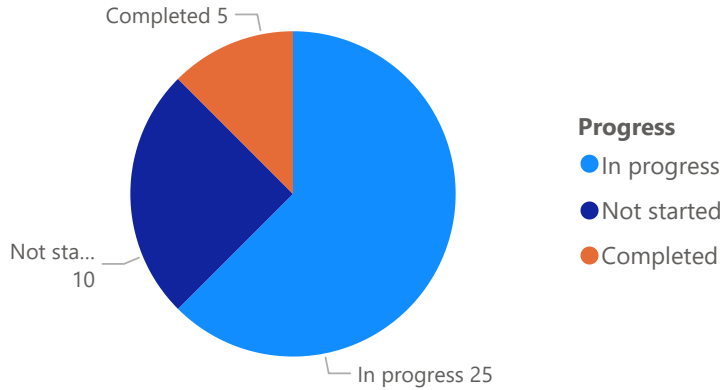


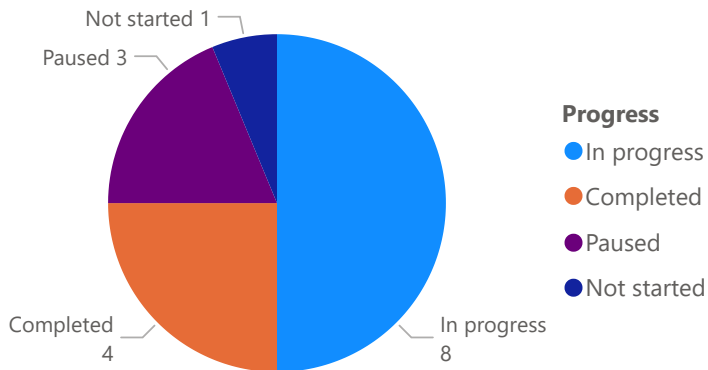
Community Services Service Area Plan 2024-25 Quarter 1 Update

No. of Objectives
56

2024-25 Objectives Overview



Carried Forward Objectives Overview



Primary Objectives

Title	Progress
Digitalisation of telecare services - Equipment	In progress
ACE (Friday Night Project)	In progress
Citizen's Panel	In progress
Community Safety Strategy	In progress
Community Transport Needs	Completed
Complete Green & Blue Infrastructure Strategy	In progress
Complete S11 Children Safeguarding Audit and implement any recommendations received as a result of audit	Completed
Egham Hythe Centre Community Hub - Implementation	Not started
Egham Hythe Centre Community Hub - Viability	Completed
Meadow Management Policy	In progress
Park & Open Space Development Plans	Not started
Period Poverty Project	In progress
Play Space Improvement Programme	Completed
Play Space Replacement Programme	In progress
Review of Chertsey Museum	In progress
Review of Prevent Strategy and Incorporation Into Corporate Safeguarding Policy	Not started
Review the use and requirement of community assets and estate	In progress
RPG Improvements	In progress
Runnymede Sports Festival Day	In progress
SANG Infrastructure Improvement	In progress
SANG Management Plan	In progress
To deliver the New Stories, New Audiences project following award of grant funding	In progress
Voluntary Sector Grant Funding Review	Paused

Secondary Objectives

Title	Progress
Work with leisure providers to ensure an Inclusive offer.	In progress
Vulnerable people policy in relation to emergency planning	Not started
Roll out of approved voluntary sector revenue grant policy following completion of review of policy (ID number HWB050)	In progress
Rebrand and evolve the remit of Community Action Groups	In progress
Promotion and Marketing of Services	In progress
Procurement of future food supplier with consideration to sourcing products locally	Not started
Procurement of Disabled Adaptation Works Contractor	Completed
Kings Lane / Old Hallowegians	Paused
Implement the approved outcomes of the Community Transport review	In progress
Homelink Service	Not started
Heathervale All-wheeled Facility	In progress
Explore the viability of adopting the White Ribbon pledge.	In progress
Embed Hospital Discharge referral platform into Frimley Park and Farnham Hospitals	In progress
Domestic Abuse Related Death Reviews Responsibilities	Completed
Determine the viability of sports clubs self managing pitches and facilities in the borough	Not started
Customer Satisfaction Feedback Programme	Not started
Completion of first year of Health and Wellbeing Partnership meetings	In progress
Barrsbrook Farm Feasibility - Community Benefits	In progress
Anti Social Behaviour Management Policy	In progress

