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Date: 16 February 2016

## Notice of meeting

### Cabinet

**Date:** Wednesday, 24 February 2016

**Time:** 7.00 pm

**Place:** Goddard Room, Council Offices, Knowle Green, Staines-upon-Thames

<b>The members of the Cabinet</b>	<b>Cabinet member areas of responsibility</b>
I.T.E. Harvey (Leader)	Economic Development and Fixed Assets
A.C. Harman (Deputy Leader)	Communications and ICT
M.M. Attewell	Waste, Environment and Parking
T.J.M. Evans	Finance
V.J. Leighton	Planning and Corporate Development
A.J. Mitchell	Community safety and Licensing
J.M. Pinkerton OBE	Housing, health, wellbeing, Independent Living and Leisure

**Spelthorne Borough Council, Council Offices, Knowle Green**

**Staines-upon-Thames TW18 1XB**

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## AGENDA

	<b>Page nos.</b>
<b>1. Apologies for absence</b>	
<b>2. Minutes</b> To confirm the minutes of the meeting held on 27 January 2016.	<b>1 - 4</b>
<b>3. Minutes of the Leader's Decision meeting</b> To note the minutes of the meeting held on 18 January 2016.	<b>5 - 6</b>
<b>4. Disclosures of Interest</b> To receive any disclosures of interest from councillors in accordance with the Council's Code of Conduct for members.	
<b>5. Capital Programme 2016-2017 to 2019-20 - Key Decision</b> Councillor Evans	<b>7 - 26</b>
<b>6. Review of Parking Orders - Key Decision</b> Councillor Attewell	<b>27 - 40</b>
<b>7. Fees and Charges 2016-2017 - Key Decision</b> Councillor Evans	<b>41 - 94</b>
<b>8. Revenue Budget 2016-2017 - Key Decision</b> Councillor Evans	<b>95 - 110</b>
<b>9. Annual Grants awards 2016-17</b> Councillor Leighton	<b>111 - 124</b>
<b>10. Spelthorne Sustainability Strategy 2016-2019</b> Councillor Attewell	<b>125 - 166</b>
<b>11. Grazing in Sunbury Park</b> Councillor Attewell	<b>167 - 170</b>
<b>12. Food and Health &amp; Safety Service Plans</b> Councillor Pinkerton OBE	<b>171 - 238</b>
<b>13. Leader's announcements</b> To receive any announcements from the Leader.	

**14. Issues for future meetings**

Councillors are requested to identify any issues to be considered at future meetings.

**15. Urgent items**

To consider any items which the Chairman considers as urgent.

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**Minutes of Cabinet**

**27 January 2016**

**Present:**

Councillor Q.R. Edgington, Overall Policy direction  
Councillor J.R. Sexton, Communications, Procurement and ICT  
Councillor M.M. Attewell, Waste, Environment and Parking  
Councillor T.J.M. Evans, Finance  
Councillor V.J. Leighton, Planning and Corporate Development  
Councillor A.J. Mitchell, Community safety and Licensing  
Councillor J.M. Pinkerton OBE, Housing, health, wellbeing, Independent  
Living and Leisure  
Councillor D. Saliagopoulos, Economic Development and Fixed Assets

**Apologies:** There were none.

**Councillors in attendance:**

Councillor Ian Harvey  
Councillor Sinead Mooney  
Councillor Colin Davis

**2231 Minutes**

The minutes of the Cabinet meeting held on 9 December 2015 were agreed as a correct record.

**2232 Disclosures of Interest**

There were none.

**2233 \*Treasury Management Strategy Statement and Annual Investment Strategy 2016-17 - Key Decision**

Cabinet considered a report on the Treasury Management Strategy Statement and Annual Investment Strategy for 2016-17.

**RESOLVED TO RECOMMEND** that Council approves the proposed Treasury Management Strategy Statement and Annual Investment Strategy for 2016-17.

**Reason for the decision:**

Cabinet noted that the successful identification, monitoring and control of risk are central to the Council's Treasury Management and Annual Investment Strategies and therefore subsequent financing of the Council's services to local residents.

**2234 Outline Budget for 2016-17 to 2019-20 - Key Decision**

Cabinet received a report on the Outline Budget 2016-17 to 2019-20.

**RESOLVED** that Cabinet agrees that:

- The net budgeted expenditure (before investment and use of reserves) for 2016-17 be set at a maximum level of £14.4m
- That the financial health indicators set out in paragraph 3.20 be agreed
- That the Council accepts, in principle, the Government offer of a 4-year funding settlement in order to protect the Council against risk of further increases in payments it is required to make in future years to the Government.

**2235 \*Pay Policy Statement 2016-17**

Cabinet considered a report on the Annual Pay Policy Statement 2016-17.

**RESOLVED TO RECOMMEND** that Council approves the Pay Policy Statement for 2016-17.

**Reason for the decision:**

Cabinet noted that the Localism Act 2011 required local authorities to publish an annual pay policy statement to increase transparency regarding the use of public funds to pay Council staff.

**2236 Leader's announcements**

There were none.

**2237 Issues for future meetings**

There were none.

**2238 Urgent items**

There were none.

