



## Service Area Plan for Financial Year 2023/24

Business Unit: Community Services

Corporate Head of Service: Darren Williams

Version: 1.1 FINAL DRAFT

### Approvals

Approved by CLT: 14/12/2022

Approved by Service Chair: Date

Approved by Service Cttee: Date

### **Service Area Narrative and Mission Statement**

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 home. The business unit has a semi-commercial outlook to its services, combined with ensuring services provide a social value to residents and the communities served.

The business unit provides a range of functions that all contribute to supporting residents to live safely at home, or to remain active within their local communities, two of the four priorities of the Council's Health and Wellbeing Strategy. All service areas have the ability to positively impact the Wider Determinants of Health within the borough, as well as support other corporate strategies including Climate Change and Empowering Communities.

Within Community Services are a range of prevention services that support vulnerable residents to live independently at home or access their community. These long established services include Meals at Home, Community Alarms and Technology Enabled Care, the provision of day centre facilities and Community Transport. These services enable vulnerable residents to live safely and with confidence at home, knowing that support is available via the Council, that there will be regular interaction with council representatives and that when individual situations change, there are staff available to support and advise. Prevention services are very much seen as an enabling tool for residents to live confident, active lives and are highly valued by the residents who receive the services, as well as their next of kin, friends and relatives.

Community Development focuses on working with residents and local voluntary, community and faith organisations to make positive change within communities, from empowering others to develop opportunities that serve local residents, to delivering initiatives and projects themselves, around sport and leisure, arts, young people and other areas. In addition, the distribution of grant funding to voluntary sector partners is also coordinated from within this team.

As an extension of Community Development, following in house changes to the way parks and open spaces in the borough are managed, a small Open Space Development team will focus on the development of initiatives, projects and enhancements in these green spaces. This ranges from development of the natural environment, enhancing the offer to encourage residents to use their local parks and open spaces, as well as developing play space and other recreational facilities in parks across the borough.

In relation to heritage and culture, with the Council providing a borough wide museum, located in Chertsey but delivering a range of community activity, outreach and education services. The Museum is held in high regard by residents and those within this area of cultural services, not least for its partnership with Olive Matthews Trust.

Community Safety is a prominent part of the Community Services Business Unit. The Council embraces its statutory responsibilities in relation to Community Safety, and has recently committed to developing a larger team to undertake greater work in this area, engage more with communities and work in close partnership with the local neighbourhood Police teams and others to make positive change in communities and enhance feelings of safety, and supporting the reduction of crime and anti social behaviour in the borough.

The Council also delivers a 24/7 CCTV monitoring centre, supporting residents and police colleagues through its network of CCTV cameras across the borough. The role of CCTV in the borough is seen as an important tool in supporting the deployment of police resources and to officers in the course of their work, as well as supporting the borough and its residents in a range of ways from assisting to keep the local roads moving, to identifying residents at potential risk and ensuring support is mobilised where necessary. The benefits of CCTV are wide and varied, evidenced by the range of incidents the function supports, and therefore the commitment of the Council to CCTV as a tool for enhancing community safety is valued by residents.

Whilst many of the services within the Community Services Business Unit are discretionary, there is no lack of ambition to provide more, different and better for residents and communities. However, it is recognised that the Borough Council cannot do this alone and therefore are committed to working in partnership with others to achieve success.

Importantly, the Council is a member of the North West Surrey Health Alliance, and works with a range of health and care partners to make positive change within communities and health and care services for residents. Through this partnership approach, the Council is the lead provider of Social Prescribing in the Borough and also works with three other boroughs in supporting health pathways, notably hospital discharge through the provision of Homesafe Plus, step down accommodation and supporting the discharge planning process at hospitals.

Prevention services are delivered in partnership with Surrey Heath Borough Council, with the intention of working together to both develop services for the most vulnerable residents whilst ensuring services are lean and financially sustainable. The partnership with SHBC also extends to the delivery of the Family Support service, again working together to provide a strong, resilient services to families in both boroughs. The Council host the partnership in relation to prevention services, whilst SHBC host the Family Support programme.

There are many other partnership relationships and examples of where services work together with others to make a difference to residents and communities and this is seen as critical to the future success of the business unit. It is for this reason that the third priority within the Councils Health and Wellbeing Strategy is to work in partnership to reduce health inequalities.