Title	Progress
Better Care Funding demonstrator wet room	Paused
Chertsey Museum Digitalisation	In progress
Create an arts and heritage partnership	Not started
Development of Volunteering Opportunities Across Parks and Open Spaces	In progress
Development of Walking for Health activities in the borough	In progress
Implement Trusted Assessor Level 4 into Home Improvement Agency service	Completed
Increase opportunities for over 55's to access and participate in physical activity	In progress
Offer a Carer Respite service at Windle Valley Day Centre	In progress
Sports clubs facilities and infrastructure - Launch of Runnymede Sports Forum	Completed
To pursue opportunities to subcontract to the new Non Emergency Patient Transport contract, in Surrey	Completed
Work in partnership with Surrey County Council on potential EV fleet for Community Transport	In progress
Work with NW Surrey Alliance to explore viability of extending Hoarding offer to Runnymede	Not started
Work with partners to determine the viability of delivering a riverwalk project in Chertsey	Not started

Q1 Update - Carried Forward Objectives

Title	Q1 Update
Homelink Service	Early discussions have been held regarding the extension of the Homelink service in Runnymede and the creation of a tenure neutral service. However, given Homelink is delivered on behalf of the Council by WBC, their internal challenges have meant that this objective cannot be progressed until there is greater clarity in relation to the future of Homelink. Further work will hopefully be completed in Q2.
Citizen's Panel	FY24 Q1: A report is being taken to July 2024 CMC for approval for the approach to deliver this objective and to undertake a one-year pilot. This work is being progressed as a priority by the Graduate Trainee currently working within Community Services.
Heathervale All-wheeled Facility	FY24 Q1: the approved contractor (Bendcrete) is working with Planning colleagues to undertake noise assessments before work can commence.
Community Safety Strategy	FY24: The Community Safety Partnership Plan requires updated for FY25. Therefore, any work on this objective will follow this and likely complete in FY25 Q1.
Voluntary Sector Grant Funding Review	In Q1 Community Services has designed new grant processed for two one off grant schemes, plus the Englefield Green S106 monies. The forms and processes put in place for these test these elements of the review.
	Given there are currently a couple of grant schemes live, plus a grant scheme to come (Youth Development), it has been agreed to launch the revised RBC voluntary sector grant scheme in April 2024. As a result the work to review the grant policy will be moved to Q3/Q4.
Chertsey Museum Digitalisation	Indicative conversations taken place with Digital Services to progress this objective linked to the development of a new museum website embedded within the RBC website.
Barrsbrook Farm Feasibility - Community Benefits	Officers from Community Services have supported Assets & Regeneration in meetings with SWIPS, to discuss the potential for a sports hub at Barrsbrook Farm. The role of Community Services in these discussions is to ensure community access is secured in any development. Whilst progress has been limited, SWIPS do have a three year agreement to try and realise this vision and officers will continue to work with them as the project develops.
Better Care Funding demonstrator wet room	Project has not commenced, given the potential project relating to Egham Hythe Centre, that could include the service provision at Manor Farm Centre. The opportunity to progress this remains once the Egham Hythe objective reaches a certain stage.
Kings Lane / Old Hallowegians	Q1 - 24/25 Work relating to Kings Lane has not progressed due to other priorities. However, at the request of the Chair of Community Services Committee, a meeting has been arranged for September 2024 to discuss Member aspirations linked to Kings Lane. However, objective when initially set, was prior to savings and efficiencies programme and therefore consideration of viability and affordability of any future project would need to be given initial consideration before work commencing.
RPG Improvements	Still issues of ASB at site with parking machines being vandalised pushed back on Kyak business from the River due to risk to Trustees etc and very limited knowledge on business plan and mitigation measures. CCTV bollards and lease outstanding with a progress update going to Sept 2024 Community Services Committee.
Digitalisation of telecare services - Equipment	Work has continued with procurement documents drafted for forthcoming tender activity via an existing framework. A meeting with the Procurement Officer to discuss documentation and next steps is planned for the end of June 2024. Confirmation of procurement arrangements are also required to reflect a potential partnership opportunity with another borough council. Software supplier has been contacted regarding proposed charges for TLS (encryption program) function that is required. However, reply is not forthcoming, and officers are escalating the matter. Risk/Issues rating is therefore Amber to reflect the challenges faced in relation to this, although it is hoped this will revert to Green by July 2024.
Safer Runnymede Development	Work is ongoing to review future options for partnership working and the development of the room, within the scope of the Service Review under the Service Review Officer Group.