**NOTES:-**

- (1) ***Members of the Overview and Scrutiny Committee are reminded that under Overview and Scrutiny Procedure Rule 16, the “call-in” procedure shall not apply to recommendations the Cabinet makes to the Council. The matters on which recommendations have been made to the Council, if any, are identified with an asterisk [\*] in the above Minutes.***

- (2) Members of the Overview and Scrutiny Committee are entitled to call in decisions taken by the Cabinet for scrutiny before they are implemented, other than any recommendations covered under (1) above.**
- (3) Within three working days of the date on which a decision of the Cabinet or a Cabinet Member is published, not less than three members [one of whom must be the Chairman] of the Overview and Scrutiny Committee are able to "call in" a decision;**
- (4) To avoid delay in considering an item "called in", an extraordinary meeting of the Overview and Scrutiny Committee will be convened within seven days of a "call in" being received if an ordinary meeting is not scheduled in that period;**
- (5) When calling in a Cabinet decision for review the members doing so should in their notice of "call in":-**

  - Outline their reasons for requiring a review;**
  - Indicate any further information they consider the Overview and Scrutiny Committee needs to have before it in order to conduct a review in addition to the written report made by officers to the Cabinet;**
  - Indicate whether, where the decision was taken collectively by the Cabinet, they wish the Leader or his nominee (who should normally be the Cabinet Member) or where the decision was taken by a Cabinet Member, the member of the Cabinet making the decision, to attend the committee meeting; and**
  - Indicate whether the officer making the report to the Cabinet or the Cabinet Member taking the decision or his/her representative should attend the meeting.**
- (6) The deadline of three working days for "call in" by Members of the Overview and Scrutiny Committee in relation to the above decisions by the Cabinet is the close of business on Monday 1 February 2016**

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**Minutes of Leader's Decision**

**18 January 2016**

**Present:**

Councillor Q.R. Edgington

**Councillors in attendance:**

M.M. Attewell	K. Flurry	S.C. Mooney
C. Barnard	C.M. Frazer	J. M. Pinkerton OBE
R. Chandler	A.L. Griffiths	D. Saliagopoulos
S. A. Dunn	A.J. Mitchell	R.A. Smith-Ainsley
T.J.M. Evans		H.R. Williams

**2229 Disclosures of Interest**

The Leader had none.

**2230 Purchase of a freehold site in Upper Halliford - Part exempt**

The Leader considered a report on an opportunity to acquire the freehold interest of a site in Upper Halliford for planning purposes.

As the Leader wished to discuss with the officer the exempt information contained within the appendices it was

**Resolved** to exclude the press and public from the meeting for the following items of business in view of the likely disclosure of exempt information within the meaning of Part 1 of Schedule 12A to the Local Government Act 1972, as amended by the Local Government (Access to Information) Act 1985 and by the Local Government (Access to information) (Variation) Order 2006.

The Portfolio holder, Councillor Denise Saliagopoulos, and other members present made representations to the Leader about this matter.

**Resolved** to agree to acquire the freehold interest in the site in Upper Halliford, as described in the report of the Joint Head of Asset Management and exempt appendices.

**Reason for the decision:**

The finances to purchase the site were available in the Capital budget and there were significant benefits in acquiring the site including:

- (a) a decrease in the anti-social behaviour issues connected with the existing use of the Site;

- (b) the public benefit of securing an appropriate future use of the Site that is compatible with its location, as well as the adjoining residential area; and
- (c) its potential for housing.

**Cabinet**

**24 February 2016**



<b>Title</b>	Capital Programme report 2016/17 to 2019/20		
<b>Purpose of the report</b>	To make a recommendation to Council on a Key Decision		
<b>Report Author</b>	Adrian Flynn		
<b>Cabinet Member</b>	Councillor Tim Evans	<b>Confidential</b>	No
<b>Corporate Priority</b>	Value for money Council		
<b>Cabinet Values</b>	Accountability		
<b>Recommendations</b>	<p>The Cabinet is asked to recommend that Council :</p> <p>1) Consider and approve the Capital Programme for 2016/17 to 2019/20</p> <p>2) Consider and approve the Prudential Indicators for 2016/17 to 2019/20.</p>		

**1. Key issues**

- 1.1 The report is to consider and approve the proposed Capital Programme for 2016/17 to 2019/20 in the light of the available resources and corporate priorities. The report covers progress on current schemes and includes future schemes for consideration
- 1.2 The Potential cost of the schemes proposed in the 2016/17 programme total £16.455m broken down as follows:

<b>Scheme</b>	<b>Capital Estimates 2016/17 - 2019/20</b>					
	Estimated Programme					
	2015/16		2016/17	2017/18	2018/19	2019/20
	Original Estimate	Revised Estimate				
£	£	£	£	£	£	
Capital Programme Summary						
Housing Investment Programme	285,600	285,600	247,900	300,600	300,600	300,600
Other Services Programme	10,669,700	1,709,100	16,207,500	105,600	105,600	56,000
<b>Total Capital Programme</b>	<b>10,955,300</b>	<b>1,994,700</b>	<b>16,455,400</b>	<b>406,200</b>	<b>406,200</b>	<b>356,600</b>

- 1.3 It should be noted that the Council has sufficient resources to fund the programme up to the end of 2019/20 financial year based on the current level of receipts held.
- 1.4 The use of borrowing under the prudential regime can be considered on a scheme by scheme basis where appropriate. On an invest to save or invest to generate income scheme, if the savings exceed potential borrowing costs then there may be a business case to borrow. The Council's asset base is being kept under constant review and wherever possible additional resources will be generated from the disposal of both under performing and surplus assets.