**Business Unit:**

**Community Services**



**CHoS**

**Darren Williams**

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- Community Services Area 2: Community Services Administration
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Service Organisational Structure [Link to Council's Structure](#)

Budget Book Information [Budget information 2022-23](#)

Description of Service (1) Community Alarm & Telecare

Main Purpose: Provide the installation, maintenance and repair of community alarm and telecare equipment into the homes of vulnerable residents. In addition, provide the administration and installation of GPS location devices and RBC lone worker devices. The team undertake two routine visits per year to each service user, maintaining equipment, updating records, reviewing suitable technology against changes in need and completing a general welfare check within the home. The team also play a key role in the delivery of the Homesafe Plus hospital discharge service.

Description of Service (2) Community Services Administration

Main Purpose: The Community Services Administration team has previously been grouped with the Community Alarm service. However, given that their remit is to support a number of aspects of Community Services it is felt important to recognise it as a function of its own. The administration team will provide support across the partnership, primarily for the Community Alarm service through the receipt of referrals, fault notifications, service termination requests etc. and by coordinating the team of installers in visiting properties, being responsive to the need of residents etc. The administration team support with the receipt of general enquiries in relation to all other service areas, acting as the first point of contact with the ASC Locality Team within the Civic Offices and undertaking a range of other tasks that contribute to the smooth delivery of services.

Description of Service (3) Community Transport

Main Purpose: Provides core transport services to residents through its Dial-a-Ride and day centre services, as well as voluntary and community groups requiring support with transport for service users and group members. In addition, contract transport services are operated including to NHS as part of the Surrey Non-Emergency Patient Contract, Surrey County Council through undertaking special educational needs schools transport and adult social care transport. Provide transport services, working in partnership with Surrey County Council for new housing developments through Section 106 agreements. The service is operated with a combined fleet of 21 vehicles across two boroughs, coordinated and managed by an office support team. The Community Transport service is a flexible model that in future will look to support a range of initiatives across the partnership area in the year to come.

Description of Service (4) Day Centres/Social Centres

Main Purpose: Open Monday to Friday, the social centres provides a range of services and activities for older residents of

Runnymede and Surrey Heath. These include services such as foot care, hairdressing, advice surgeries, beauticians etc. Activities include exercise classes, dance classes, arts and craft and other lighter touch activities such as quizzes etc. Hot lunch provision is available. In addition to a coffee shop providing lighter snacks, with paid staff supported by volunteers. Special events and other celebrations are held throughout the year, with entertainment provided. The service operates across three sites with the intended launch of a fourth service at Addlestone Community Centre in early 2023.

The Saturday Club is delivered at Windle Valley Centre, with the primary focus being on providing social interaction and support to both formal/informal care givers, as well as to the person who is cared for. The Saturday Club coordinates a number of trips and outings, as well as organising a range of activities that are provided at Windle Valley Centre.

#### Description of Service (5) Emergency Planning and Vulnerable Resident Data

**Main Purpose:** Whilst not formally responsible for emergency planning at either Council, Community Services plays two key roles in responding to borough emergencies. In the event of a borough emergency Councils are required to provide details of their identified vulnerable residents. These are identified in the main from those accessing Community Services. As a result, there is a requirement of Community Services to manage and upload vulnerable resident data.

In the event of a borough emergency, Community Services staff are responsive in providing support through the setting up of rest centres, often based at day centre buildings and managing these facilities whilst supporting residents. In addition, the Community Transport team provide support in the event of an emergency by providing transport to evacuate residents from an affected area, provide transport to rest centre facilities and onwards to any identified accommodation if unable to return home.

#### Description of Service (6) Handyperson Services

**Main Purpose:** The Homelink service operates across Runnymede & Surrey Heath, coordinated as part of the NW Surrey HIA Cluster, partnering with Spelthorne and Woking Borough Councils. The Handyperson service provides quick access for residents requiring minor adaptations etc. in their homes. The Handyperson service also supports the Home from Hospital service currently provided.

