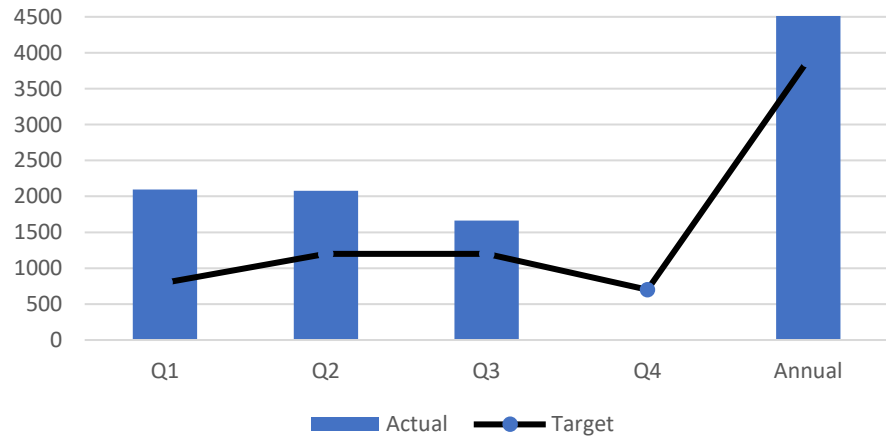


Quarter	Target	Actual	RAG
Q1	3000	6744	Green
Q2	3000	3237	Green
Q3	3500	4927	Green
Q4	2800	0	No Data
Annual	12300	14908	Green

Officer Comment

97% increase in adult groups outside museum largely responsible. This fluctuates on a 2/3 yr cycle before being asked to speak to same group again

CM2: Total number of visitors to Chertsey Museum

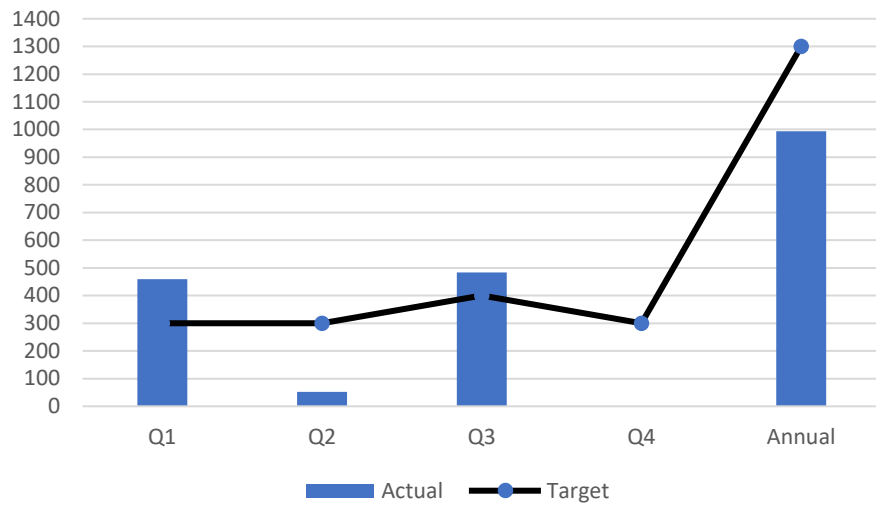


Quarter	Target	Actual	RAG
Q1	800	2097	Green
Q2	1200	2079	Green
Q3	1200	1664	Green
Q4	700	0	No Data
Annual	3900	5840	Green

Officer Comment

Visitor numbers impacted by building works repairing the lift and associated museum closure.

CM3: Number of school children visting the site as part of Chertsey Museum Education Sessions

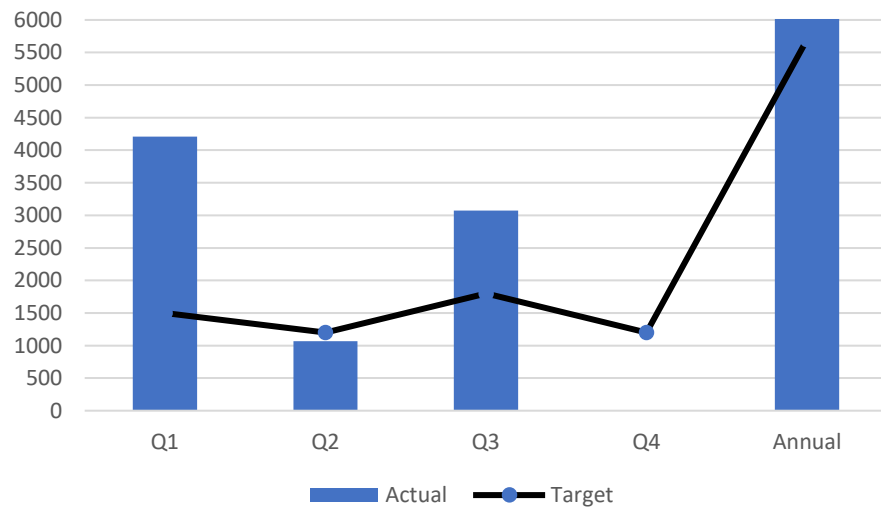


Quarter	Target	Actual	RAG
Q1	300	459	Green
Q2	300	52	Red
Q3	400	483	Green
Q4	300	0	No Data
Annual	1300	994	Red

Officer Comment

For the first time ever there were no school groups in a month during term time (December) a reflection of cost of coaches. Despite this an upward trend is noted.

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



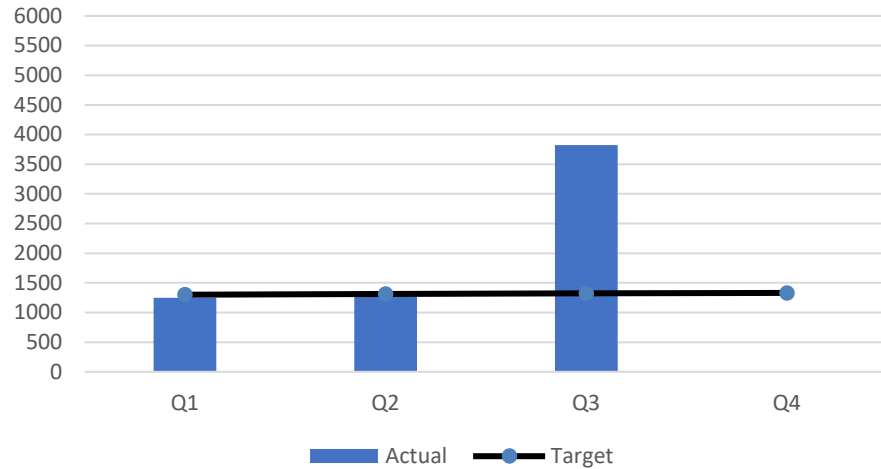
Quarter	Target	Actual	RAG
Q1	1500	4210	Green
Q2	1200	1065	Red
Q3	1800	3073	Green
Q4	1200	0	No Data
Annual	5700	8348	Green

Officer Comment

Numbers exceeding target as shift towards more school visits than museum visits.

Community Alarms & Telecare - Julie Yuill

CAT1: Number of residents accessing the Community Alarm service (RBC) (Monthly Total)

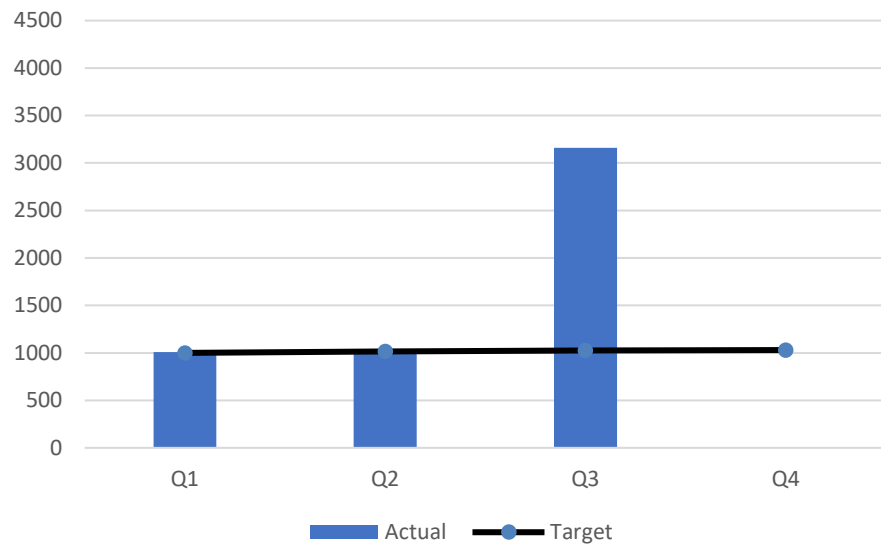


Quarter	Target	Actual	RAG
Q1	1300	1247	Amber
Q2	1315	1277	Amber
Q3	1325	3822	Green
Q4	1330	0	No Data

Officer Comment

Data provided for information. No officer comment this quarter for this KPI.

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

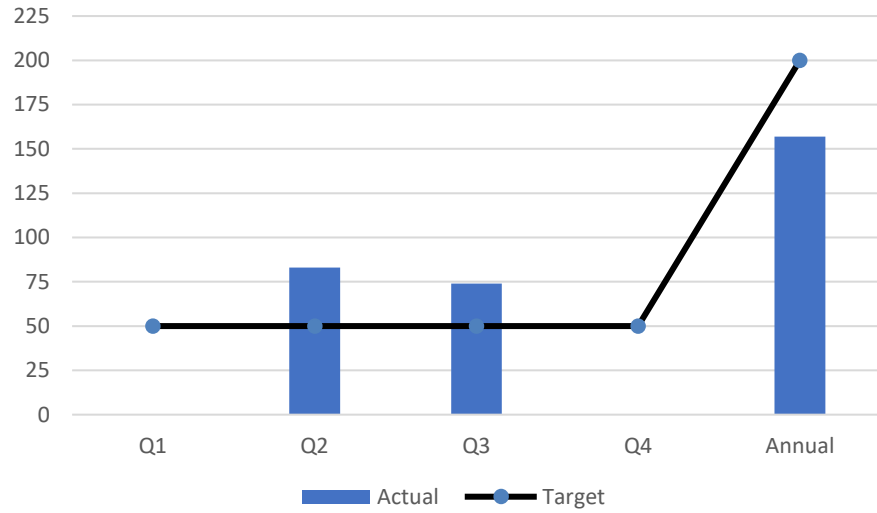


Quarter	Target	Actual	RAG
Q1	1000	1010	Green
Q2	1015	1035	Green
Q3	1025	3160	Green
Q4	1030	0	No Data

Officer Comment

Data provided for information. No officer comment this quarter for this KPI.

CAT3: Number of Referrals Received (RBC)

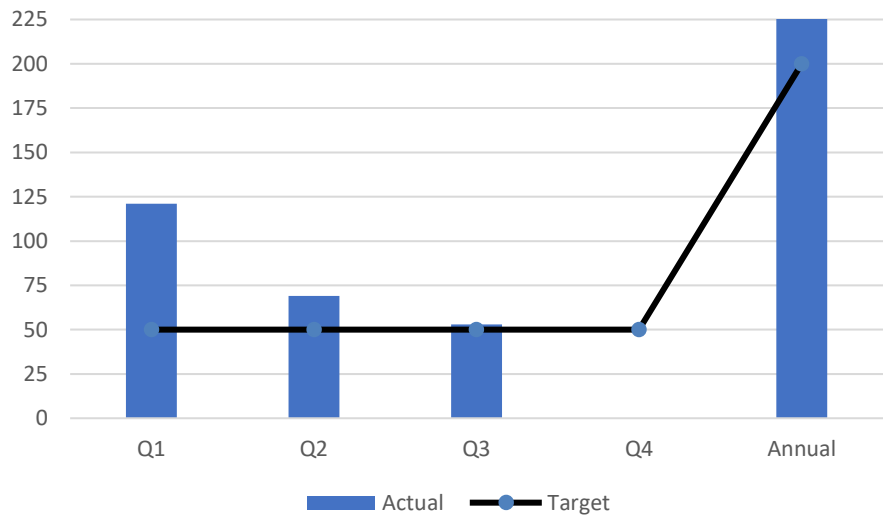


Quarter	Target	Actual	RAG
Q1	50	0	No Data
Q2	50	83	Green
Q3	50	74	Green
Q4	50	0	No Data
Annual	200	157	Red

Officer Comment

Data provided for information. No officer comment this quarter for this KPI.

CAT4: Number of Referrals Received (SHBC)

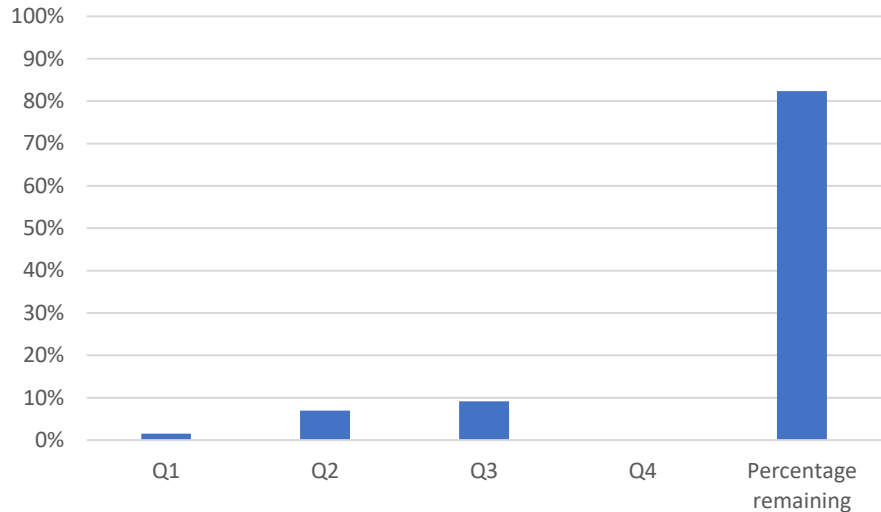


Quarter	Target	Actual	RAG
Q1	50	121	Green
Q2	50	69	Green
Q3	50	53	Green
Q4	50	0	No Data
Annual	200	243	Green

Officer Comment

Data provided for information. No officer comment this quarter for this KPI.