### **Proposed Programme for 2016/17**

- 1.5 All bids to go on the capital programme for 2016/17 have been critically assessed and reviewed by Management team and Cabinet to ensure that they meet the new Criteria of Capital expenditure. The level of spend proposed has also been revised to reflect the level of capital resources now available to finance future capital expenditure:
- 1.6 Included within the 2016/17 Programme are a number of schemes that were transferred from the 2015/16 programme. These schemes include the following,
- (a) Laleham park Upgrade -£200k
  - (b) Council Accommodation Replacement - £7m
  - (c) Affordable Housing Opportunity - £1.1M
  - (d) Small scale Area regeneration - £350k
  - (e) Pay and Display Machines - £136k
  - (f) Spelride Vehicle Replacement - £250k
  - (g) Electronic Document Management System - £40k
- 1.7 There are a number of new schemes identified for the programme in 2016/17 and these are
- (a) Acquisition of Assets: - £6m – As part of the Council's Towards a Sustainable Future aimed at acquiring property for investment purposes as a way of increasing income generation and to promote the economic growth and regeneration of its main town centres.
  - (b) Landlord Guarantee Scheme: - £65k - Purchase, installation and set -up of a rent accounting system to manage rent payments.
  - (c) Memorial Gardens Plant Room: - £65k- To relocate the plant rooms for the water features In Memorial Gardens above ground to prevent them being flooded.

- (d) Greeno Centre Car Park:- £65k – To provide additional car parking at the Greeno Centre.
- (e) Day Centre Replacement Furniture - £35k – Replacement of worn out furniture at a number of day centres.

1.8 The Budget also includes provision for on- going schemes and comments on specific areas including:-

(a) Information Technology- The total budget of £409k reflects the purchase of new IT equipment and systems in implementation of the Council's ICT strategies, including supporting greater mobile/flexible working. Any other ICT changes proposed, as per the revised capital strategy definition, will be classified as revenue and require funding as per paragraph 1.2.

1.9 A number of on -going schemes have had the basis of their funding reviewed in the new programme to ensure that the budgetary provision is in line with the expectation as to what can be achieved with the current staffing resources and prior year spends.

1.10 The resources set out below assume that the programme is funded from Capital Receipts.

Programme	Revised				
	Estimate	Estimate	Estimate	Estimate	Estimate
	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000	2019/20 £'000
Housing Investment	286	248	301	301	301
Other Services	1,709	16,207	106	106	56
Total Programme to be Financed	1,995	16,455	407	407	357
Resources Available  Including ongoing stream of share of right to buy proceeds	2,448	20,623	4,338	4,101	3,864
(Surplus)/Deficit	-453	-4,168	-3,931	-3,694	-3,507

1.11 It is an option to borrow resources under the prudential code as set out in paragraph 1.4.

1.12 The calculation for the prudential Indicators is attached as Appendix 4

## 2. Options analysis and proposal

- 2.1 The Housing Investment and Other Services Programmes have in the past been funded from Capital receipts as the use of any long term borrowing would have resulted in the loss of the Council's debt free status. However under the prudential regime, introduced in 2004, Councils now have much greater freedom to borrow for capital investment provided certain criteria are met as set out in the prudential code. Any borrowing would of course result in a charge to the General Fund for principal and interest.
- 2.2 The ability to borrow to finance capital investment does increase available resources, but would have to be set at a level that is prudent and affordable in the longer term. This option may be suitable for specific revenue enhancing projects following prudent appraisal. With current historically low interest rates there may be more potential to consider specific business cases for prudential borrowing.
- 2.3 If the option of borrowing is not pursued the programme needs to be financed from additional capital receipts through the selling of assets or a revenue contribution to Capital from the services proposing the capital works.

### **3. Financial implications**

- 3.1 As set out within the report and appendices Recommended Capital Programme for 2016/17 is estimated at £16.455m.

Financing the capital programme from capital receipts results in a loss of investment income. An Estimate of these costs is included on appendix 2& 3, under the column headed "Interest Lost". The loss for 2016/17 has been calculated at £335,900 for the year.

### **4. Other considerations**

- 4.1 There are none.

### **5. Timetable for implementation**

- 5.1 Schemes included in the Capital Programme are programmed to commence in 2016/17 and will be monitored monthly to ensure that any slippage of schemes is identified at an early date and the programme is adjusted accordingly.
- 5.2 Any schemes incomplete at the end of March 2016 may be incorporated as part of the revised programme for 2016/17.
- 5.3 Bi Monthly reports are prepared for MAT to show the current status of the schemes and presented to cabinet and Overview and Scrutiny Committee quarterly for revisions and updates to both estimates and projected outturns

**Background papers: None**

**Appendices: 1 to 5**

## CAPITAL ESTIMATES 2016/2017 - 2019/20

SCHEME	FYE	ACTUALS	ESTIMATED PROGRAMME					
	ACTUALS	TO DATE	2015/16		2016/17	2017/18	2018/19	2019/20
	2014/15	2015/16	ORIGINAL	REVISED				
	£	£	ESTIMATE	ESTIMATE	£	£	£	£
<b>CAPITAL PROGRAMME SUMMARY</b>								
Housing Investment Programme	199,052	(85,454)	285,600	285,600	247,900	300,600	300,600	300,600
Other Services Programme	1,736,233	264,289	10,669,700	1,709,100	16,207,500	105,600	105,600	55,600
New Schemes Fund	-	-	-	-	-	-	-	-
<b>TOTAL CAPITAL PROGRAMME</b>	<b>1,935,285</b>	<b>178,835</b>	<b>10,955,300</b>	<b>1,994,700</b>	<b>16,455,400</b>	<b>406,200</b>	<b>406,200</b>	<b>356,200</b>
<b>Total projected spend 2015-16 to 2019-20</b>				<b>19,618,700</b>				