#### Description of Service (7) Health and Social Care Representation

**Main Purpose:** The Community Services Business Unit is required to work more and more as part of the wider Health and Social Care system and as a result leads in many areas of this. The Community Services Partnership covers the following health footprints:

Runnymede (excluding Englefield Green):	NW Surrey Alliance and Surrey Heartlands Integrated Care System
Englefield Green:	East Berkshire CCG and Frimley Integrated Care System
Surrey Heath (excluding parts of Chobham):	Frimley CCG and Frimley Integrated Care System
Areas of Chobham not in Surrey Heath CCG:	NW Surrey Alliance and Surrey Heartlands Integrated Care System

The above shows that whilst the borough boundaries do not align completely with the recognised health footprints, the Community Services Partnership is able to provide full coverage of all areas and representation as appropriate. Specific to the role of Community Services, the following integrated health and care representation and working is undertaken:

#### Description of Service (8) Home Improvement Agency

**Main Purpose:** Provides advice, support and assistance to elderly, disabled and other vulnerable residents who live within the borough and who have a need for repairs, adaptations etc. in order to continue to live independently within their own home. Financial support is available to residents via Disabled Facilities Grant funding received annually by the Council, allocated to mandatory grant applications and on a discretionary basis as set out in the policy agreed by Councillors, for Runnymede.

#### Description of Service (9) Hospital Discharge Services

**Main Purpose:** A service which is operated under contract from Surrey County Council, working in partnership with three other NW Surrey Borough Councils to deliver support to hospital teams at the point of patient discharge, through rapid access to borough council services. The coordination of this service is via a single point of access e-form, on which health and social care professionals can refer to all borough council services. As a result of doing so, service teams will provide required support

either immediately or within the agreed time frames. The service embeds borough services within formal hospital discharge processes.

#### Description of Service (10) Meals at Home

**Main Purpose:** Deliver a hot lunch time meal service to all areas of Runnymede and Surrey Heath seven days a week, offering a choice-based menu to all residents, including to those with a range of dietary and cultural requirements. In addition, a tea service is offered, providing residents with a smaller meal for the evening. In delivering the service, the staff team undertake a daily welfare check on each service user and report back any concerns, changes in appearance, health etc. to be followed up either with next of kin, adult social care, care agency etc. Where an emergency situation is identified, staff will make requests for ambulances to attend.

#### Description of Service (11) Social Prescribing and Personalised Care Planning

**Main Purpose:** Social Prescribing provides advice, support and sign posting services to residents of the borough who are not medically ill, but in need of other kinds of support to tackle loneliness, social isolation, support independent living and to re-engage with their local community. Social Prescribing will link residents to local statutory, borough, voluntary and community sector services that meet the identified needs.

Social Prescribing is delivered by Community Services in both borough areas, working in partnership with the local Clinical Commissioning Group and Primary Care. In Surrey Heath, the borough is responsible for the day to day operations of Social Prescribing and its development as a service. In Runnymede, work to improve the service is completed locally with Primary Care as well as in partnership with the other NW Surrey Boroughs delivering the service in their areas, together with health partners.

In NW Surrey, funding to recruit Personalised Care Planners for a period of two years has been approved, with one post allocated to each NW Surrey Borough. These posts support the new hospital discharge pathways that have been implemented, providing Social Prescribing and other support to patients who have been discharged from hospital, primarily those classified as "pathway 0", who have no ongoing health or social care support post discharge.

#### Description of Service (1) Green Spaces

**Main Purpose:** Following the reviews of the Parks and Open Spaces service function in 2021/2022, the future in house model of service delivery provides a two pronged approach to the management and development of Parks & Open Spaces across the borough.

Whilst Environmental Services will lead on the day to day management and maintenance of all parks and open spaces, a small, focussed team will work on areas of strategy and development of green spaces, including both the horticulture, preservation and development of sites, as well as the development of physical infrastructure within parks and open spaces including play spaces, recreational facilities and maximising the potential of pavilions and other parks buildings.

#### Description of Service (2) Safer Runnymede

**Main Purpose:** This service area contributes to the community safety agenda by working in partnership with Surrey Police and other agencies. The CCTV centre is open 24 hours a day, 7 days a week throughout the year. The service currently monitors over 590 cameras and there are contracts with Spelthorne and Thorpe Park. There is also Automatic Number Plate Recognition services provided to the Wentworth Estate. The service also monitors re-deployable cameras that can be moved around locations as required and have also been provided to third parties for a monitoring fee.