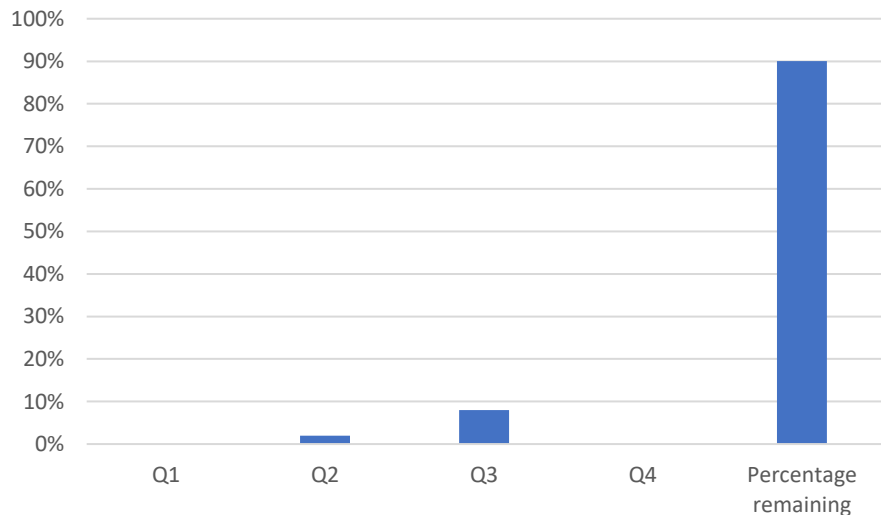
CAT5: Percentage of Systems Transferred to Digital (RBC)



Quarter	Actual
Q1	2%
Q2	7%
Q3	9%
Q4	0%
Percentage remaining	82.33%

Officer Comment
This is a running total.

CAT6: Percentage of Systems Transferred to Digital (SHBC)

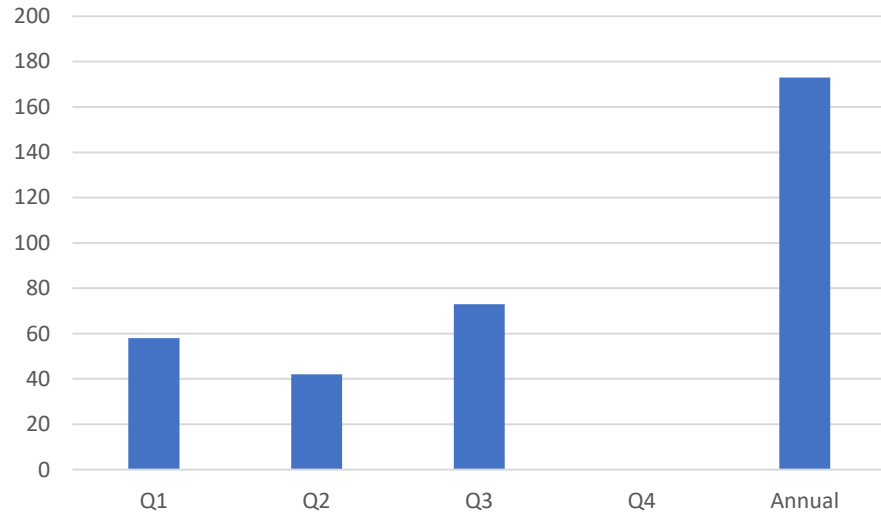


Quarter	Actual
Q1	0%
Q2	2%
Q3	8%
Q4	0%
Percentage remaining	90.06%

Officer Comment
This is a running total.

Community Halls - Hayley Andrews

CH1: Number of Bookings at Chertsey Hall

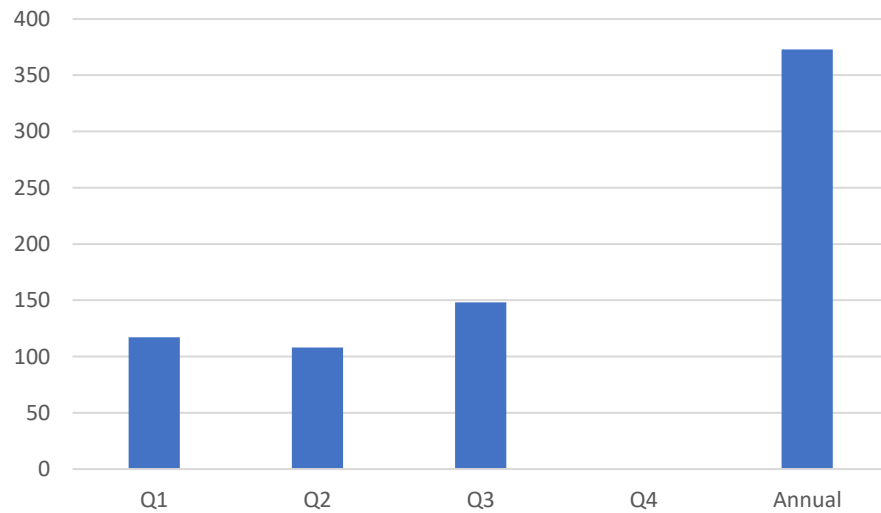


Quarter	Actual
Q1	58
Q2	42
Q3	73
Q4	0
Annual	173

Officer Comment

Oct also had NHS booking Rm A & C =57 days. Nov & Dec figures include hirers hiring multiple rooms over multiple days so have counted each day as a single booking

CH2: Number of Bookings at Egham Hythe Centre



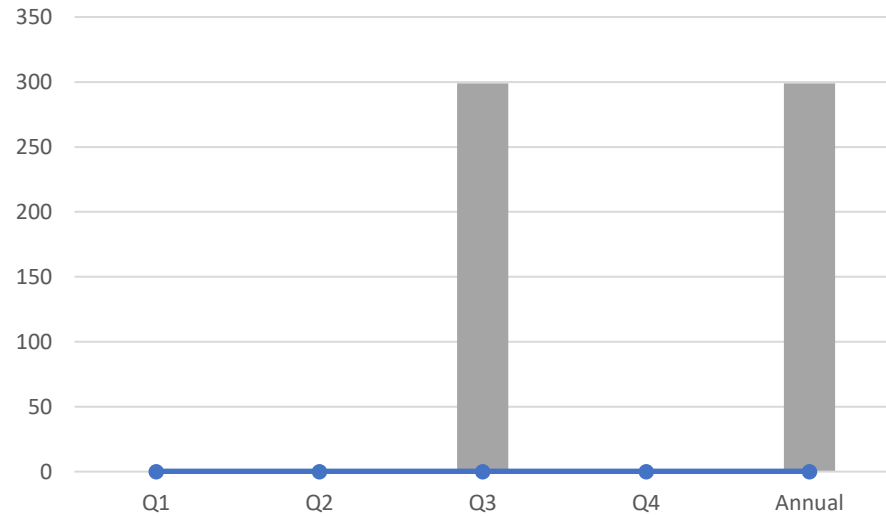
Quarter	Actual
Q1	117
Q2	108
Q3	148
Q4	0
Annual	373

Officer Comment

GP also hired Room 2 for 93 days

Social Centre Services - Hayley Andrews

SCS1: Number of Attendees at Addlestone Service

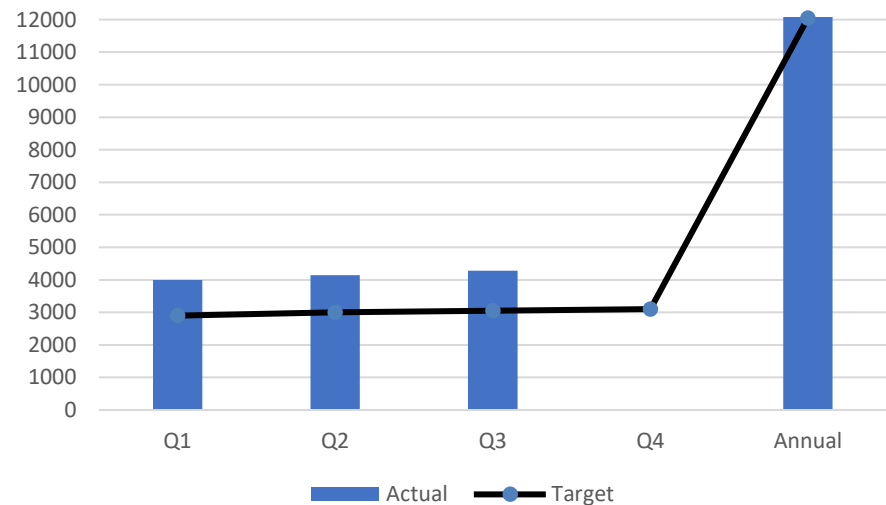


Quarter	Target	Actual	RAG
Q1		0	no data
Q2	0	0	no data
Q3	0	299	no data
Q4	0	0	no data
Annual	0	299	no data

Officer Comment

The Eileen Tozer Centre was re-opened in Dec 2023 for 3 days per week.

SCS2: Number of Meals Served at RBC Centres

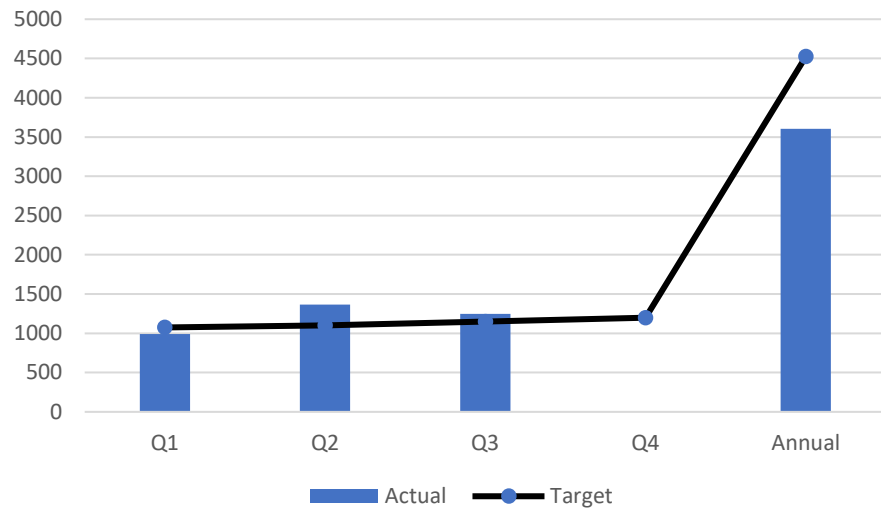


Quarter	Target	Actual	RAG
Q1	2900	3992	Green
Q2	3000	4148	Green
Q3	3050	4284	Green
Q4	3100	0	No Data
Annual	12050	12424	Green

Officer Comment

A continued upward trend is noted by officers despite Christmas closure days. .

SCS3: Number of Meals Served at Windle Valley Centre



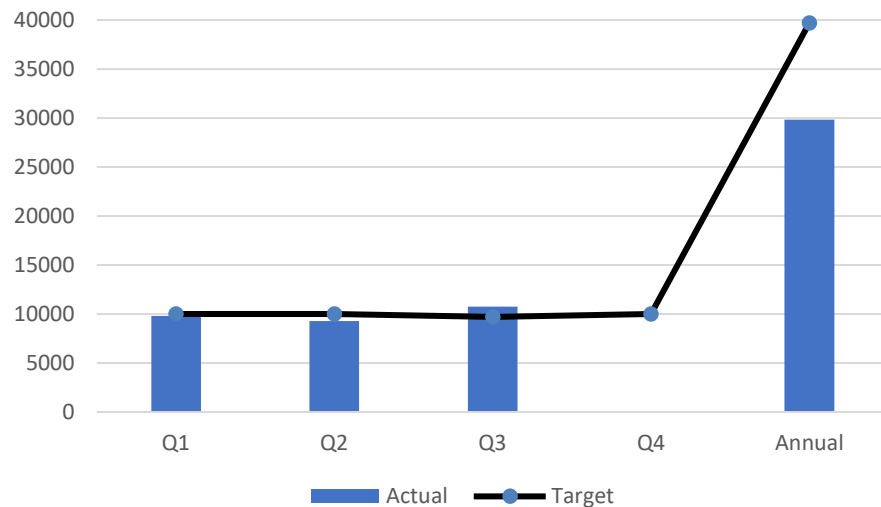
Quarter	Target	Actual	RAG
Q1	1075	989	Amber
Q2	1100	1366	Green
Q3	1150	1249	Green
Q4	1200	0	No Data
Annual	4525	3604	Red

Officer Comment

Although a slight decrease on Q2, this can be accounted for as the centre was open 1 days between Christmas and New Year.