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CAPITAL ESTIMATES 2016/2017 - 2019/20									
SCHEME	FYE	ACTUALS	ESTIMATED PROGRAMME						
	ACTUALS 2014/15	TO DATE 2015/16	2015/16		2016/17	2017/18	2018/19	2019/20	2.00%
			ORIGINAL	REVISED					INTEREST
			ESTIMATE	ESTIMATE					LOST
£	£	£	£	£	£	£	£	£	
									-
<u>House Renovation Grants</u>									-
Disabled Facilities Grants									-
- Mandatory	468,219	301,996	460,000	522,921	475,000	475,000	475,000	475,000	9,500
- Discretionary	-	-	29,600	29,600	29,600	29,600	29,600	29,600	600
	468,219	301,996	489,600	552,521	504,600	504,600	504,600	504,600	10,100
Less Specified Capital Grant	(296,914)	(347,921)	(285,000)	(347,921)	(285,000)	(285,000)	(285,000)	(285,000)	
Net Cost of Disabled Facilities Grants	171,305	(45,925)	204,600	204,600	219,600	219,600	219,600	219,600	10,100
Home Improvement Agency grant	80,452		81,000	81,000	81,000	81,000	81,000	81,000	1,600
HIA Funding	(52,705)	(39,529)			(52,700)				
Total - House Renovation Grants	27,747	(39,529)	81,000	81,000	28,300	81,000	81,000	81,000	1,600
<b>TOTAL - HOUSING</b>	199,052	(85,454)	285,600	285,600	247,900	300,600	300,600	300,600	11,700

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## CAPITAL ESTIMATES 2016/2017 - 2019/20

Appendix 3

SCHEME	FYE ACTUALS 2014/15	ACTUALS TO DATE 2015/16	ESTIMATED PROGRAMME						
			2015/16		2016/17	2017/18	2018/19	2019/20	2.00% INTEREST LOST
			ORIGINAL ESTIMATE	REVISED ESTIMATE					
	£	£	£	£	£	£	£	£	£
<b>Housing, Health, Wellbeing &amp; Independent Living</b>									
Crooked Billet Scheme	1,000,000								
Affordable Housing Opportunity			2,000,000	900,000	1,100,000				22,000
Fordbridge Day Centre	37,966	(1,301)							-
External Funding	(17,366)								-
Housing Locata	65,553								-
External Funding	(41,553)								-
Civica Housing EDMS & Locata Integration					25,000				500
Landlord Guarantee Scheme					65,000				1,300
Day Centre Replacement Furniture					35,000				700
Day Centre Hairdressing Salon refurbishment					18,300				400
Winter Shelter					25,000				500
									-
Insulation (Salix)	5,530								-
External Funding	(5,530)								-
<b>Environment</b>									-
Spelride Bus Replacement			250,000	-	250,000				5,000
Streetscene Van Replacement		23,300	25,000	25,000					-
DCLG Bins	54,771	14,580							-
DCLG Grant	(54,771)	(14,580)							-
Small Scale Area Regeneration			700,000		700,000				14,000
External Funding			(350,000)		(350,000)				(7,000)
Wheelie Bins	50,000	11,663	50,000	50,000	50,000	50,000	50,000		1,000
Replacement of Market Stalls					50,000				1,000
Replacement of Grass cutting Machinery					40,000				800
									-
Air Quality (Project is expected to complete by March 2016)	-	594	17,100	25,100					-
									-
Energy Saving Measures			15,000	15,000					-
Bring Site Initiative	38,240	-							-
External Funding	(1,240)								-
Domestic Home Energy					30,000				600
Allotment Fencing					10,000				200
									-
Stanwell Skate Park			50,000	50,000					-
External Funding			(50,000)	(50,000)					-
Runnymede Estates	49,855	1,221	55,600	55,600	55,600	55,600	55,600	55,600	1,100
Fire Alarm Systems	(1,076)	1,076							-
Fencing	(1,299)	1,209							-
Esso Site Stanwell	-	4,272		20,000					-
Replace Council Accommodation			7,000,000	-	7,000,000				140,000
Parks Properties	37,759								-
Plot 12&13 Towpath Car Park			56,200	56,200					-
Renewal of Toilet Facilities	8,088								-
Greeno Centre Re-Roofing	145,485	(8,982)							-
KG Reception & Other Moves	101								-
Knowle Green Heating	697	(4,320)							-
Greeno Centre Car Park					65,000				1,300
Memorial Gardens					90,000				1,800
									-
Acquisition of Assets					6,000,000				120,000
									-
Kenyngton Manor Pavilion- ( Deferred until 2015/16)	-		98,900	98,900					-

CAPITAL ESTIMATES 2016/2017 - 2019/20

SCHEME	FYE ACTUALS 2014/15	ACTUALS TO DATE 2015/16	ESTIMATED PROGRAMME							
			2015/16		2016/17	2017/18	2018/19	2019/20	2.00% INTEREST LOST	
			ORIGINAL ESTIMATE	REVISED ESTIMATE						
	£	£	£	£	£	£	£	£	£	
			(79,700)	(79,700)						-
Car Park Improvement		91,168	110,600	110,600						-
Pay & Display Machines			141,000	5,000	136,000					2,700
Replacement of notice processing system					15,000					300
Laleham Park Upgrade (project not progressed in current year)	-		200,000		200,000					4,000
New Software	21,970	5,600	20,000	20,000						-
Host Rplacement	-	43,812								-
Voice Over Internet (VOIP)	54,738									-
Integra Upgrade	1,960	4,630		8,000						-
Other Hardware	48,295	3,471	60,000	60,000						-
ICT Security	360									-
Code of Connection Requirement	8,070									-
Mobiles & Tablets	31,983	(539)								-
Mobile Device Management	4,455									-
Disaster Recovery Requirements	15,963									-
ESIP	10,805									-
Replacement Back up					80,000					1,600
Wireless presentation					15,000					300
Datacentre					19,100					400
Email					10,000					200
Hardware					20,000					400
Members ipads					4,500					100
Software					20,000					400
Unix					35,000					700
VDI					205,000					4,100
HR and Payroll system	11,453									-
Customer Relationship Management (CRM) Solution	47,745	12,091		46,200						-
Corporate EDMS Project		74,916	150,000	110,000	63,000					1,300
Liquid Voice	28,618			3,200						-
Scanners for Corporate EDMS roll out					36,000					700
Sharepoint Redesign and Relaunch					90,000					1,800
New Booking System				30,000						-