Safer Runnymede monitors the community alarms for Runnymede and Surrey Heath, GPS devices and manages the operation of the Care call service. There are two full time supervisors, eleven full time and three part time members of staff.

Safer Runnymede is a fully accredited service and obtained full compliance and Charter Award until August 2023 from the Surveillance Camera Commissioner.

#### Description of Service (3) Community Development

**Main Purpose:** The Community Development team consists of three members of staff whose remit it is to work in a wide range

of areas including health and wellbeing, sport and health and arts development. Linking in with a number local clubs and organisations, partners worked with include Active Surrey, Schools, Children's Centres, Youth Service, Royal Holloway University, Surrey Arts Partnership, and Achieve Lifestyle. There are a number of annual events and activities delivered including the Surrey Youth Games, Living Well Week, Sportability Festival, summer holiday programme and parks events such as Xplorer.

#### Description of Service (4) Leisure Centres

Main Purpose: The Community Services business unit will work with leisure providers across the borough in supporting initiatives and activity that engages residents of all ages with sport and physical activity. In addition opportunities for partnership working between the Council and leisure partners in the delivery of new sport and recreational projects and services will be worked towards, in order to meet the priorities of the Health and Wellbeing strategy.

#### Description of Service (5) Community Halls

Main Purpose: The two Community Halls; Chertsey Hall and the Hythe Centre are managed by three full time staff with a halls manager. The halls provide for a range of activities and uses including regular activities for older people, people with disabilities, private functions, sports activities, meetings and local organisations.

#### Description of Service (6) Chertsey Museum

Main Purpose: Chertsey Museum operates with one full time and seven part time members of staff. The Museum is located in the Cedars in Chertsey which is owned by the Olive Matthews Trust with whom there has been a long standing relationship. In addition to the permanent staff there are also a large number of volunteers who help out through the Friends of the Museum. The Olive Matthews Collection is managed by the Museum and it forms a significant part on the annual exhibition.

The Museum delivers a range of education session both at the Museum and at schools and there are 60 schools from both inside and outside the Borough that use this service each year.

#### Description of Service (7) Community Safety

Main Purpose: The Community Safety Co-ordinator works closely with the Police and other agencies on initiatives to reduce anti-social behaviour and criminality in the Borough. This work is carried out through effective partnership working events organised or supported include Junior Citizen, water safety and promoting awareness weeks. This service also co-ordinates the work of Community Safety Partnership, Joint Action Group and CHARRM.

In the Borough there are two public space protection orders which are managed by Community Safety and these are kept under review to assess their effectiveness. Safeguarding is also supported from this area for example providing information to the MAPE on any referrals that may come through.

#### Description of Service (8) Family Support Programme

Main Purpose: The Family Support Programme has been running jointly with Surrey Heath for the last five years. A team of four co-ordinators is based in the Council offices and at any time they could be working with up to nine families each. This service is now fully embedded in the early help programme operated by Surrey CC with many referrals coming through this route. This team also work with the Syrian Refugee families and there is one co-ordinator employed to carry out this work.