Meals at Home - Aline Poulter

MH1: Number of Meals at Home items served (RBC) ©

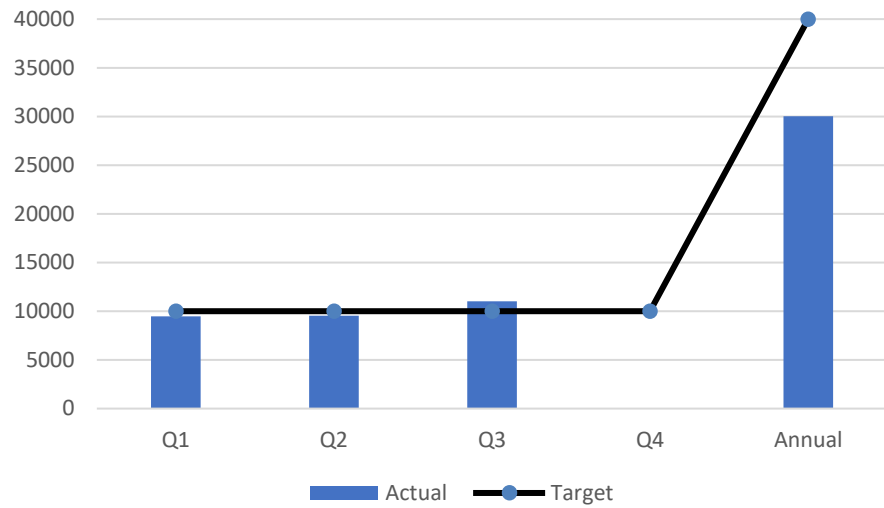


Quarter	Target	Actual	RAG
Q1	10000	9793	Amber
Q2	10000	9279	Amber
Q3	9700	10752	Green
Q4	10000	0	No Data
Annual	39700	29824	Red

Officer Comment

An upward trend from Q2. Officers recognise the need to increase the uptake of Meals at Home and, working with the Communications Team, have launched a marketing campaign. This service is a shared service operated in partnership with Surrey Heath Borough Council.

MH2: Number of Meals at Home items served (SHBC) ©



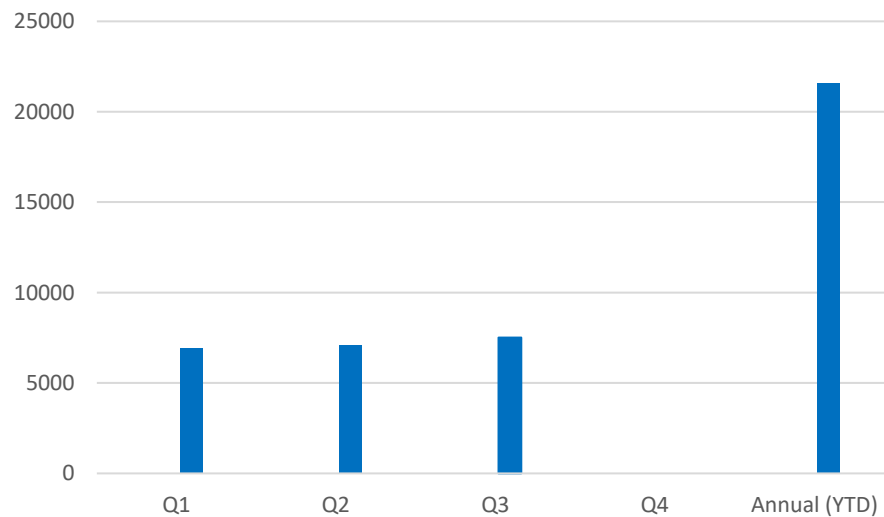
Quarter	Target	Actual	RAG
Q1	10000	9483	Amber
Q2	10000	9533	Amber
Q3	10000	11018	Green
Q4	10000	0	No Data
Annual	40000	30034	Red

Officer Comment

An upward trend from Q2. Officers recognise the need to increase the uptake of Meals at Home and, working with the Communications Team, have launched a marketing campaign. This service is a shared service operated in partnership with Surrey Heath Borough Council.

Community Transport - Andy Pickering

CT1: Number of Passenger Journeys Booked (RBC)

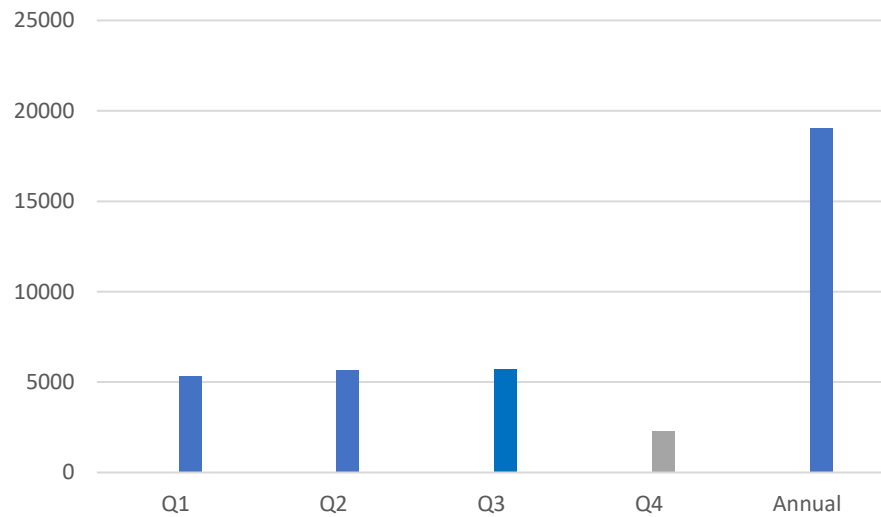


Quarter	Actual
Q1	6940
Q2	7110
Q3	7512
Q4	0
Annual (YTD)	21562

Officer Comment

A slight increase in passenger numbers from Q2 and a continued upward trend is noted. Members are advised that the service is undergoing a review with Members being updated through the January 2024 Member Working Group.

CT2: Number of Passenger Journeys Booked (SHBC)

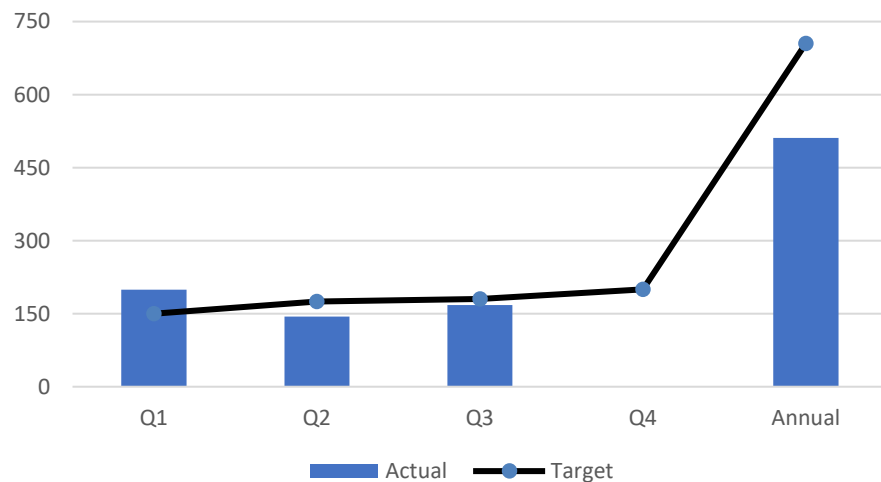


Quarter	Actual
Q1	5338
Q2	5691
Q3	5726
Q4	2299
Annual	19054

Officer Comment
 A slight increase in passenger numbers from Q2 and a continued upward trend is noted. Members are advised that the service is undergoing a review.

Social Prescribing - Jill Moody/Alice Foster

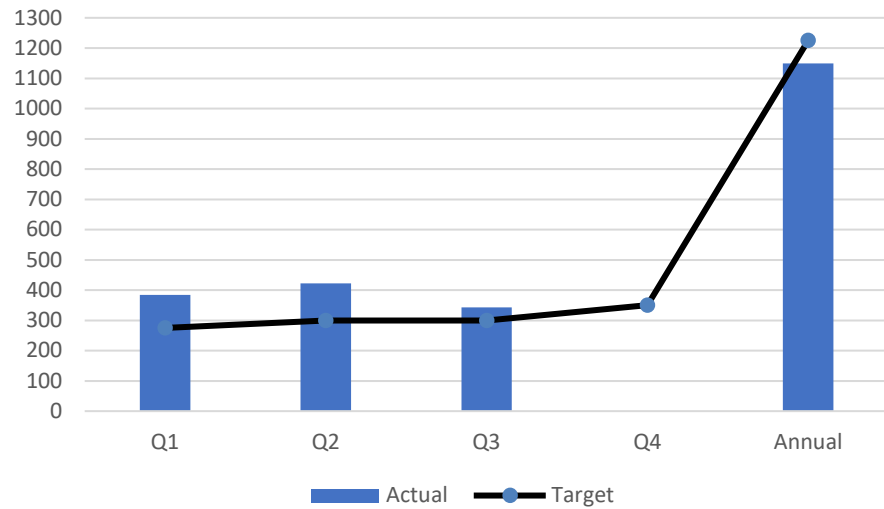
SP1: Total Number of Social Prescribing Referrals (RBC)



Quarter	Target	Actual	RAG
Q1	150	199	Green
Q2	175	144	Red
Q3	180	168	Amber
Q4	200	0	No Data
Annual	705	511	Red

Officer Comment
 The Social Prescribing team have seen a slight decrease in the amount of referrals this quarter. This is due to a variety of things including, the team moving from 4 to 3 social prescribers. This means the team cannot have on as many referrals. Also, Christmas impacted the number of referrals. We expect to see this increase again over quarter 4.

SP2: Total Number of Social Prescribing Referrals (SHBC)

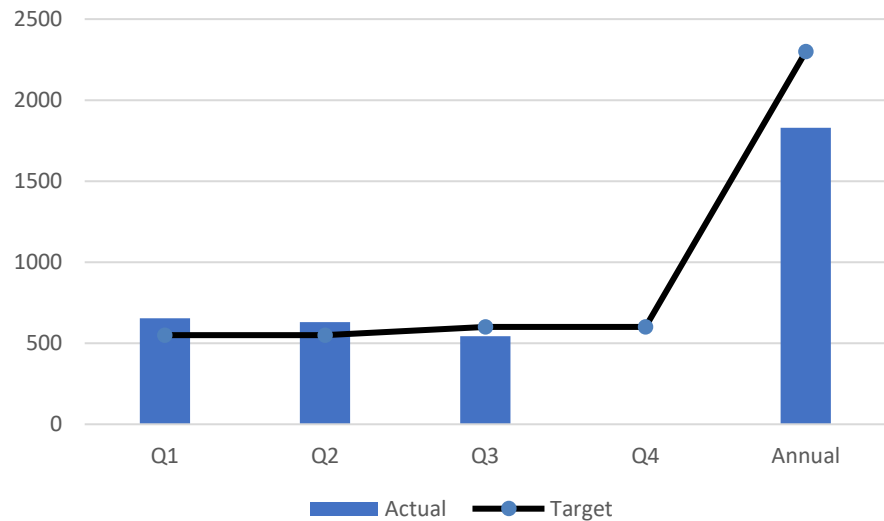


Quarter	Target	Actual	RAG
Q1	275	384	Green
Q2	300	422	Green
Q3	300	343	Green
Q4	350	0	No Data
Annual	1225	1149	Amber

Officer Comment
 This is still above target and showing a good constant level of referrals into the service. However the slightly lower number than than the previous quarters coincides with a reduction in the resourcing of the social prescribing service. This enables the maintenance of manageable caseloads and service quality for our residents.

HomeSafe Plus - Jill Moody

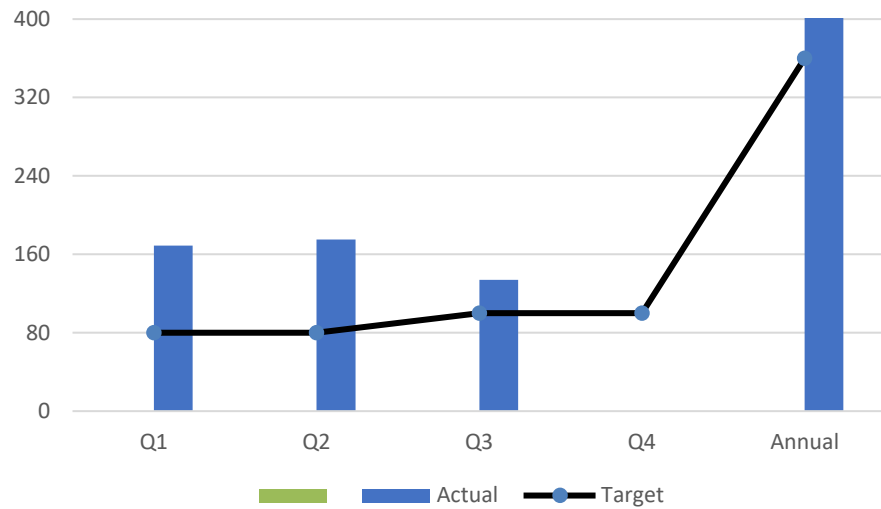
HSP1: Total Number of HomeSafe Plus Referrals for NW Surrey Boroughs



Quarter	Target	Actual	RAG
Q1	550	655	Green
Q2	550	631	Green
Q3	600	543	Amber
Q4	600	0	No Data
Annual	2300	1829	Red

Officer Comment
 Data provided for information. No officer comment this quarter for this KPI.