CAPITAL ESTIMATES 2016/2017 - 2019/20

SCHEME	FYE ACTUALS 2014/15	ACTUALS TO DATE 2015/16	ESTIMATED PROGRAMME						
			2015/16		2016/17	2017/18	2018/19	2019/20	2.00% INTEREST LOST
			ORIGINAL ESTIMATE	REVISED ESTIMATE					
	£	£	£	£	£	£	£	£	£
Website Upgrade	3,533								-
									-
Elections IER Equipment	1,323	4,956							-
External Funding	(1,323)	(4,548)							-
									-
Staisafe Radio	51,461								-
External Funding	(6,461)								-
	-								-
CCTV Enhacement	30,075		150,000	150,000					-
									-
<b>TOTAL - OTHER PROJECTS</b>	<b>1,736,233</b>	<b>264,289</b>	<b>10,669,700</b>	<b>1,709,100</b>	<b>16,207,500</b>	<b>105,600</b>	<b>105,600</b>	<b>55,600</b>	<b>324,200</b>

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### **Prudential Indicators Statement 2016/17**

The Local Government Act 2003 requires the Council to have regard to the Chartered Institute of Public Finance and Accountancy's Prudential Code for Capital Finance in Local Authorities (the Prudential Code) when determining how much money it can afford to borrow. The objectives of the Prudential Code are to ensure, within a clear framework, that the capital investment plans of local authorities are affordable, prudent and sustainable, and that treasury management decisions are taken in accordance with good professional practice. To demonstrate that the Council has fulfilled these objectives, the Prudential Code sets out the following indicators that must be set and monitored each year.

**Estimates of Capital Expenditure:** The Council's planned capital expenditure may be summarised as follows. Further detail is provided in Appendix 1.

<b>Capital Expenditure and Financing</b>	<b>2015/16 Revised £000's</b>	<b>2016/17 Estimate £000's</b>	<b>2017/18 Estimate £000's</b>	<b>2018/19 Estimate £000's</b>
Gross Expenditure	1,995	16,455	406	406

**Estimates of Capital Financing Requirement:** The Capital Financing Requirement (CFR) measures the Council's underlying need to borrow for a capital purpose.

<b>Capital Financing Requirement</b>	<b>31.03.16 Revised £000's</b>	<b>31.03.17 Estimate £000's</b>	<b>31.03.18 Estimate £000's</b>	<b>31.03.19 Estimate £000's</b>
Total CFR	0	13,000	13,000	13,000

The CFR is forecast to increase during 2016/17 as any significant capital expenditure on replacement Council accommodation and other asset acquisitions will be financed by debt.

**Gross Debt and the Capital Financing Requirement:** In order to ensure that over the medium term debt will only be for a capital purpose, the Council should ensure that debt does not, except in the short term, exceed the total of capital financing requirement in the preceding year plus the estimates of any additional capital financing requirement for the current and next two financial years. This is a key indicator of prudence.

<b>Debt</b>	<b>31.03.16 Revised £000's</b>	<b>31.03.17 Estimate £000's</b>	<b>31.03.18 Estimate £000's</b>	<b>31.03.19 Estimate £000's</b>
Total Debt	0	13,000	13,000	13,000

Total debt is expected to increase in line with the CFR requirement in 2016/17 and maintain at that level in future years.

**Operational Boundary for External Debt:** The operational boundary is based on the Council's estimate of most likely (i.e. prudent but not worst case) scenario for external debt. It links directly to the Council's estimates of capital expenditure, the capital financing requirement and cash flow requirements, and is a key management tool for in-year monitoring. Other long-term liabilities comprise finance lease, Private Finance Initiative and other liabilities that are not borrowing but form part of the Council's debt.

<b>Operational Boundary</b>	<b>2015/16 Revised £000's</b>	<b>2016/17 Estimate £000's</b>	<b>2017/18 Estimate £000's</b>	<b>2018/19 Estimate £000's</b>
Total Debt	0	13,000	13,000	13,000

**Authorised Limit for External Debt:** The authorised limit is the affordable borrowing limit determined in compliance with the Local Government Act 2003. It is the maximum amount of debt that the Council can legally owe. The authorised limit provides headroom over and above the operational boundary for unusual cash movements.

<b>Authorised Limit</b>	<b>2015/16 Revised £000's</b>	<b>2016/17 Estimate £000's</b>	<b>2017/18 Estimate £000's</b>	<b>2018/19 Estimate £000's</b>
Total Debt	20,000	20,000	20,000	20,000

**Ratio of Financing Costs to Net Revenue Stream:** This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure by identifying the proportion of the revenue budget required to meet financing costs, net of investment income.