**Service Area Plan for Year 2023/24**  
Business Unit: Community Services



ID	Type of initiative	Service Area	Description of initiative	Outcomes/ Deliverables	Priority	Service Area Lead Team/ Individual(s)	Additional resources required from outside department	Additional growth required? Y/N plus indicative costs ££	Anticipated start date	Anticipated completion date
EC008	CBP Strategy Action	Community Services / Development	To review all grants to voluntary organisations on a three-year basis with annual assessment of performance.	To review the funding awarded annually to local voluntary and community sector partners Determine the organisations that should continue to receive funding and the length of time the Council commits to funding Determine funding amounts for identified organisations Determine the reporting requirements relating to the funding and requirements relating to promotion of council as partner/funder	Should - the initiative should be done	Community Development		<b>Review will not require growth.</b> Output and decisions from review may lead to growth which is TBC - dependent on decisions of members. 3 core grants have not had increases in a number of years. Cost pressures likely to be high on these services. 10% increase = c.£15K	ASAP	Apr-23
EC006	CBP Strategy Action	Community Services / Development	Seek to establish a Runnymede Local Initiatives Fund to pump prime community projects and facilitate access to other sources of funding. To be completed as part of voluntary sector grant review	To research and make recommendations for such a funding scheme, to be delivered in 2024/2025, subject to availability of funding.	Could - the initiative could be done if time/resources allow	Community Development		<b>Yes</b> - viability and level of funding to be determined as part of review - revenue required	Apr-23	Mar-24
HWB050	CBP Strategy Action	Community Services / Development	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.	Review all aspects of Grant Aid Policy Make recommendations for future voluntary sector grant funding schemes (potentially linked to EC006) Implement new Grant Aid Policy, subject to approval	Must - the initiative has to be done	Community Development	Housing (communities first grant)	<b>Review will not require growth.</b> Output and decisions from review may lead to growth which is TBC - dependent on decisions of members. Existing budget for grant aid is c£100K incl rent grant aid. 10% increase would be £10k growth.	Apr-22	Mar-24
HWB016	CBP Strategy Action	Community Services / Development	Develop a Community Safety strategy for Runnymede and further develop the role of the Community Safety Partnership, locally.	To align the Councils Community Safety plans with that of the Community Safety Partnership, creating one enhanced Community Safety Strategy for Runnymede To have a written forward plan/strategy for the development and sustainability of Safer Runnymede.	Should - the initiative should be done	Community Safety/Safer Runnymede	• Surrey Police • Surrey Fire & Rescue	<b>Review will not require growth.</b> Outcome may identify growth e.g JET team £250K, community safety initiatives £25K (\$106 monies for crime and disorder may be able to support these initiatives)	Apr-22	Mar-23
HWB001	CBP Strategy Action	Community Services / 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).	Secure partnership arrangements with other partners in Surrey for the delivery of CCTV monitoring Work in partnership with Police and the PCC on the further development, resourcing and commitments to the provision of open space CCTV.	Should - the initiative should be done	Safer Runnymede		<b>Yes - Capital and Revenue TBC;</b> additional contracts and income may offset but may require pump prime. Options appraisal for the CCTV monitoring suite to ID the critical mass for the capacity (staff resources and equipment and configuration)	Apr-22	Mar-26

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CSCD001	Service/ efficiency improvement	Community Safety	Engage CCTV control centre design consultants to consider optionality for Safer Runnymede, in order to identify works required and associated growth	Required ahead of deliver of member working group priority (Community Safety/Safer Runnymede Strategy HWB001	Should - the initiative should be done	Safer Runnymede	Assets and Regen	Yes - £5,000 estimated		
HWB051	CBP Strategy Action	Community Services / Development	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.	Forward plan for spending S106 monies against the CBP priorities including other areas where funding has been identified. In conjunction with Ashley Smith's objectives for overall S106 process and governance.	Must - the initiative has to be done	Community Development with Corporate Head		No. Will identify and plan for when and what S106 monies will be spent.	Apr-22	Mar-23
HWB057	CBP Strategy Action	Community Services / Development	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.	Identification of priority services across the Borough. Rationalise fleet if appropriate.	Must - the initiative has to be done	Community Transport	Citizen panel / Comms SH Partnership	No	Apr-22	Mar-24
CSCD002	Service/ efficiency improvement	Community Services / Development	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.	Required ahead of delivery of member working group priority. See HWB018. Likely significant capital and revenue growth will be needed following this.	Must - the initiative has to be done	Open Space Strategy & Development/Community Development (Leisure)		No - funded with approval from 2022/2023 budget		
HWB018	CBP Strategy Action	Community Services / Development	Implement a play space improvement programme, modernising our play space offer to local children across the borough	Review of existing play space facilities and forward plan for the rationalisation, enhancement and replacement of play spaces in the borough	Must - the initiative has to be done	Open Space Strategy & Development/Community Development (Leisure)	Environmental Services	<p>Yes - Capital and revenue required for delivery of any place space improvement and replacement programme. Amount required TBC.</p> <p>Immediate H&amp;S repairs as part of wider play space project, may be required as a result of CSCD002 to be funded, subject to committee approval from 2022/2023 budgets.</p> <p>Existing budget for general repairs that are noted in monthly inspections to stay in ES/DSO (£32K incl HAGS contract spend)</p> <p>£100K annual capital in budget will now be required for Aviator park/ Heathervale in 22/23.</p> <p>S106 monies need to be identified that can be used for this.</p>	Apr-22	Mar-26
HWB020	CBP Strategy Action	Community Services / Development	Deliver facilities and services across the borough to enable children & young people to participate in sport, leisure, and recreation.	Complete engagement with residents (focussing on young people) to identify the types of facilities and services sought within the borough Wet play facilities; LTA tennis project, Heathervale Skate Park	Should - the initiative should be done	Community Development (Leisure)	Environmental Services	Yes - Paddling pool replacement c£500K, RPG to be funded from RPG Charitable Trust budget Grants may be available.	Apr-22	Mar-25