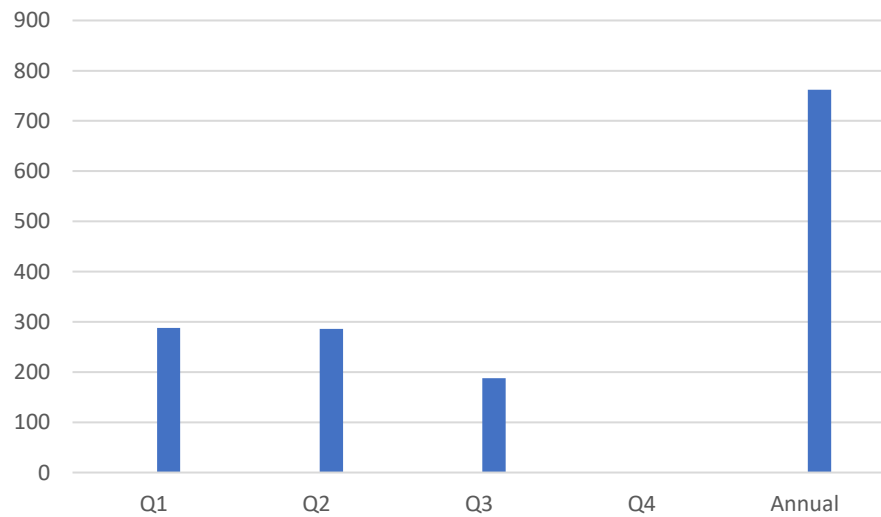
HSP2: Number of Homesafe Plus referrals received for Runnymede Residents (c)



Quarter	Target	Actual	RAG
Q1	80	169	Green
Q2	80	175	Green
Q3	100	134	Green
Q4	100	0	No Data
Annual	360	478	Green

Officer Comment
Data provided for information. No officer comment this quarter for this KPI.

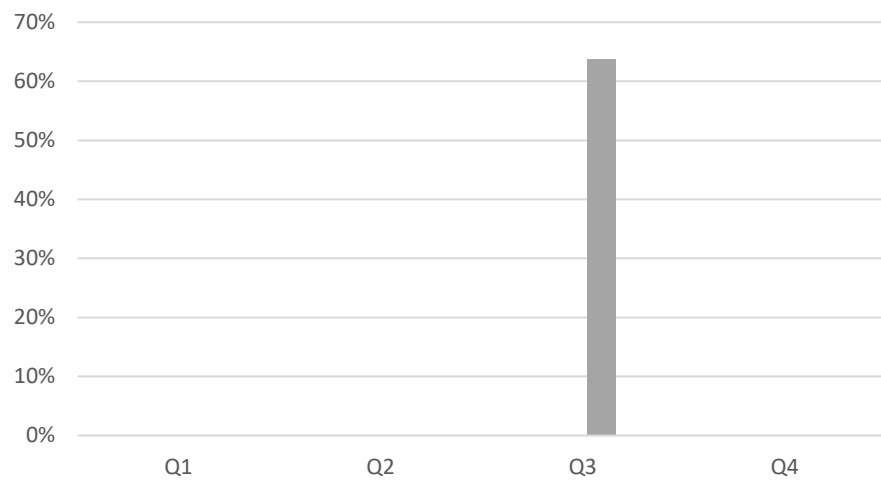
HSP3: Total Number of Services Referred to for Runnymede Residents



Quarter	Actual
Q1	288
Q2	286
Q3	188
Q4	0
Annual	762

Officer Comment
Data provided for information. No officer comment this quarter for this KPI.

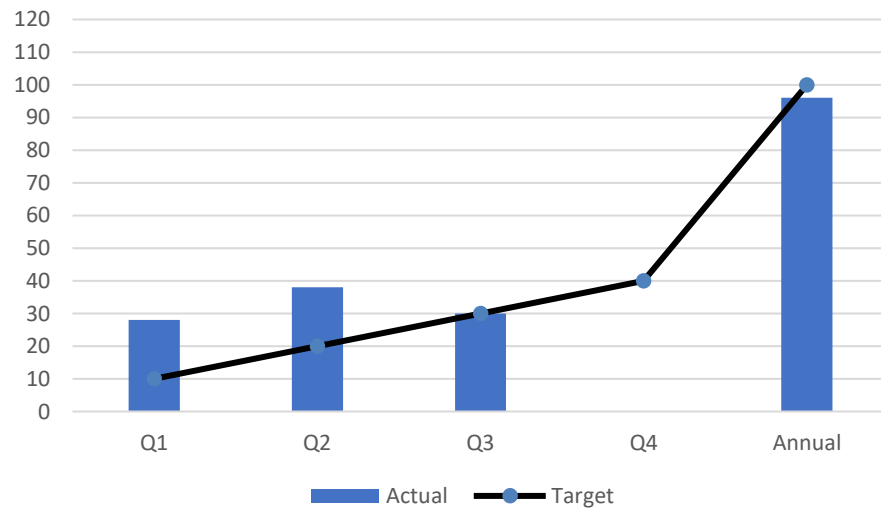
HSP4: Percentage uptake in services referred to Runnymede through Homesafe Plus ©



Quarter	Actual
Q1	0.00%
Q2	0.00%
Q3	63.80%
Q4	0.00%

Officer Comment
Data is currently being collated and backdated where available both internally and with partners

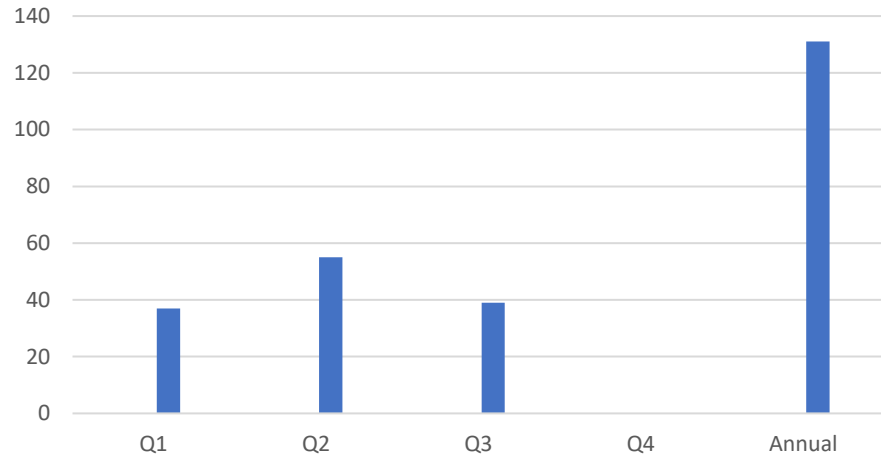
HSP5: Number of Homesafe Plus referrals received for Surrey Heath residents



Quarter	Target	Actual	RAG
Q1	10	28	Green
Q2	20	38	Green
Q3	30	30	Green
Q4	40	0	No Data
Annual	100	96	Amber

Officer Comment
Small increase may be reflect the inital conversations around HSP at FPH

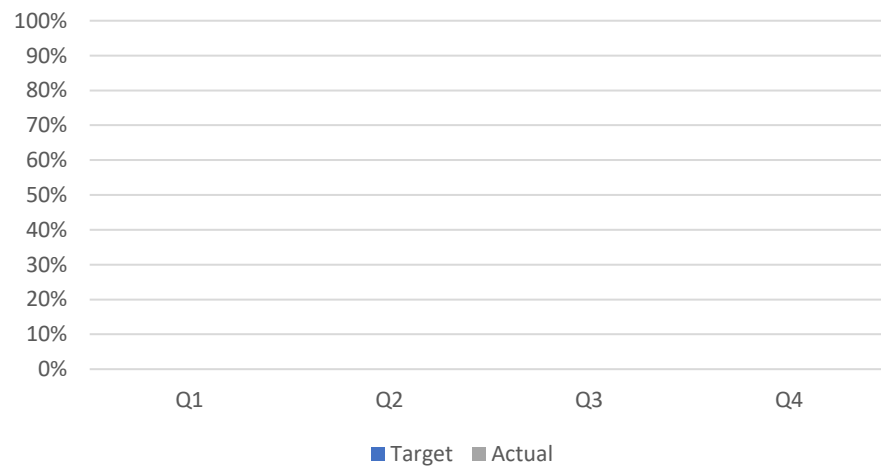
HSP6: Total Number of Services Referred to for Surrey Heath Residents



Quarter	Actual
Q1	37
Q2	55
Q3	39
Q4	0
Annual	131

Officer Comment
Data provided for information. No officer comment this quarter for this KPI

HSP7: Percentage uptake in services referred to Surrey Heath through Homesafe Plus ©

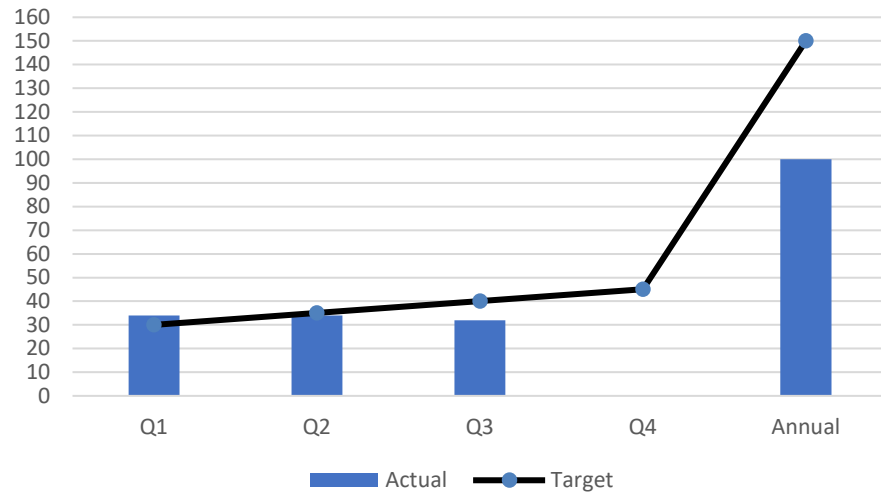


Quarter	Target	Actual	RAG
Q1	0%	0%	NO DATA
Q2	0%	0%	NO DATA
Q3	0%	0%	NO DATA
Q4	0%	0%	NO DATA

Officer Comment
Data is currently being collated and backdated where available both internally and with partners

Home Improvement Agency / Handyperson - Alice Foster

HIA1: Number of Referrals to Home Improvement Agency (Total)

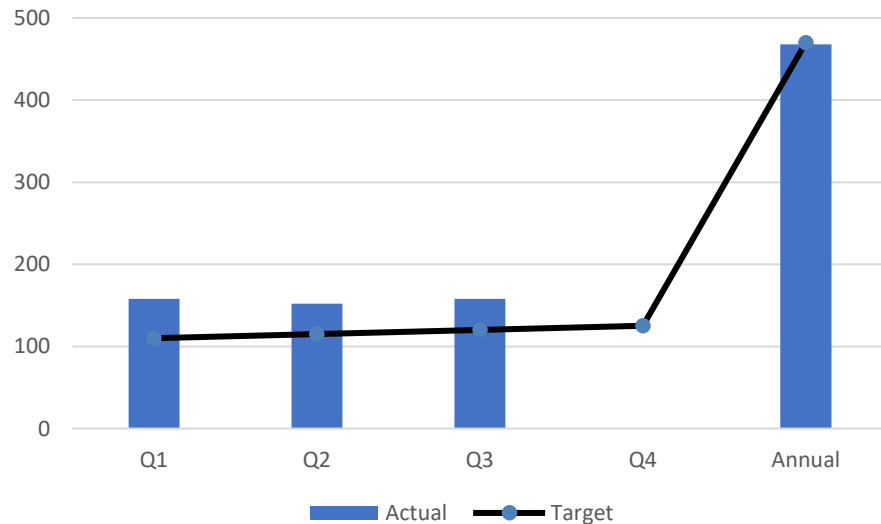


Quarter	Target	Actual	RAG
Q1	30	34	Green
Q2	35	34	Amber
Q3	40	32	Red
Q4	45	0	No Data
Annual	150	100	Red

Officer Comment

Referrals have been coming in at a steady pace this quarter. They have been lower than anticipated this quarter, with half the amount in December than November. We expect this to increase again throughout the next quarter.

HP1: Number of Handyperson referrals (RBC)

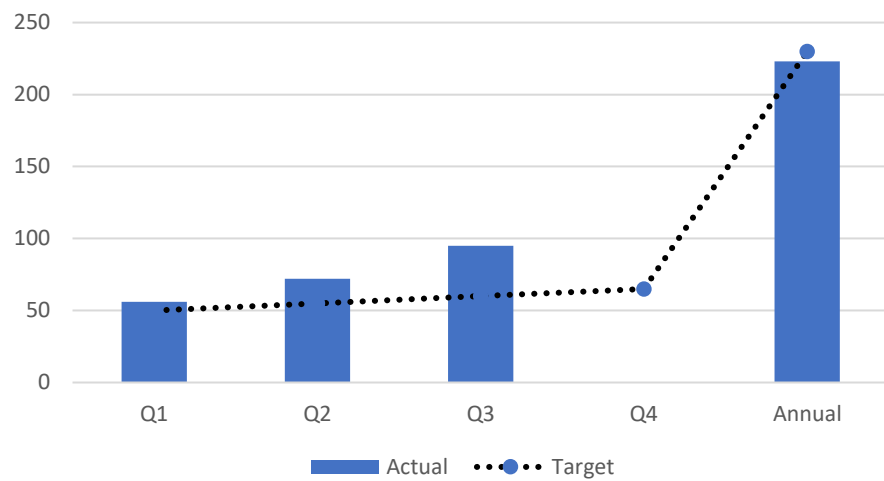


Quarter	Target	Actual	RAG
Q1	110	158	Green
Q2	115	152	Green
Q3	120	158	Green
Q4	125	0	No Data
Annual	470	468	Amber

Officer Comment

Data provided for information. No officer comment this quarter for this KPI.