<b>Ratio of Financing Costs to Net Revenue Stream</b>	<b>2015/16 Revised %</b>	<b>2016/17 Estimate %</b>	<b>2017/18 Estimate %</b>	<b>2018/19 Estimate %</b>
General Fund	(4.64)	(8.43)	(11.04)	(10.77)

The ratios for Spelthorne are currently negative because the Council's investment income exceeds the cost of borrowing. This position is expected to improve further in the Council's favour in future years, due to interest rates for borrowing being at historically low levels and the significant levels of capital receipts the Council is expecting in 2016/17. These will be re-invested and are expected to provide an annual return of at least 4%.



**Incremental Impact of Capital Investment Decisions:** This is an indicator of affordability that shows the impact of capital investment decisions on Council Tax levels. The incremental impact looks at the loss of interest which could be generated on the funds being used to finance the proposed capital programme.

<b>Incremental Impact of Capital Investment Decisions</b>	<b>2016/17 Estimate £</b>	<b>2017/18 Estimate £</b>	<b>2018/19 Estimate £</b>
Proposed Capital Programme	16,455,000	406,200	406,200
Estimated Interest earned on short term investments	0.50%	0.75%	1.00%
Estimated Tax Base	38,308	38,691	39,078
<b>Incremental Impact on Band D Council Tax</b>	2.15	0.08	0.10

**Adoption of the CIPFA Treasury Management Code:** The Council adopted the Chartered Institute of Public Finance and Accountancy's Treasury Management in the Public Services: Code of Practice 2011 Edition at its meeting on 24<sup>th</sup> January 2012.

#### **Annual Minimum Revenue Provision Statement 2015/16**

Where the Council finances capital expenditure by debt, it must put aside resources to repay that debt in later years. The amount charged to the revenue budget for the repayment of debt is known as Minimum Revenue Provision (MRP), although there has been no statutory minimum since 2008. The Local Government Act 2003 requires the Council to have regard to the Department for Communities and Local Government's Guidance on Minimum Revenue Provision (the CLG Guidance) most recently issued in 2012.

The broad aim of the CLG Guidance is to ensure that debt is repaid over a period that is either reasonably commensurate with that over which the capital expenditure provides benefits, or, in the case of borrowing supported by Government Revenue Support Grant, reasonably commensurate with the period implicit in the determination of that grant.

The CLG Guidance requires the Council to approve an Annual MRP Statement each year, and recommends a number of options for calculating a prudent amount of MRP. The following statement incorporates options recommended in the Guidance.

The Council expects that its Capital Financing Requirement will be nil on 31st March 2016 and in line with the CLG Guidance it will therefore charge no MRP in 2016/17.

Capital expenditure incurred during 2016/17 will not be subject to a MRP charge until 2017/18.

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Summary of Capital Growth Bids accepted for 2016/17								Appendix 5
Bid No	Amount	Project	Requested By	Date	Explanation	Associated Revenue Costs	Associated Savings	Accountancy / Housing Comments
2	50,000	Wheelie Bins	Jackie Taylor	30/10/2015	Purchase of green and brown wheelie bins and small food waste bins/caddies to enable additional customers to join the green waste scheme and to replace broken, additional, lost or damaged recycling/rubbish/food bins/caddies as and when required. We are also required to provide new bins for new developments, a large number of which will be opening in 2015/16/17.	0	0	Capital related expenditure
3	50,000	Replacement of Market Stalls	Jackie Taylor	30/10/2015	The contract for Staines upon Thames market was terminated in 2011 due to various issues with the then contractor. It was evident at this time that the market traders had not been provided with fit for purpose stalls. The Cabinet member and portfolio holder agreed to invest in new stalls and a procurement exercise was undertaken for replacement of the entire stock of stalls, these stalls were put into use early in 2013 and provided a new fresh image for Staines upon Thames market which subsequently attracted more regular traders, visitors & income. Between 2011 & 2013 Streetscene managed the entire market operation. A new contractor was appointed in 2013 who took on the existing stock of stalls which have been in constant use at least 3 times every week for the past 3 years. Under these conditions this type of stall/cover is expected to last no more than 3 years and during a recent audit the condition of the stalls was highlighted as a potential issue and a source of complaint from the regular market traders.	0	0	Capital related expenditure
7	40,000	Replacement grass cutting machinery	Jackie Taylor	04/11/2015	SBC carry out highway verge maintenance on behalf of Surrey County Council under Section 19 of the Local Government Act 2000 relating to the discharge of highway functions(management of highway environmental maintenance). This is a function that SCC reimburse us for but is also subsidised by SBC. Capital funding is required this year for the replacement of the 2 ride on mowers used on a daily basis every week for highway verge maintenance. The existing machinery was purchased and was put into use in 2010 and generally has an expected life of around 5 years depending on the amount and type of grass cutting being undertaken. Given that the highway verges are relatively rough cut areas this machinery has lasted well into its expected life and we would relate this mainly to regular and scheduled maintenance and careful use by operatives. Given that the machinery is now in its 6th year of use it is now starting to fail regularly and should be replaced to ensure that services can continue through the coming year 2016.	6,000	2,000	Capital related expenditure
8	30,000	Domestic Home Energy	Francesca Lunn	04/11/2015	Working in partnership with Npower we aim to improve levels of warmth, comfort and quality of life for vulnerable people who have cold related illnesses. They need help with the installation of heating and insulation measures which they can't afford themselves. The service is to provide boilers, central heating systems, and hot water tanks to the most vulnerable in the community. A specific campaign using Building Research Establishment(BRE) data to target flats has been recognised. The data to be used features properties who do not have a CHS/off gas/or have electric storage heaters.	0	0	Capital related expenditure

