

Report title	Community Services 2024/25 Service Area Plan Quarter 1 Update
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Department	Community Services
Exempt?	No

<p>Purpose of report:</p> <ul style="list-style-type: none"> • For information

<p>Synopsis of report:</p> <p>This report provides an overview of progress against the agreed objectives within the 2024/25 Community Services Service Area Plan for Quarter 1.</p>

1. Context and background of report

1.1 In March 2024, Community Services Committee approved the Service Area Plan to be delivered by the Community Services Business Unit in 2024/25.

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

2.1 Appendix A provides an update to the 2024/25 Service Area Plan, which currently has fifty six objectives. Several objectives have carried forward from previous years. Officers are reminded that in agreeing to the service area plan, Community Services Committee agreed to a structure of primary objectives to be completed, and secondary objectives, which would be worked through should time and capacity allow.

2.2 Quarter 1 has seen the completion of nine objectives within the service area plan, including four within the primary objectives list. Those completed within the primary objectives include the conclusion of the Community Transport review, the completion of the S11 Children Safeguarding self-assessment audit, the delivery of the play space improvement programme, whilst preliminary relating to Egham Hythe Centre has been completed.

2.3 Continuing the focus on the primary objectives for 2024-2025, work on the majority of objectives has commenced, with only three categorized as “not started”. These objectives relate to the potential implementation of a Community Hub at Egham Hythe Centre, the writing of development plans for parks and open spaces, and the incorporation of the Prevent strategy into the wider corporate Safeguarding Policy.

2.4 From the primary objectives list, only one of the objectives is paused, this being the review of voluntary sector grant funding. It is intended that this review will commence in Quarter 3 of this year. In doing so it is proposed that all elements of the corporate

grant aid policy be reviewed to determine a future policy to be delivered by the council.

- 2.5 Whilst Appendix A provides an update on progress against all the objectives, a summary update on progress against some of the primary objectives is provided below for information:

ACE (Friday Night Project)

The project continues to be delivered and therefore at the end of quarter two consideration will be given to marking the objective as completed and moving the project to business-as-usual activity.

Citizens' Panel

Progress on setting up the pilot Citizens' panel, continues to be made, although due to annual leave and other commitments it has not been possible to bring an update report, outlining the progress and arrangements intended, to Community Services Committee in this cycle. Therefore, it may be required for an update report to be presented at Corporate Management Committee given the next service committee cycle is November 2024.

Complete Green & Blue Infrastructure Strategy

Work on the Green & Blue Infrastructure Strategy has been led by the Open Space Development team, together with colleagues in Planning Policy. The development of the strategy now requires oversight from colleagues in Environmental Services in relation to the impact of delivering the strategy, in particular on the Grounds Maintenance team. Due to the current position regarding resources in Environmental Services, this is not currently able to be progressed, but it is hoped that this can be completed to enable a draft to be brought to the November Community Services Committee.

Period Poverty Project

With the roll out of dispensing machines and products to all areas of the borough, commencing in Quarter one, it is hoped that ahead of the next review, sufficient progress will have been made that will give officers confidence in marking this objective as completed, with it becoming business as usual activity for the Community Development team.

SANG Management Plan and Infrastructure Improvements

Whilst two separate objectives, there is significant overlap in terms of interdependency. Draft SANG management plans have been written and are at the stage where partners, including Natural England, will need to be engaged. However, prior to doing so, Officers in the Open Space Development Team are keen for the infrastructure improvements, identified in a previous report to this Committee, to be completed, or on their way to completion to present a position of compliance at each site. Currently, some of the infrastructure improvements identified are going through procurement processes, whilst work to identify the maintenance requirements able to be addressed by the in-house Grounds Maintenance team has been undertaken.

- 2.6 In summary, Appendix A shows that progress across a number of primary and secondary objectives is being made, in addition to the delivery of business as usual

activity, and Community Services positively responding to the corporate priority of the Savings and Efficiencies Programme. In some areas, resources are having to be carefully managed, prioritising business as usual when necessary, however the commitment to progressing services remains.

3. Policy framework implications

- 3.1 The Community Services Service Area Plan contains objectives that all meet the councils' 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. Elements support the delivery of the Council's ambitions relating to its Climate Change Strategy, and officers work closely with the climate change team in the development and delivery of these elements.

4. Legal implications

- 1.2 Non identified

5. Equality implications

- 1.3 Non identified

6. Risk Implications

- 6.1 Individual risks for each objective are considered throughout the implementation process.

7. Conclusions

- 1.4 This report provides a high-level update on progress of the Community Services Service Area Plan, outlining progress made by officers across the business unit against several objectives and priorities. The report summarises the volume of work and activity currently ongoing and reflects positively on the commitment of Community Services to delivering, as far as possible, the objectives approved by this committee for 2024/25.

8. Background papers

[Community Services 2024/25 Service Area Plan and Service KPIs](#)
[Community Services Service Area Plan - 24-25 Summary](#)

9. Appendices

- Appendix A Community Services 2024/25 Service Area Plan – Q1 Update