HP2: Number of Handyperson referrals (SHBC)

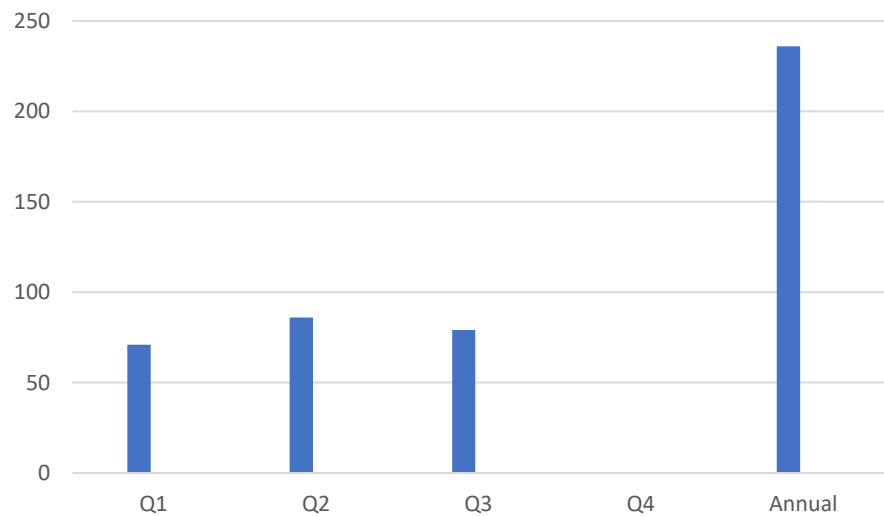


Quarter	Target	Actual	RAG
Q1	50	56	Green
Q2	55	72	Green
Q3	60	95	Green
Q4	65	0	No Data
Annual	230	223	Amber

Officer Comment
 Data provided for information. No officer comment this quarter for this KPI

Community Safety - Katie Walker

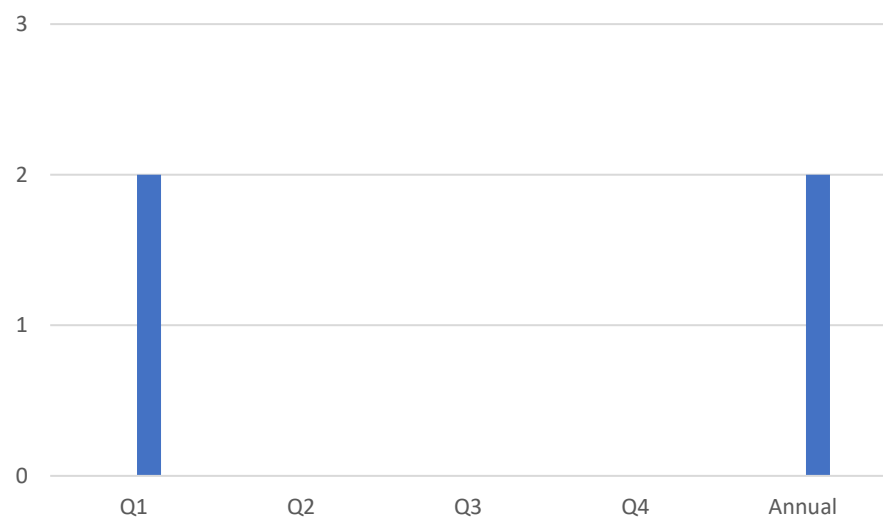
SAF1: Total Number of ASB reports received (across Council)



Quarter	Actual
Q1	71
Q2	86
Q3	79
Q4	0
Annual	236

Officer Comment
 Monthly figures relate to Community Safety ONLY ... ASB report data from other service areas are only requested quarterly, so the monthly data will only contain the ASB reports made to Community Safety and will therefore be lower than the baseline figure.

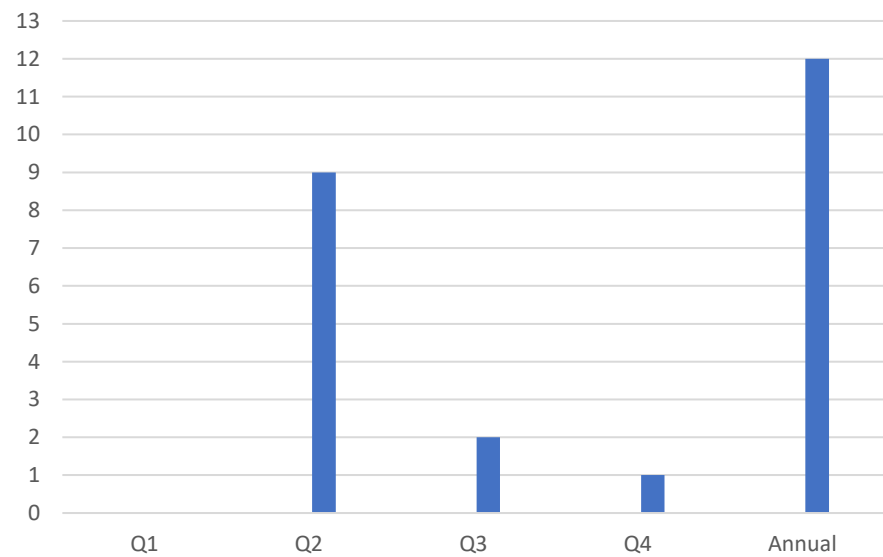
SAF2: Number of Community Trigger Applications Received



Quarter	Actual
Q1	2
Q2	0
Q3	0
Q4	0
Annual	2

Officer Comment
 Figure is subject to an external factor outside of our control. Applications will be received when required with the number likely to vary each month. Baseline figure provided from the average total received previously.

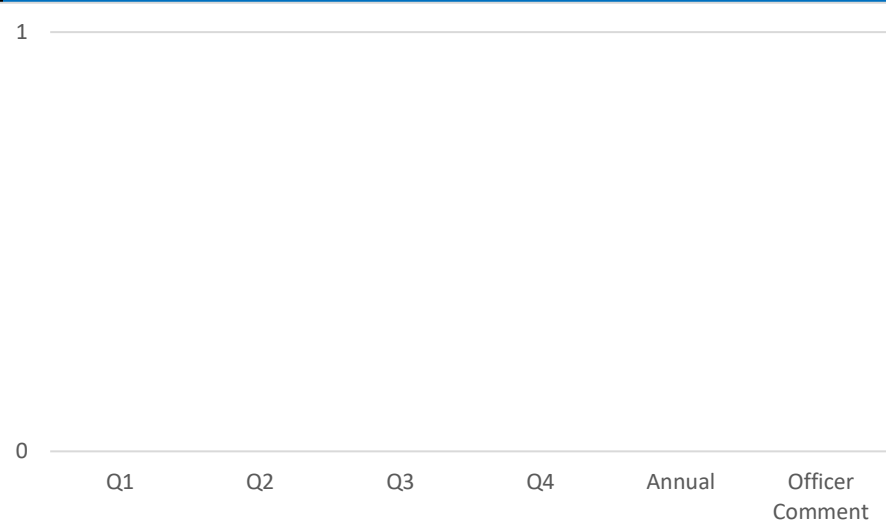
SAF3: Number of Community Protection Warnings (CPWs) issued



Quarter	Actual
Q1	0
Q2	9
Q3	2
Q4	1
Annual	12

Officer Comment
 All issued by Community Safety for noxious odour

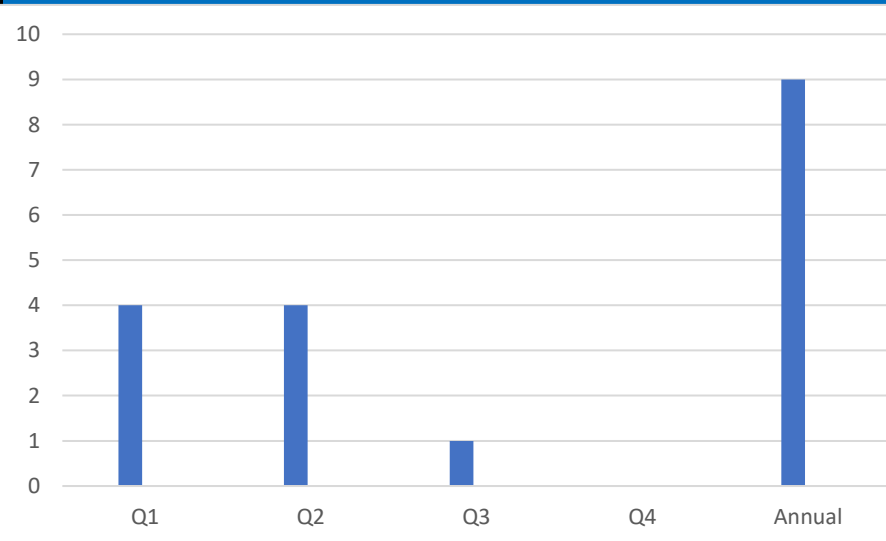
SAF4: Number of Community Protection Notices (CPNs) issued



Quarter	Actual
Q1	0
Q2	0
Q3	0
Q4	0
Annual	0

Officer Comment
No CPW's required escalating to a CPN

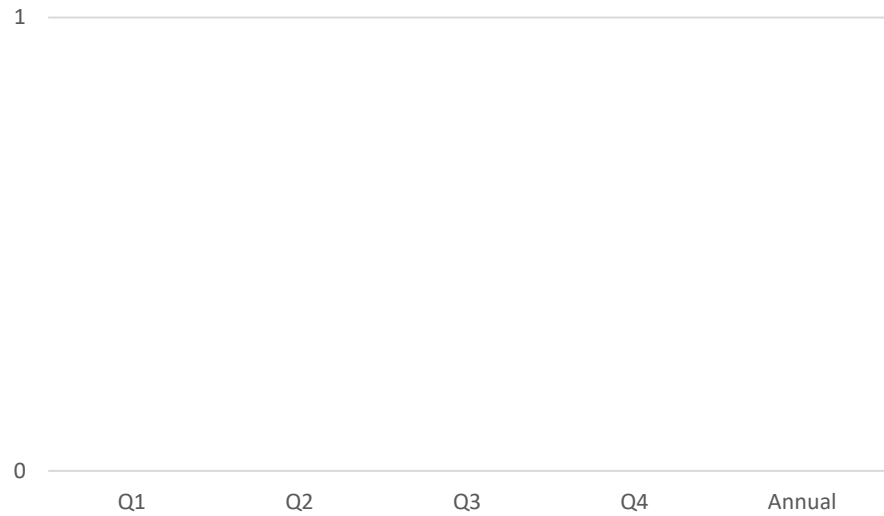
SAF5: Number of Children's Services MAP enquiries received



Quarter	Actual
Q1	4
Q2	4
Q3	1
Q4	0
Annual	9

Officer Comment
Figure is subject to external requests outside of our control. Requests will be recieved when required with the number likely to vary each month. Basline figure provided from the average total recieved previously

SAF6: Number of Domestic Homicide Review (DHR) notifications received

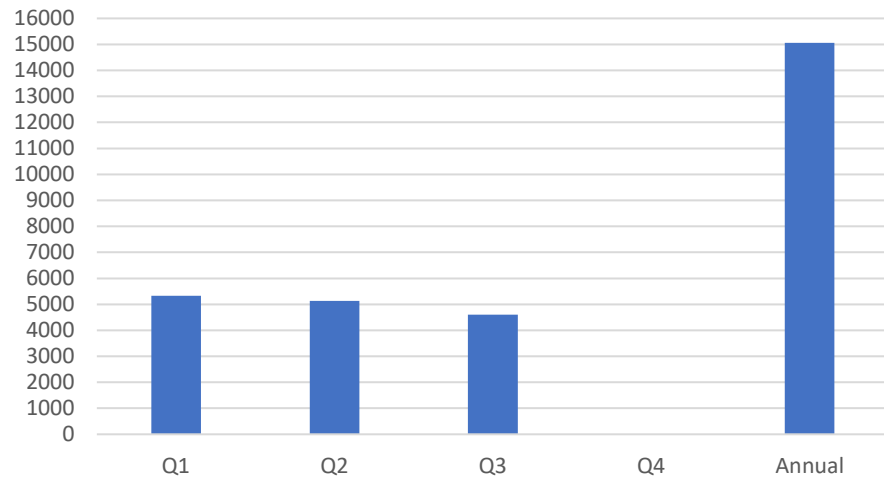


Quarter	Actual
Q1	0
Q2	0
Q3	0
Q4	0
Annual	0

Officer Comment
 Figure is subject to external factor outside of our control. Notifications will be received when generated by partner agency with the number likely to vary. Baseline figure provided from based on previous year