Bid No	Amount	Project	Requested By	Date	Explanation	Associated Revenue Costs	Associated Savings	Accountancy / Housing Comments
10	15,000	Replacement of notice processing system	Tomasz Sapinski	06/11/2015	Replacement of Notice Processing system which has been in operation since 2005 to provide a more modern and efficient system rather than one which has been added to over the years and does not have the flexibility of newly developed systems which would assist the notice processing team to be more efficient	3,000	5,000	
12	6,000,000	Acquisition of assets	Heather Morgan	06/11/2015	The Council needs to look at ways of increasing income generation, and to promote the economic growth and regeneration of its main town centre, Staines-upon-Thames. There is a key site within the town centre (known as Elmsleigh Centre Phase IV) where the Council has a major landownership interest. There may be one/two opportunities to acquire the freehold of key pieces of land which would complete the land assembly jigsaw. Moving forward the Council needs to consider whether or not it wants to start acquiring property for investment purposes. This would need to be informed by a Property Investment Strategy with its own capital budget (which needs to be developed). In the interim, there may be opportunities which arise which the Council may wish to acquire for regeneration purposes (or to assist service provision). It is considered prudent to have a capital budget set aside for such eventualities (to enable the Council to move swiftly with acquisitions as the capital budget will be in place).	60,000	£300,000 pa income stream	
13	23,000	Corporate EDMS Project	Jayne Brownlow	06/11/2015	The Second phase of the roll out of EDMS covers the extension of the use of Civica document management system into area's whose focus is on people rather than property.	1,200		
14	25,000	Civica Housing EDMS & Locata integration	Jayne Brownlow	06/11/2015	Following the introduction of the Civica customer contact centre module for document management with Housing options and Locata housing management system, Civica have developed a real time interface between the housing module and the housing management system.	2,500		
15	36,000	Scanners for Corporate EDMS roll out	Jayne Brownlow	06/11/2015	Purchase of Scanners for Corporate EDMS roll out.	2,700		
16	65,000	Landlord Guarantee Scheme	Jayne Brownlow	06/11/2015	Purchase, installation and set up of a rent accounting software to manage rent payments.	93,500		
17	90,000	Sharepoint Redesign and Relaunch	Jayne Brownlow	06/11/2015	The redesign and relaunch of SharePoint in one of the elements of the EDMS project.	55,000		
18	80,000	Replacement Back up	Alistair Corkish	06/11/2015	Replacement Back up and Storage system with DR resilience.	8,000		
19	15,000	Wireless presentation	Alistair Corkish	06/11/2015	Wireless presentation system for standard meeting rooms	3000		
20	19,100	Datecentre	Alistair Corkish	06/11/2015	Datacentre license			
21	10,000	Email	Alistair Corkish	06/11/2015	email/web filtering.	6,000	2400	
22	20,000	Hardware	Alistair Corkish	06/11/2015	General contingency for Server and Desktop Hardware requirements			
23	4,500	Members ipads	Alistair Corkish	06/11/2015	10 units for cabinet members	1,800		Below £5000 limit

Bid No	Amount	Project	Requested By	Date	Explanation	Associated Revenue Costs	Associated Savings	Accountancy / Housing Comments
25	20,000	Software	Alistair Corkish	06/11/2015	Each year there is a need to purchase a variety of small applications as add-on's or enhancements to our existing products.			
26	35,000	Unix	Alistair Corkish	06/11/2015	Unix to Windows for Academy			
27	205,000	VDI	Alistair Corkish	06/11/2015	A bid for VDI was made a few years ago but the feasibility study showed it uneconomical for the council at the time. A company called Thintec have developed their own unique solution to VDI. The system is being used by Medway with great success and Runnymede are also installing it imminently. This approach halves the initial outlay for licensing, consultancy and installation.	8,000		
28	65,000	Greeno Centre Car Park	Dave Phillips	20/11/2015	To provide additional car parking at the Greeno centre			
29	90,000	Relocating Memorial Gardens Plant room above ground.	Dave Phillips	20/11/2015	To relocate the plant rooms for the water features in Memorial Gardens above ground to prevent them being flooded.			
	6,987,600							
	6,987,600	Capital growth bids accepted						
	35,000	Day Centre furniture	Revenue bid agreed as capital					
	10,000	Allotment Fencing	Revenue bid agreed as capital					
	18,300	Day Centre's Hairdressing upgrade	Revenue bid agreed as capital					
	25,000	Winter Shelter	Late growth item by Housing					
	55,600	Planned Maintenance						
	9,076,000	Moved to 201617 from 201516						
	16,207,500	Other Expenditure						
	475,000	DFG ( Mandatory)						
	29,600	DFG ( Discretionary)						
	28,300	HIA						
	-285,000	Capital grant						
	247,900	Housing						
	16,455,400	Total Capital Programme						

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**Cabinet****24 February 2016**

<b>Title</b>	Review of Parking Orders		
<b>Purpose of the report</b>	To make a Key Decision		
<b>Report Author</b>	Sandy Muirhead		
<b>Cabinet Member</b>	Councillor Maureen Attewell	<b>Confidential</b>	No
<b>Corporate Priority</b>	Value for money Council		
<b>Cabinet Values</b>	Community and Accountability		
<b>Recommendations</b>	<p><b>The Cabinet is asked to:</b></p> <p>(1) authorise the Head of Sustainability and Leisure to proceed with proposals made in this report</p> <p>(2) authorise the Head of Corporate Governance to publish a notice of proposal to advertise the proposed changes</p> <p>(3) delegate authority to the Head of Corporate Governance, in consultation with the Head of Sustainability and Leisure and the Cabinet Member for parking services to deal with any responses to the proposed changes</p> <p>(4) delegate authority to the Head of Sustainability and Leisure, in consultation with the Cabinet Member for parking services to amend the proposals following consultation</p> <p>(5) to authorise the Head of Corporate Governance to publish a notice of making once the final decision is made.</p> <p>(6) To agree the changes to the operational policy.</p>		