Q1 Update - Primary Objectives

Title	Q1 Update
SANG Management Plan	All SANG Management Plans have been written in draft, for submission to Natural England. Work continues to ready the procurement for the infrastructure works that preclude the submission of the management plans. It is expected that a sourcing plan will be complete this month before going out to tender for the works.
Period Poverty Project	All venues who expressed an interest have been sent an MOU. Products and dispensers are being delivered.
ACE (Friday Night Project)	Delivery has commenced in Addlestone, Chertsey and Egham. In Addlestone, numbers are double the estimate. Officers are looking at alternative venues in Eng Green to engage more residents.
Complete Green & Blue Infrastructure Strategy	Officers across Planning and Community Services have worked together to develop a strategy. Due to current resource challenges in Environmental Services, progressing this is delayed.
Egham Hythe Centre Community Hub - Implementation	The delivery of this objective is dependent on the outcome of objective HWB022. Therefore, work against this objective has not commenced.
Park & Open Space Development Plans	The original objective was included prior to NS BVN and the savings and efficiency programme. In addition, since the objective was set, a range of other priorities for the open space development team have been identified and associated objectives set. This objective will be reviewed and commence once other priorities (e.g. SANG, Tiny Forest, Playgrounds, B&G Infrastructure, Meadow Policy etc.) have been completed
Review of Chertsey Museum	The review comes under the Service Review Officer Group, where progress is reported. This follows a set framework. The scope of the review has been drafted and is being considered by the group. Work has started on baselining information through the 'discovery' stage of the framework.
Play Space Replacement Programme	The three sites mentioned in the previous update in May (Surrey Towers, Pooley Green Rec and Hythe Park) are now open to the public with new equipment. However, there are still some outstanding items to be finished at Hythe Pak. Manorcrofts Recreation Ground will be open this month and work is due to start at Englefield Green and Hamm Moor. Both of the latter should be finished by July's deadline.
Review the use and requirement of community assets and estate	This review comes under the Service Review Programme. The scope has been drafted and work on developing options for phase 1 of the review (Community Services Buildings) has commenced.
SANG Infrastructure Improvement	Work is ongoing with procurement to draw up an invitation to tender for infrastructure improvements on all SANGS following the approved committee report in Nov 2023.
Review of Prevent Strategy and Incorporation Into Corporate Safeguarding Policy	Work on this objective has not commenced yet. Intention will be for this to be incorporated/attached to Safeguarding Policy at point of next review, which will be upon receipt of feedback/recommendations linked to S11 Audit.

Q1 Update - Secondary Objectives

Title	Q1 Update
Procurement of future food supplier with consideration to sourcing products locally	Work on this objective has not commenced yet.
Roll out of approved voluntary sector revenue grant policy following completion of review of policy (ID number HWB050)	A corporate steer on future intentions or direction relating to grant funding is required, working with Co-Leaders and Administration, in order to develop an appropriate policy. Work is likely to progress in Q3 in order to meet the end of year target for completion. In the meantime, the existing grant aid policy continues to be applied.
Completion of first year of Health and Wellbeing Partnership meetings	Following an initial launch, a second meeting is yet to be arranged. This is largely due to capacity to plan and deliver the partnership. However, following 2024 appraisals, a lead has been identified within Community Services who will work with the Public Health Consultant at NW Surrey Alliance to develop the partnership and gather momentum as intended.
Anti Social Behaviour Management Policy	FY24 Q1: initial drafting has been created and a new process for ASB reports to be captured through the CRM system and will result in a change in the policy and procedure document. This will therefore be reviewed once the system is live.
Explore the viability of adopting the White Ribbon pledge.	FY24 Q1: Work on this objective has commenced with a briefing document being taken to CLT in Q2. The application has not begun until CLT have approved that this is the most appropriate way forward.
Work with leisure providers to ensure an Inclusive offer.	So far, we have funded a range of sports: Egham Boxing Club, Runnymede Female Basketball Academy, Junior Rugby Hub (pending club decision), Core Judo, Community Matting, Total Tennis, Junior tennis lessons, Chertsey Cricket Club – Kit bank for girls, Cricket, Boccia Club (pending lead volunteers)
Implement the approved outcomes of the Community Transport review	The CHofCS and CDHofCS have met with Finance and HR colleagues to ensure savings within the establishment are realised immediately. The Fleet Manager has been tasked with disposing of 7 vehicles. The FY25 budget, approved by Members at CSC and CMC will be submitted through the budget setting process. A marketing plan is due to launch on the 1st August 2024.
Embed Hospital Discharge referral platform into Frimley Park and Farnham Hospitals	The project to embed HSP into Frimley Park and Farnham hospitals progressed last July with the recruitment of the Health Integration officer at Surrey Heath Borough Council. The referral numbers increased from Q2 last year as would be expected with an increase in promotional activity, but numbers have levelled off since then. There are conversations being held with Frimley ICS around embedding HSP in these hospitals and there appears to be an appetite for the service. We still have a lot to do in terms of education around the benefits of using HSP and supporting the discharge teams to use HSP as their first choice. The Health Integration officer attends FPH once a month and sits with the discharge team to support them with making referrals using HSP. Throughout the year we have run education sessions for each of the hospital teams that are involved in discharging patients. We have also expanded the promotion of the service to Health and Social Care community teams.
Determine the viability of sports clubs self managing pitches and facilities in the borough	This objective has not commenced yet.
Customer Satisfaction Feedback Programme	This project has not commenced due to other priorities within Community Services and availability of resources.
Promotion and Marketing of Services	Work has been undertaken with communications teams at both RBC and SHBC relating to the agreed community services promotion and marketing plan. Campaigns have been delivered on Community Alarms and Meals at Home. Early discussions on future approach to marketing services have been had, given current resource impact within Communications department.
Vulnerable people policy in relation to emergency planning	Work on developing a new policy has been paused due to officer redeployment from this project to the primary corporate priority of the NS BVN
Rebrand and evolve the remit of Community Action Groups	Work on this objective has begun to work out how to identify and recruit residents. This objective may be reviewed to align with the Citizens Panel objective and as the Health and Wellbeing Partnership evolves.