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HWB024	CBP Strategy Action	Community Services / Development	Seek and investigate most appropriate sites for play, sports and recreation facilities, e.g., skate parks  Review the proposals for the installation of a bike track at Kings Lane, Englefield Green as part of wider consideration of sports and recreation facilities at the site.	Work with sports clubs, residents and other partners to determine the viability of a new scheme at Kings Lane, Englefield Green, that enhances sports, recreation facilities.	Should - the initiative should be done	Open Space Strategy & Development/Community Development (Leisure)	Assets and Regen Environmental Services	<b>Yes</b> - amount required dependent on scale and nature of project. Indicative c£200K for 1 skate/BMX park  Some S106 possibly available for King's Lane if this site is chosen.  Possibly funding from Sport England.		
HWB025	CBP Strategy Action	Community Services / Development	Following identification of sites potentially able to accommodate skate park facilities, deliver a new all wheeled facility at Heathervale Park	Completion of new all wheeled facility at Heathervale Park	Should - the initiative should be done	Open Space Strategy & Development/Community Development (Leisure)	Enviromental Services	No - 210k funding already approved by committee		
HWB021	CBP Strategy Action	Community Services / Development	Establish the demand and core offer for the viability of a Youth Café facility in Addlestone to provide a safe space in the Community, providing social interaction, recreation and diversionary activity, and following the undertaking of engagement activity with local children and young people.	Commencement of Youth Cafe pilot in Addlestone following securing of Safer Streets Funding Identification and fit out of appropriate building for the delivery of Youth Cafe in Addlestone	Should - the initiative should be done	Assets & Regen		Subject to grant funding for initial two year pilot.  Long term delivery following pilot would be subject to growth	Apr-22	Mar-23
HWB022	CBP Strategy Action	Community Services / Development	Consider the viability of community Hub at Egham Hythe Centre, working in partnership with Egham Hythe GP Practice	Complete viability study into potential Community Hub model to enable consideration of funding required	Should - the initiative should be done	Halls/Day Centres	<ul style="list-style-type: none"> <li>SASSE 3 PCN</li> <li>Surrey Heartlands CCG</li> <li>RBC Assets and Regeneration</li> </ul>	No growth. Viability to be funded by ring-fenced NHS funds.	Apr-22	Mar-23
CSCD003	Service/ efficiency improvement	Day Centres/Social Centres	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.	Proceeding with this will be dependent on the considerations of HWB022	Should - the initiative should be done	Halls/Day Centres	Assets and Regen	<b>Yes</b> - Initial Est. up to £1.4M for configuration of building plus fit out costs in addition. Accurate costings to be calculated within completion of viability work and development of business model  Growth/ bids or external funding, re-use of internal resources Capital requirement		
HWB012	CBP Strategy Action	Home Improvement Agency	Extend the Homelink (Handyperson) service in Runnymede to: <ul style="list-style-type: none"> <li>To provide affordable paid for services to vulnerable residents, to enable vulnerable residents to access support to continue to live independently at home.</li> <li>Council owned properties, creating a tenure neutral service for residents, to provide consistency of service availability across all tenures.</li> </ul>	To increase the capacity of the Homelink service from 2 days per week in Runnymede to 5 days per week To extend the service to Council owned properties, creating a tenure neutral service	Should - the initiative should be done	Home Improvement Agency	Housing Adult Social Care Woking BC	<b>Yes</b> . However funding available DFG + HRA. No GF impact.	Apr-22	Mar-23
HWB003	CBP Strategy Action	Community Alarm & Telecare	To complete a refresh of Community Alarm and other Technology Enabled Care equipment, switching to a digital model.	To transition all service users from analogue community alarm equipment to digital equipment	Must - the initiative has to be done	Community Alarms	<ul style="list-style-type: none"> <li>RBC Housing</li> </ul>	<b>Yes</b> . However funding available DFG. No GF impact.	Apr-22	Mar-25