Safer Runnymede - Les Bygrave

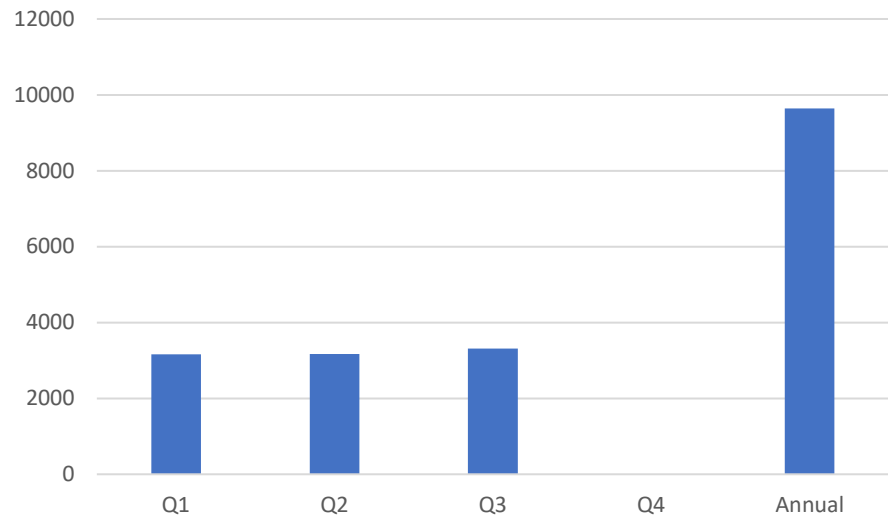
SRM1: Number of Community Alarm Calls Received (Runnymede) - Excluding Calls When Employee on Site



Quarter	Actual
Q1	5329
Q2	5133
Q3	4604
Q4	0
Annual	15066

Officer Comment
 Inbound calls - excluding auto-answered calls

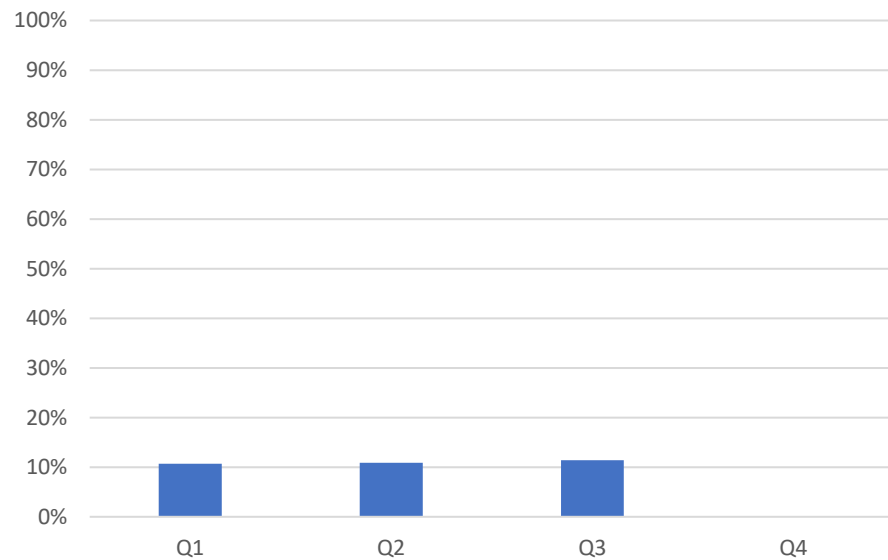
SRM2: Number of Community Alarm Calls Received (Surrey Heath) - Excluding Calls When Employee on Site



Quarter	Actual
Q1	3161
Q2	3167
Q3	3315
Q4	0
Annual	9643

Officer Comment
Inbound calls - excluding auto-answered calls

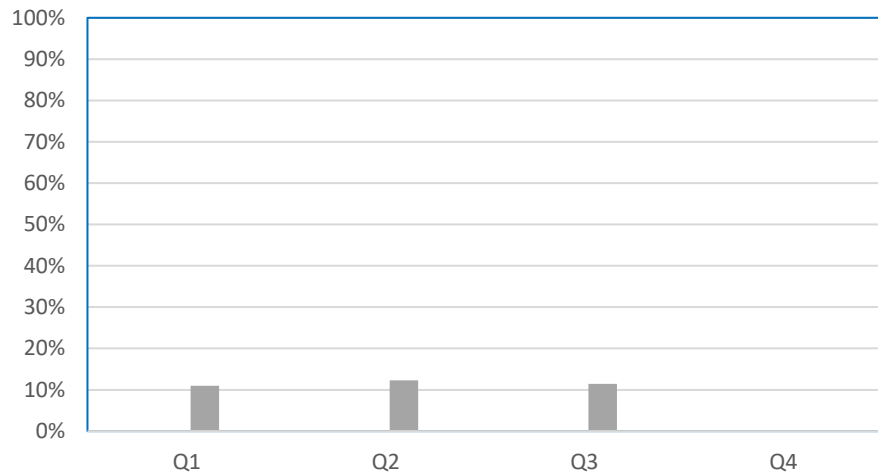
SRM3: Percentage of Community Alarm Calls Received resulting in intervention/emergency response being required(Runnymede) (c)



Quarter	Actual
Q1	10.66%
Q2	10.90%
Q3	11.39%
Q4	0.00%

Officer Comment
Emergency Service or NOK/Responder called

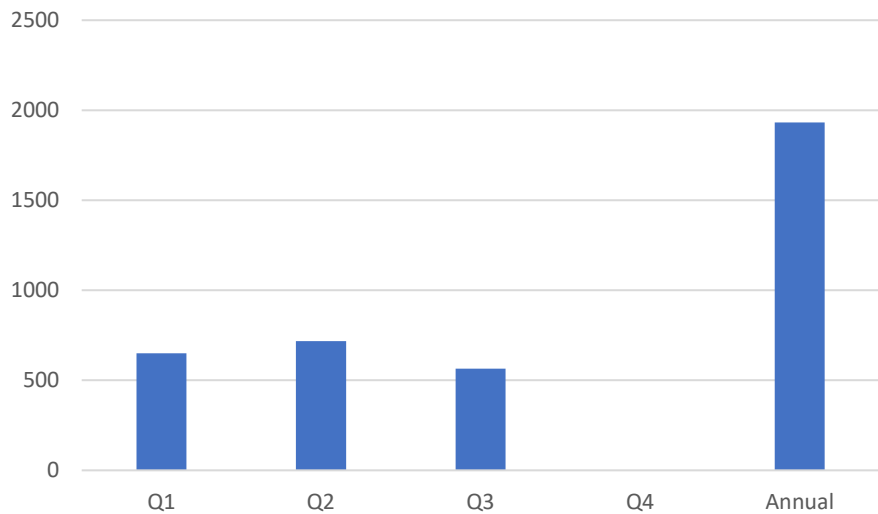
SRM4: Percentage of Community Alarm Calls Received resulting in intervention/emergency response being required(Surrey Heath) (c)



Quarter	Actual
Q1	10.97%
Q2	12.28%
Q3	11.45%
Q4	0.00%

Officer Comment
Emergency Service or NOK/Responder called

SRM5: Number of Incidents Reported/Recorded by CCTV (Runnymede)



Quarter	Actual
Q1	651
Q2	718
Q3	564
Q4	0
Annual	1933

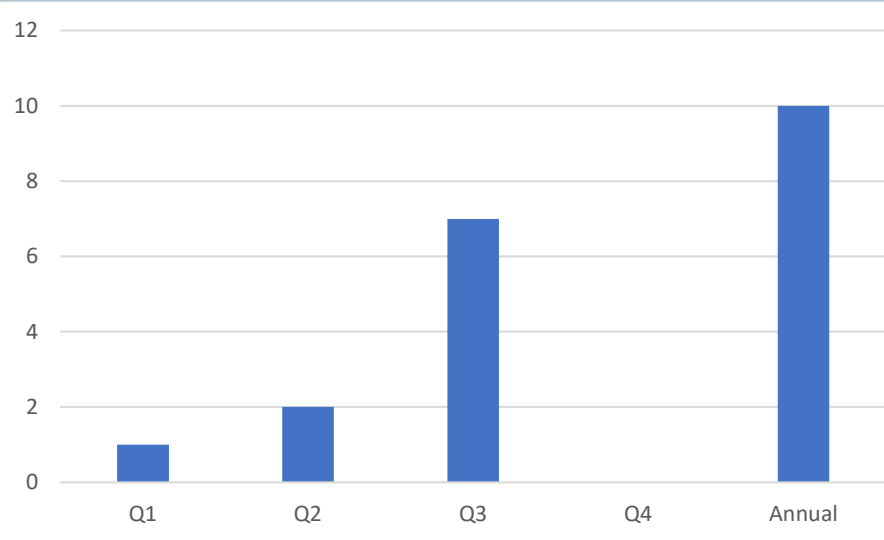
Officer Comment
Officers advise these metrics are subject to external factors and are therefore outside of our control. Enquiries are determined by the nature of the contact with Runnymede on behalf of the applicable Local Authority and are susceptible to considerable variation, including seasonal factors (e.g. Noise/Heating breakdown enquiries)

CD3: Numbers Attending the Sportability Festival



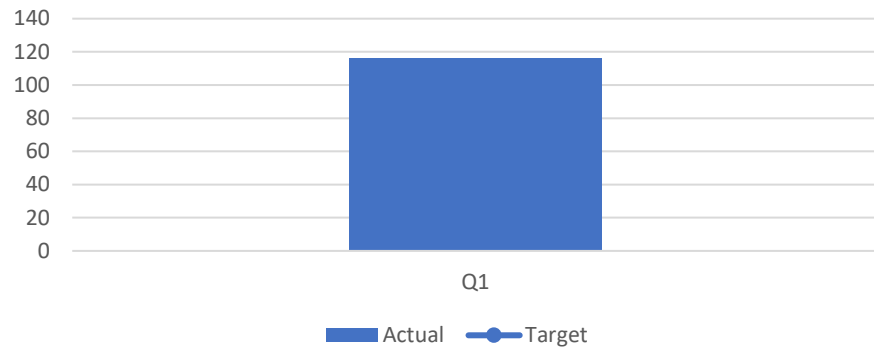
Quarter	Actual
Q1	0
<u>Officer Comment</u>	
There is no data available for this KPI in this quarter	

CD4: Number of FACs Applications



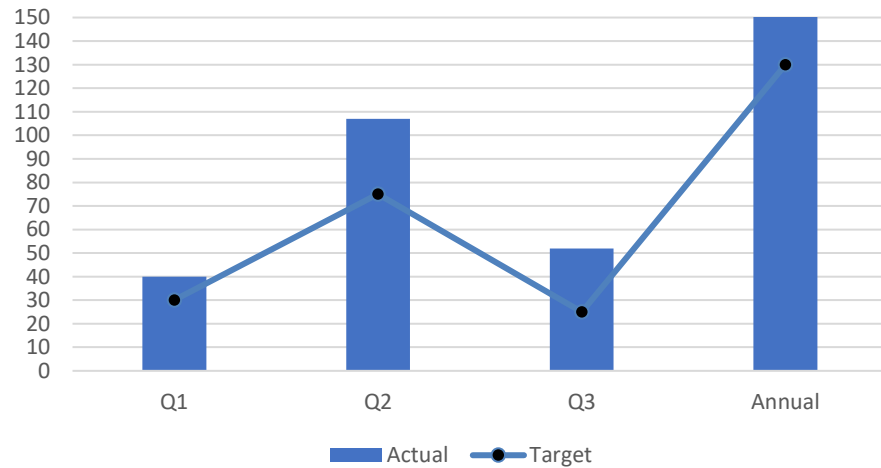
Quarter	Actual
Q1	1
Q2	2
Q3	7
Q4	0
Annual	10
<u>Officer Comment</u>	
0	

CD5: Number attending Surrey Youth Games Training



Quarter	Target	Actual	RAG
Q1	90	116	Green
<u>Officer Comment</u>			
0			

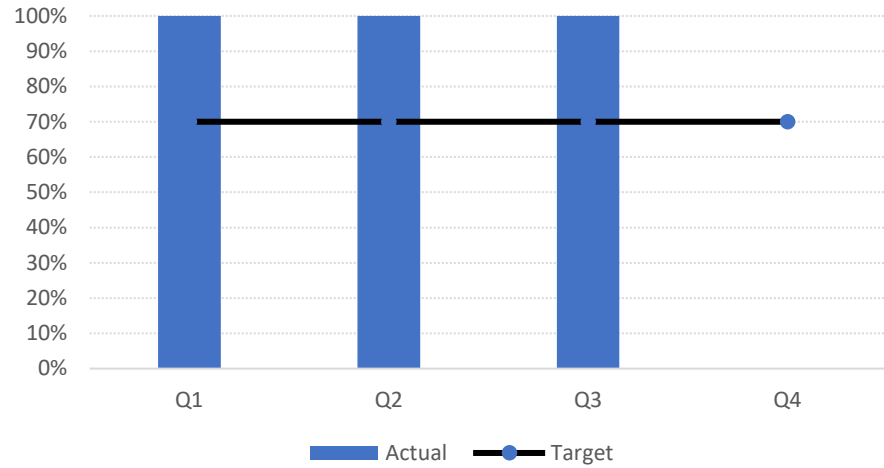
CD6: Number of children supported through subsidised holiday club spaces



Quarter	Target	Actual	RAG
Q1	30	40	Green
Q2	75	107	Green
Q3	25	52	Green
Annual	130	199	Green
<u>Officer Comment</u>			
Unique participants			

Family Support

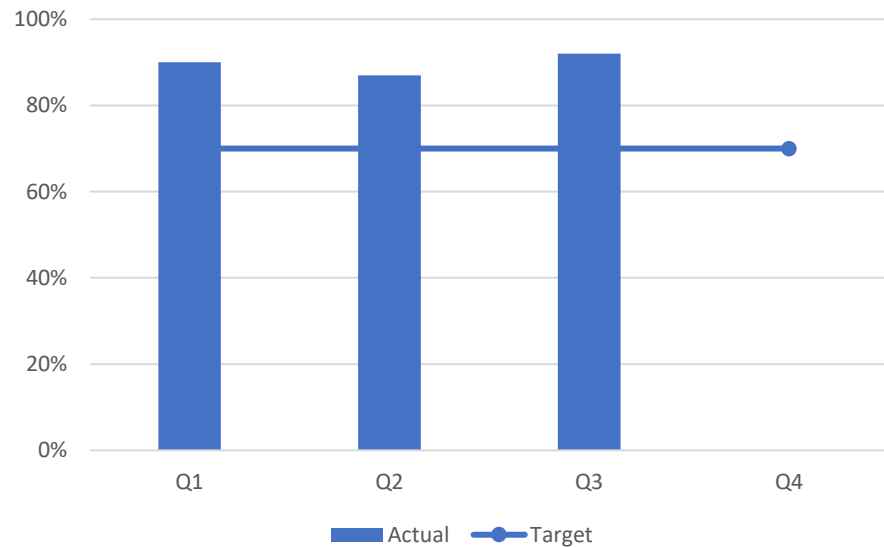
FS1: Percentage of Families Contacted Within 5 Working Days of Allocation



Quarter	Target	Actual
Q1	70.00%	100%
Q2	70.00%	100%
Q3	70.00%	100%
Q4	70.00%	0%

Officer Comment
Data provided for information. No officer comment this quarter for this KPI.