Q1 Update - Secondary Objectives

Title	Q1 Update
Increase opportunities for over 55's to access and participate in physical activity	<p>We've had two meetings already with a wide range of range of stakeholders. The next step is to engagement via a physical activity questionnaire with this cohort, we are planning to tie this in with the promotion for Living well week starting in September, LWW is all about trying free/low-cost activities to improve health and wellbeing for older people.</p> <p>Once we have the results, we can then look at filling gaps by applying for funding/other opportunities. The stakeholder group has also merged into an older people's forum (chaired by VSNS) that will now look at a wider range of issues which this piece of work will also be part of.</p>
Create an arts and heritage partnership	<p>This objective will be considered initially as part of the Chertsey Museum Review. A decision will be made at a later date whether to progress this separately or as part of a wider recommendation.</p>
Work with partners to determine the viability of delivering a riverwalk project in Chertsey	<p>This objective has not yet commenced.</p>
Offer a Carer Respite service at Windle Valley Day Centre	<p>This has only recently commenced due to other priorities linked to Windle Valley Centre. Initial meetings have been held with adult social care colleagues in Surrey Heath locality who are keen on progressing such an offer. However the timeliness of its development will be dependent on availability of resources across borough, health, and social care partners.</p>
Development of Walking for Health activities in the borough	<p>The original plan was to start up the walking programme under the Ramblers Umbrella (surrey partnership) with an existing group walking unofficially. Officers found that Ramblers training, platform and day-to day admin required a lot of time to maintain programme on a weekly basis, plus the existing volunteers also wasn't a fan of the Ramblers procedures.</p> <p>Officers then looked at the University of the 3rd Age who had set up a walking session in Runnymede and was willing to absorb the group into their setup offering admin, training, and promotional support.</p> <p>A Meeting is to be held to progress this with the U3A in Q2, including how the council could potentially support the initiative.</p>
Work in partnership with Surrey County Council on potential EV fleet for Community Transport	<p>The business case has been submitted to SCC for approval. Working with procurement colleagues, work is ongoing to identify compliant route to market. Work is also ongoing to identify the best method to charge the vehicles and from what location.</p>
Work with NW Surrey Alliance to explore viability of extending Hoarding offer to Runnymede	<p>Resource and budget to deliver this service has been transferred from Woking to Spelthorne Borough Council. Funding provided by NW Surrey Alliance. Currently, SBC have extended the offer into Spelthorne and officers have enquired when this function will be extended across NW Surrey as per intention.</p>
Development of Volunteering Opportunities Across Parks and Open Spaces	<p>Bespoke work to encourage volunteering has commenced. However, the next stage is to develop a Community Services Volunteering Strategy which sets out how volunteers will be engaged, trained and supported and recruited. It also needs to consider how volunteering can be sustained.</p>