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HWB039	CBP Strategy Action	Community Services / Development	Working in partnership with Surrey Heath Borough Council, continue to deliver a Family Support service, enabling and motivating families to learn, develop and implement change to enjoy all aspects of family life.	To continue to deliver the Family Support Service in Runnymede Review with SHBC for improved processes and efficiencies in delivery model.	Should - the initiative should be done	Corporate Head of Service	Surrey Heath Borough Council, Surrey County Council, Surrey Police,	Currently 89k in budget annually for delivery of service. Any increases in service cost would require growth bid	Apr-23	
HWB040	CBP Strategy Action	Community Services / Development	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.	Regardless of outcome of review, requirement will be to procure vehicles. Potentially this could result in growth, but how much is dependent on the outcome of the review of the service.	Should - the initiative should be done	Meals at Home	Surrey Heath Borough Council, Other NW Surrey Boroughs	<b>Yes</b> - Capital if purchasing vehicles, revenue if leasing - option and value tbc  Existing budget is revenue only as leased vehicles (~£30K for 4 vehicles p.a.)	Oct-22	Jan-23
HWB028	CBP Strategy Action	Community Services / Development	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.	To achieve a commitment to the provision of sports facilities being made available for Community use in the event of this project proceeding	Should - the initiative should be done	Assets & Regen	<ul style="list-style-type: none"> <li>Sir William Perkins School</li> <li>Active Surrey</li> <li>RBC Community Services</li> <li>RBC Planning</li> </ul>	<b>Yes</b> - Growth required within project		
HWB009	CBP Strategy Action	Hospital Discharge Services	Work with partners to further develop the Homesafe Plus hospital discharge model, in supporting timely discharge from hospital and preventing admission where possible.	Supporting health and care partners through the provision of services to residents Increase in referrals to borough council services Potential development of new services/offers to further support this partnership approach	Should - the initiative should be done		NW Surrey Alliance, Other NW Surrey Borough Councils, Frimley CCG, Frimley Park Hospital	No growth required		
CSCD004	Legislative/ Regulatory Change	Community Services Administration	Implement safeguarding policy including all staff training and corporate governance structure	Implement a single corporate process for the management and recording of Safeguarding referrals Ensure that staff are trained at levels appropriate to their roles on Safeguarding of children and adults Promote safeguarding training and understanding of the safeguarding policy with elected members	Must - the initiative has to be done	Community Development	HR	No growth		
HWB068	Service/ efficiency improvement	Community Services Administration	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.	Completion of review of existing silver award to ensure that commitments are delivered by Council Consider opportunities for further development and work towards gold award	Could - the initiative could be done if time/resources allow			No growth		
HWB002	Service/ efficiency improvement	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.	Implementation and completion of development plan Increased number of referrals and grant awards Reduction in number of days from start to completion of process	Must - the initiative has to be done		<ul style="list-style-type: none"> <li>NW Surrey Local Joint Commissioning Group</li> <li>NW Surrey</li> </ul>	Officer Resources		

**Service Area Plan for Year 2023/24**  
 Business Unit: Community Services



ID	Type of initiative	Service Area	Description of initiative	Outcomes/ Deliverables	Priority	Service Area Lead Team/ Individual(s)	Additional resources required from outside department	Additional growth required? Y/N plus indicative costs ££	Anticipated start date	Anticipated completion date
CSC0005	Service/ efficiency improvement	Community Services Administration	Achieve full GDPR compliance with Surrey Heartlands and wider NHS alliance partners	Achieve full GDPR compliance to required level	Must - the initiative has to be done	Community Services	Digital Services, Legal & Governance (DPO); HR	No growth		