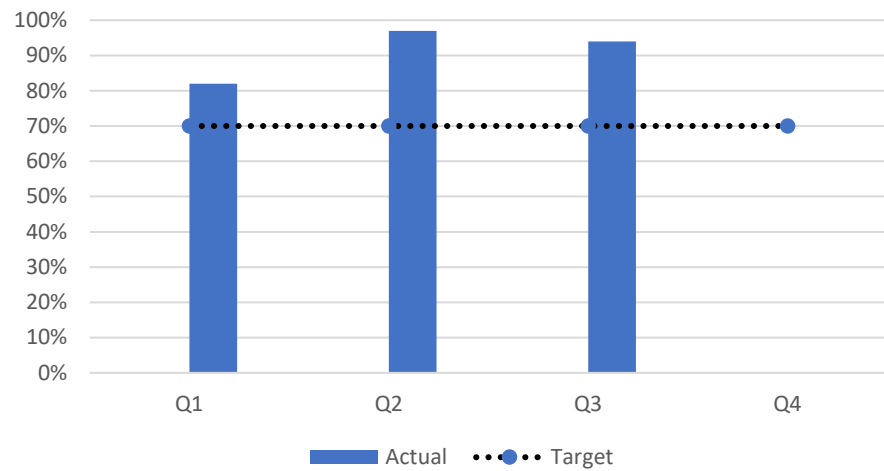
FS2: Percentage of Families Seen Within 10 Working Days of Allocation



Quarter	Target	Actual
Q1	70.00%	90%
Q2	70.00%	87%
Q3	70.00%	92%
Q4	70.00%	0%

Officer Comment
Data provided for information. No officer comment this quarter for this KPI.

FS3:Percentage of Early Help Assessment Completed Within 45 Calendar Days of Allocation



Quarter	Target	Actual
Q1	70.00%	82%
Q2	70.00%	97%
Q3	70.00%	94%
Q4	70.00%	0%

Officer Comment
 Data provided for information. No officer comment this quarter for this KPI.

Report title	Community Services 2024-25 Service Area Plan and Service KPIs
Report author	Darren Williams
Department	Community Services
Exempt?	No
Exemption type	Not applicable
Reasons for exemption	Not applicable

Purpose of report:

To resolve

Synopsis of report:

This report provides an update on the delivery of the 2023/24 Community Services Service Area Plan and seeks approval for the Service Area Plan to be delivered during 2024/25, a summary of which is set out at Appendix ‘A’ of the report.

Items identified as requiring budget growth have been included in the Council’s approved budget for 2024/25. Capital provision will require a further report to Committee to release the funds during the year as per the Financial Regulations.

Recommendation(s):

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

1 Context and background of report

- 1.1 Service Area Plans (SAP) are an essential element in delivery of the Council’s Corporate Business Plan 2023-26 (CBP) and the five related Corporate Strategies – Organisational Development, Empowering Communities, Climate Change, Economic Development and Health and Wellbeing.
- 1.2 The CBP describes the Council’s key priorities to deliver over the period of the plan. Annual SAP identify how the CBP will be achieved and is action-orientated, identifying resources required to deliver priorities and sets out where increasingly limited resources will be focused for the following financial year.

- 1.3 The annual business planning cycle for 2024/25 commenced with each Corporate Head of Service submitting any planned activity for the next Financial Year which requires revenue or capital growth for review.
- 1.4 Growth bids and associated business cases were taken to Corporate Management Committee as part of the Medium Term Financial Strategy (MTFS) report in December 2023. Subsequently, these have been presented as part of the budget for 2024/25 at Corporate Management Committee in January 2024 and Full Council in February 2024. Therefore, revenue growth presented in the report has been agreed as part of budget setting process. Capital growth requests approved as part of budget setting are provisional for 2024/25. Committee approval will be required to draw down on provisional capital funds prior to a capital scheme proceeding.
- 1.5 When the CBP was set, a total of 194 actions and activities were identified from the associated 5 corporate strategies. Of these, SAPs for 2023/24 included 128 for delivery during the year. A further 33 CBP activities are identified for delivery in 2024/25 across all service areas. The remaining 33 CBP activities are therefore a source of planned activities to be selected for delivery in 2025/26.
- 1.6 Service Area Plans also include service-specific planned activity that does not require growth and may not be an activity identified as part of the CBP. For example, where legislation or the regulatory framework has been revised, in and with which the service operates and needs to be compliant.
- 1.7 Activities that are required to be delivered as part of the Council's Savings Programme are also included in relevant Service Area Plans.
- 1.8 Service Area Plans also include a Mission Statement to document the service area's current position and direction of travel over the period of the CBP, with a summary of each of the teams that form the service area and the core tasks they deliver.
- 1.9 To ensure a 'golden thread' between Service Area Plans and team and individual plans, Corporate Heads of Service will use the planned activity to set team and individual objectives for 2024/25.
- 1.10 Progress against delivery of activities detailed in Service Area Plans forms part of Corporate Performance reporting facilitated by the Project Management Office. Progress with delivery of activities is monitored through Quarterly review meetings with Corporate Heads of Service and subject to regular reporting.
- 1.11 Service Area Plans go to their relevant service committee for approval prior to final approval sought from Corporate Management Committee in March 2024, approving the Corporate Action Plan (which is an amalgamation of all the plans for the year).

2. Key Achievements in 2023/24

- 2.1 At the end of Quarter 3 of 2023/2024, the Service Area Plan 2023/24 contained 32 actions, consisting of the commencement of a number of longer term objectives, to be developed over successive plan years, and also smaller objectives intended to be completed in year. These include:

Longer Term Objectives:

- Barrsbrook Farm Feasibility Study, working with Assets & Regeneration
- Digitalisation of Community Alarm Service

- Egham Hythe Centre Hub viability and implementation
- Safer Runnymede Development
- Play Space Improvement Programme

In Year Objectives:

- Re-provision of Heathervale Skate Park
- Review of core voluntary sector grants
- Addlestone day centre provision
- Corporate Safeguarding review
- Review of Home Improvement Agency Policy
- Launch of befriending project with voluntary sector partner
- Completion of tennis court refurbishment, working with LTA

2.2 At the end of Quarter 3, of the 32 planned objectives, 18 have been completed and several of the remaining 14 are hoped to be completed by the end of this financial year (March 2024).

2.3 However, given that a number of the objectives remaining outstanding are expected to be delivered across multiple years, any that are not completed will be taken forward into the 2024/25 Service Area Plan, to ensure they remain live and progress continues to be reported to Committee.

2.4 Looking forward to 2024/25, the full Service Area Plan for Community Services can be found in Appendix 'A'.

2.5 To be consistent with last year, the service Area Mission Statement for the 2024/25 Service Area Plan reads as follows:

The Community Services Business Unit provides a range of services that support residents in continuing to live active lives within their local community, as well as being able to live independently within their own home. All functions within the business unit support the priorities of the Council's Health and Wellbeing Strategy and has the ability to positively impact the wider determinants of health in the borough. The work of Community Services also supports other corporate strategies including Climate Change and Empowering Communities.

2.6 Despite the financial challenges faced by the Council, there remains no lack of ambition within the Community Services Business Unit. This is evidenced by the 54 objectives listed for the coming financial year. This number includes those identified as likely to carry forward from the 2023/24 Service Area Plan.

2.7 However, whilst an ambitious number of objectives are included, Officers are keen to reflect that it may not be possible to achieve all objectives within 24/25, given the number of variables the business unit faces in year, the large volume of business as usual activity, and the additional requirements of the staff team throughout the year.

2.8 As a result, Appendix 'A', which lists the objectives in the Service Area Plan, breaks down objectives into 'Primary Objectives' and 'Secondary Objectives', with the 'Primary Objectives' being the key objectives for the year ahead, against which performance will primarily be assessed.

2.9 A summary of some of the Primary Objectives, from the 2024/25 Service Area Plan is as follows:

- Delivery of year one of the Council's response to the Period Poverty motion, received in 2023/24
- Review of the use and requirement of community assets and estate
- Launch of a Runnymede Sports Forum
- Completion of phase one of the Council's play area replacement programme
- Completion of SANG infrastructure improvements
- Completion of new SANG Management Plans

2.10 Appendix 'B' lists the Service Key Performance Indicators that would be presented to Community Services Committee on a quarterly basis. The KPIs selected are chosen to provide Members with an overview of areas of performance within all service areas under the Community Services umbrella.

2.11 It is intended that any targets or baselines for each KPI will be agreed ahead of the end of this financial year, using the current year KPI data to help inform their setting. Therefore, should Members agree to the list of KPIs provided, it is intended that an updated list, containing the targets and baseline information would be circulated to Members of the Committee by the end of the financial year.

3. Policy framework implications

3.1 This Plan supports the delivery of the Corporate Business Plan.

3.2 Specifically, those actions arising from Corporate Strategies that will be addressed in delivering the Service Plan can be seen in the Planned Activity dashboard in Appendix 1 in the table list titled Corporate Business Plan activities.

4. Resource implications

4.1 No capital or revenue growth has been identified for 2024/25, whilst Community Services has continued to review its budgets as part of the financial efficiency programme.

4.2 In the event that completing an objective within the forthcoming Service Area Plan, growth is identified, given the financial position of the Council, this may affect the ability of Community Services to deliver against the objective set.

4.3 Where there is already planned Capital linked to objectives, (e.g., Community Transport review and fleet replacement), expenditure will require relevant committee approval for the release of funds for the schemes to progress.

5. Legal implications

5.1 No direct legal implications identified as a result of this report.

5.2 Where there are contractual or other legal implications linked to any of the proposed areas of work, full consideration of these, working with colleagues in Law and Governance, will be undertaken.

6. Equality implications

6.1 No direct equality implications identified within this report.

6.2 Equality Impact Assessments will be conducted for relevant activities and projects being delivered as part of this plan. This will ensure that any equality implications are identified and addressed before new initiatives are introduced.

7. Environmental/Sustainability/Biodiversity implications

7.1 No direct environmental/ sustainability/ biodiversity implications arising as a result of this report.

7.2 For all planned activity, consideration will be given to environmental, sustainability and biodiversity implications, in support of the Council's commitment to climate change and its Climate Change Strategy. Planned activity from across the organisation that supports climate change will be reported to Members regularly during the year.

7.3 Within the 'Primary Objectives', there are several objectives that support the Councils Climate Change Strategy. These include:

- Completion of Green & Blue Infrastructure Strategy (with Planning colleagues)
- Parks & Open Space Development Plans
- SANG Management Plans

7.4 In addition, all objectives will consider the Council's Climate Change strategy and environmental impacts.

8. Risk implications

8.1 The Service Risk Register has been reviewed for factors that may impact service delivery in 24/25. Risks have been identified, categorised and scored and any risks that score above the Risk Threshold as set out in the Risk Management Framework are reviewed by CLT to be included in the Corporate Risk Register. Planned activity in service area plans may include actions required to mitigate these risks.

8.2 Without approved annual Service Area Plans, there is a risk of a lack of clarity and prioritisation of activity and resources to enable delivery of the CBP.

9. Conclusions

9.1 The SAP supports delivery of the Council's CBP and associated corporate strategies. It also sets out the Council's ambition in delivering more, different and better as an organisation, an aspiration supported by Members and Officers alike.

9.2 However, it is important to note that these ambitions will have to be considered against the financial position of the authority.

10. Background papers

None stated.

11. Appendices

Appendix 'A' – Service Area Plan 2024/25

Appendix 'B' – Proposed KPIs for 2024/25

Community Services Service Area Plan 2024-25

Total Number of
Planned Objectives

54

Primary
Objectives

22

Secondary
Objectives

32

In Progress

13

In Progress

Title	Description
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.
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.
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
Community Safety Strategy	Develop a Community Safety strategy for Runnymede and further develop the role of the Community Safety Partnership, locally.
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.
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
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.
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).
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.
Play Space Improvement Programme	Implement a play space improvement programme, modernising our play space offer to local children across the borough
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.
Digitisation of telecare services - Equipment	To complete a refresh of Community Alarm and other Technology Enabled Care equipment, switching to a digital model.
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.

New to Plan - Primary Objectives

Title	Description
ACE (Friday Night Project)	Deliver the first year of the ACE project, monitoring levels of engagement with young people across the borough and measuring the impact of the service on those engaged with the service.
Complete Green & Blue Infrastructure Strategy	Working with the Planning business unit, develop a new Green and Blue Infrastructure Strategy for the borough
Complete S11 Children Safeguarding Audit and implement any recommendations received as a result of audit	RBC has a statutory responsibility for Safeguarding, and is required to complete a S11 Children Safeguarding Audit as part of a multi agency approach.
Egham Hythe Centre Community Hub - Implementation	Move from viability stage to implementation of Community Hub project at Egham Hythe Centre, requiring capital works to be completed to the building, working with Assets and Regeneration.
Park & Open Space Development Plans	Commence writing plans for park and open spaces sites across the borough (minimum 5 for agreed sites), incorporating development, assets, income generation opportunities, facilities, maintenance arrangements, bio-diversity plans etc.
Period Poverty Project	Following Committee approval in 2023/2024, to implement year 1 of the Period Poverty Project
Play Space Replacement Programme	Complete the procurement and installation of all approved play areas sites as phase one of play area replacement programme
Review of Prevent Strategy and Incorporation Into Corporate Safeguarding Policy	Working with Applied Resilience to review and update policy relating to PREVENT, and to incorporate this into the corporate Safeguarding Policy in its next review period. Include PREVENT training within the Safeguarding training matrix contained within the strategy and roll out training to all staff
Review the use and requirement of community assets and estate	To review our 'community assets and estate' to ensure we are optimising usage to meet a variety of community needs and interest, or to identify opportunities to deliver services without the requirement for building assets.
SANG Infrastructure Improvement	Undertake one off improvements to all SANG sites within the borough to ensure that they continue to meet Natural England regulations
SANG Management Plan	To create new SANG Management Plans for all SANG sites in the borough, to ensure compliance with Natural England regulations
Sports clubs facilities and infrastructure - Launch of Runnymede Sports Forum	Work in partnership with sports clubs locally to develop capacity in services provided locally and to identify needs relating to facilities and infrastructure.
To deliver the New Stories, New Audiences project following award of grant funding	Having secured grant funding from the Association of Independent Museums in November 2023, to deliver a new project, intended to promote new local historical stories in alternative ways to attract new audiences to local heritage

New to Plan - Secondary Objectives

Title	Description
Review of Chertsey Museum	Complete a review of Chertsey Museum, to ensure appropriate service delivery arrangements, and to identify any possible financial efficiencies as a result of reviewing operations. To work with Olive Matthews Trust as part of the review to ensure partnership and funding arrangements are sustainable.
Procurement of future food supplier with consideration to sourcing products locally	Consideration of sourcing and ingredients of meals and challenging of providers to meet environmental objectives as part of the wider procurement activity to appoint a new food supplier for day centres.
Completion of first year of Health and Wellbeing Partnership meetings	Delivery of meetings throughout the year, bringing together a wide group of partners focussing on health and wellbeing in Runnymede, mostly looking at wider determinants of health and opportunities to reduce health inequality.
Customer Satisfaction Feedback Programme	Develop mechanisms across Community Services to secure ongoing customer feedback, including the possible use of wellbeing activation measures
Explore the viability of adopting the White Ribbon pledge.	Explore the viability of adopting the White Ribbon pledge and train frontline officers in identifying signs of potential victims of domestic violence.
Roll out of approved voluntary sector revenue grant policy following completion of review of policy (ID number HWB050)	Following the review of the councils grant funding policy, to coordinate the roll out of approved grant schemes in a way that promotes equality of access to funding opportunities, ensuring full transparency at every stage. To plan for the promotion of such opportunities and the grants awarded with Communications and Marketing, highlighting the Councils work in supporting local organisations, as well as the work of the organisations in local communities
Implement the approved outcomes of the Community Transport review	Implement the approved outcomes of the Community Transport review, both in terms of social value services provided by the Council and any contract opportunities that are agreed to be pursued
Embed Hospital Discharge referral platform into Frimley Park and Farnham Hospitals	Implement the same processes relating to hospital discharge in identified hospitals, to increase the number of referrals for services delivered to Surrey Heath residents, under the Community Services Partnership
Vulnerable people policy in relation to emergency planning	Review and develop our vulnerable people policy in relation to emergency planning in order to support those most at risk in the event of an emergency.
Rebrand and evolve the remit of Community Action Groups	Seek to maximise engagement at a local level within relative areas of deprivation across a range of subjects, and linking to the work of the Health and Wellbeing Partnership and Towns approach being developed in partnership with Surrey County Council. To use Community Action Groups as a mechanism for enhanced engagement between Council and residents as required, across a range of subjects
Determine the viability of sports clubs self managing pitches and facilities in the borough	The viability of self management of sports pitches is dependent on a number of factors including suitability, capacity, financial benefit/implications, impact of exclusivity of use of sports pitches on wider sport development etc. This work piece will identify the benefits and implications of moving to self management arrangements, using identified facilities as example cases. These will be facilities where there has previously been an interest in self management
Domestic Homicide Responsibilities	To contribute to a review of processes and practices, with other statutory agencies, relating to the statutory requirements of the Community Safety Partnership, relating to Domestic Homicide Reviews.
Anti Social Behaviour Management Policy	To create a Council wide policy for anti-social behaviour management
Promotion and Marketing of Services	To deliver year one of the agreed Community Services Partnership Marketing Plan for related services, and to increase promotion and visibility of other services and activity within Community Services
Work with leisure providers to ensure an Inclusive offer.	Work with Achieve Lifestyle and other leisure providers, to promote inclusive offer e.g. disability, LGBTQ+, LAC and care leavers, female only sessions, low income membership offer, community hire.
Homelink Service	<p>Work with Woking Borough Council to determine the viability of extending the Homelink (Handyperson) service in Runnymede. If possible to extend, consider opportunities including:</p> <ul style="list-style-type: none"> • To provide affordable paid for services to vulnerable residents, to enable vulnerable residents to access support to continue to live independently at home. • Council owned properties, creating a tenure neutral service for residents, to provide consistency of service availability across all tenures.

New to Plan - Secondary Objectives

Title	Description
Development of Walking for Health activities in the borough	Working with Primary Care Networks and voluntary and community partners, develop Walking for Health activities in the borough, utilising local open spaces, supporting residents in the improvement of their physical and mental health and wellbeing.
Work with NW Surrey Alliance to explore viability of extending Hoarding offer to Runnymede	Working with NW Surrey Alliance Partners, identify opportunities to extend the piloted Hoarding Support service, to support Runnymede residents.
Increase opportunities for over 55's to access and participate in physical activity	Working in partnership with Active Surrey and other partners, to identify opportunities for new publically accessible opportunities, projects and events to increase participation in physical activity by residents aged 55+
Implement Trusted Assessor Level 4 into Home Improvement Agency service	Train Home Improvement Agency staff to Trusted Assessor Level 4 standard, and introduce assessment for adaptations, using trusted assessor status, into Home Improvement Agency processes.
Runnymede Sports Festival Day	To pilot an event where sports clubs from across the Borough create a festival day aimed at increasing participation in sports through the offering of taster sessions and promotion. The event will also see local sports heroes rewarded/showcased for their contributions.
Identify demand for additional allotment sites within the borough	To identify demand for additional allotment sites within the borough and consider options for increased provision of individual allotments and community led allotment/growing projects.
To pursue opportunities to subcontract to the new Non Emergency Patient Transport contract, in Surrey	The new NEPT contract has been awarded for Surrey Heartlands and does not formerly include a requirement to sub-contract to Community Transport Operators. Intention is to explore possibility of engaging in the contract, as a way of reducing the overall cost of the Community Transport service to the Council
Work in partnership with Surrey County Council on potential EV fleet for Community Transport	SCC are currently operating a scheme whereby they will match EV vehicle purchases, with the provision of two further EV vehicles, to Community Transport providers. Opportunity is to be explored to determine whether viable for RBC/SHBC to enter such an arrangement, and if so, to progress to implementation
Offer a Carer Respite service at Windle Valley Day Centre	Develop the use of the existing SLA funding from SCC to extend access to Windle Valley to carers in need of access to short notice respite services
Development of Volunteering Opportunities Across Parks and Open Spaces	Develop a programme of volunteering opportunities for residents, community groups, businesses etc. wanting to engage in volunteering in parks and open spaces. Engage and support existing voluntary organisations and community groups working in this area and facilitate the creation of new community groups.
Create an arts and heritage partnership	Create an arts and heritage partnership with RHUL, museums, community venues, and other arts and heritage providers.
Work with partners to determine the viability of delivering a riverwalk project in Chertsey	As part of the Councils commitment to regeneration of towns, to work in partnership with other agencies to determine the viability of delivering a riverwalk project in Chertsey Town Centre

Proposed KPIs for 2024/25

<u>Chertsey Museum</u>	
CM1	Total number of Chertsey Museum users (including all groups)
CM2	Total number of Visitors to Chertsey Museum
CM3	Number of school children visiting the site as part of Chertsey Museum Education Sessions
CM4	Number of school children visited at school as part of Chertsey Museum Education Sessions
<u>Community Alarms & Telecare</u>	
CAT1	Number of residents accessing the Community Alarm service (RBC)
CAT3	Total number of referrals (not including Lone Worker) (RBC)
CAT5	Total Number of Systems Transferred to Digital (RBC)
CAT2	Number of residents accessing the Community Alarm service (SHBC)
CAT4	Total number of referrals (SHBC)
CAT6	Number of Systems Transferred to Digital (SHBC)
<u>Community Development</u>	
CD1	Numbers Attending Junior Citizen
CD2	Free or subsidised activities for Living Well Week
CD3	Numbers Attending the Sportability Festival
CD4	Number of FACs Applications
CD5	Number attending Surrey Youth Games Training
CD6	Number of children supported through subsidised holiday club spaces
<u>Community Halls</u>	
CH1	Number of Bookings at Chertsey Hall
CH2	Number of Bookings at Egham Hythe Centre
<u>Community Safety</u>	
SAF1	Total Number of ASB reports received (across Council) Note: Change this to - Total Number of ASB reports received (to community Safety Department)
SAF2	Number of ASB Case Review (formally known as Community Trigger) applications received
SAF3	Number of Community Protection Warnings (CPWs) issued
SAF4	Number of Community Protection Notices (CPNs) issued
SAF5	Number of Children's Services MAP enquiries received
SAF6	Number of Domestic Homicide Review (DHR) notifications received
<u>Community Transport</u>	
CT1	Number of Passenger Journeys Booked (RBC)
CT2	Number of Passenger Journeys Booked (SHBC)
<u>Day Centre Services</u>	
SCS1	Number of Attendees at Addlestone Service
SCS2	Number of Meals Served at RBC Centres
SCS3	Number of Meals Served at Windle Valley Centre
<u>Family Support</u>	
FS1	Percentage of Families Contacted Within 5 Working Days of Allocation
FS2	Percentage of Families Seen Within 10 Working Days of Allocation
FS3	Percentage of Early Help Assessment Completed Within 45 Calendar Days of Allocation
<u>Handy Person / Home Improvement Agency</u>	
HP1	Number of Handyperson referrals (RBC)
HP2	Number of Handyperson referrals (SHBC)

HIA1	Number of Referrals to Home Improvement Agency (Total)
<u>HomeSafe Plus</u>	
HSP1	Total Number of Homesafe Plus Referrals for NW Surrey Boroughs
HSP2	Number of Homesafe Plus referrals received for Runnymede Residents (c)
HSP3	Total Number of Services Referred to for Runnymede Residents
HSP4	Percentage uptake in services referred to Runnymede through Homesafe Plus (c)
HSP5	Number of Homesafe Plus referrals received for Surrey Heath residents
HSP6	Total Number of Services Referred to for Surrey Heath Residents
HSP7	Percentage uptake in services referred to Surrey Heath through Homesafe Plus (c)
<u>Meals at Home</u>	
MH1	Number of Meals at Home items served (RBC) (c)
MH2	Number of Meals at Home items served (SHBC) (c)
<u>Safer Runnymede</u>	
SRM1	Number of Community Alarm Calls Received (Runnymede) - Excluding Calls When Employee on Site
SRM2	Number of Community Alarm Calls Received (Surrey Heath) – Excluding Calls When Employee on Site
SRM3	Percentage of Community Alarm Calls Received resulting in intervention/emergency response being required? (Runnymede) (c)
SRM4	Percentage of Community Alarm Calls Received resulting in intervention/emergency response being required? (Surrey Heath) (c)
SRM5	Number of Incidents Reported/Recorded by CCTV (Runnymede)
<u>Social Prescribing</u>	
SP1	Total Number of Social Prescribing Referrals (RBC)
SP2	Total Number of Social Prescribing Referrals (SHBC)

Runnymede Borough Council

Cabrera Trust Management Committee

Thursday, 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 13th 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 8th 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

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

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