**1. Key issues**

- 1.1 Income from our car parks is a significant part of the Council's budget. In 2014/15 the outturn income received from parking services, excluding on-street enforcement, was £2,109,960 compared to the budget estimate of £2,020,000. There are potentially significant annual fluctuations mainly due to season ticket sales, which can vary depending on company uptake and when companies leave the Borough or redesign their requirements.
- 1.2 Bearing in mind the current economic climate, we should only consider increasing parking charges where we have attractions, the demand is high, need to cover costs and, or, we are offering good value for money. We have supported residents and businesses in the current economic climate, and although there are continued signs of improvement, resident and/or visitor confidence still seems to be limited. The Council has a good

relationship with the local Business community in terms of the inflow of traffic to the town centres and wishes to maintain that.

- 1.3 However, as a Council we also have to recognise operational costs still rise and Council budgetary constraints. There is a cost to maintaining and operating car parks and striking the balance between covering costs and the provision of a good service is important.
- 1.4 To operate our car parks we have off street traffic orders as required by law, which need updating to meet current requirements and this report therefore aims to resolve a number of changes needed.
- 1.5 To keep the parking operational policy in line with changes to uniform we need to submit it for sign off so we are in line with the Traffic Management Act 2004.
- 1.6 To improve the customer experience and maintain income a new replacement pay on foot system has been installed in Elmsleigh surface and multi-storey. The system chosen is robust but flexible to allow future digital options such as vouchers to be used by shops to pay for parking to be introduced. The system will also allow the use of credit/debit cards and for permit holders to pay at the machines. Credit and debit cards though do have a cost associated with their use and it is suggested the Council look to recover this.
- 1.7 Additionally over the next 5 months there will be a programme of replacing the old pay and display machines with modern versions allowing use of technology and number plate inclusion to prevent re-use of tickets and credit/debit card payments.
- 1.8 Both these measures will reduce operational costs and increased equipment reliability resulting in less downtime which will help maintain and increase income.
- 1.9 Parking charges have not been increased in all areas since 2011 and the shopping offer in Staines is between Feltham and Woking where charges are slightly lower and higher respectively. Parking charge increases are generally not easily accepted but users do get used to them and footfall may dip for a very short time but then rebalance.

## **2. Options analysis and proposal**

- 2.1 In consideration of parking charges the options are to:-
  - To keep parking charges as they are currently, including the £2.00 Sunday charge and prices compared to other neighbouring Boroughs are competitive.
  - To increase by 10p all daily tariffs except Sunday £2 all day tariff, which would generate an extra income of approximately £58k. (detail in Appendix 1)
  - To increase by 20p all daily tariffs except Sunday £2 all day tariff, which would generate an extra income of £127k. (detail in Appendix 1) This is the recommended option.
  - Other pricing mechanisms could be considered and other scenarios developed.



- 2.2 Other scenarios have been examined but a number may be considered by the public and businesses as unacceptable and may potentially affect footfall in the town centre.
- 2.3 Encouraging the use of credit and debit cards the Council is open to increased costs as card use is charged to the Council at about 6/7p per transaction. Therefore, with the new programmable technology in parking machines it is proposed that an extra 10p charge is made where cards are used to ensure costs are covered. Quite often charges are applied in other circumstances for credit cards and the PaybyPhone system has an extra 10p transaction fee.
- 2.4 It is proposed to remove the currently marked spaces allocated as resident bays in the Walled Garden car park to bring equitability across the Borough in relation to residents permit parking in car parks. Details of this proposal are provided in Appendix 2. This is likely to cause some local controversy but if marked spaces are available thus guaranteeing residents a space we would need to value the spaces and charge considerably more.
- 2.5 The recommendation is to amend the Off-Street Parking Order in accordance with the proposals outlined in Appendix 1, to ensure the Parking Order is in line with legislative and operational requirements. Not to do any of the proposals in Appendix 1 will leave the traffic orders with areas that cannot be enforced or prices changed.
- 2.6 The Operational Policy for parking as required under the Traffic Management Act 2004 also requires updating as outlined in Appendix 3. It is recommended this is undertaken to ensure we are in line with legislation and the policy reflects fully current operations.

### **3. Financial implications**

- 3.1 The income from parking assists the Council in maintaining and providing these facilities for residents and businesses but they do have to be maintained and administered. Therefore the income generated assists with service provision.
- 3.2 Although the service should see significant maintenance cost reductions over the next year with the installation of new equipment, other costs, including business rates are not static. Therefore, costs of the service are increasing. The proposals to increase all daily charges by 20p in Staines-upon-Thames town centre should increase income by £127k per annum.

### **4. Other considerations**

- 4.1 The increasing of charges is not a popular option with residents but if we are to maintain the service there is a need to ensure costs are fully covered.

### **5. Timetable for implementation**

- 5.1 February Cabinet – followed by consultation of 4 weeks. Depending on quantity of objections implementation of a new Off Street Parking Order will take place in May or July, depending on whether an objections report needs to be submitted to Cabinet.

**Background papers:**

**Appendices:**

**Appendix 1 Proposed amendments to the Spelthorne (off-street parking places) Order 2014**

**Appendix 2 Walled Garden Car Park**

**Appendix 3 Proposed Amendments to Operational Policy**

## **Appendix 1 Proposed amendments to the Spelthorne (off-street parking places) Order 2014**

### **1. Position of Vehicles – Article 10 –**

The Off Street Parking Order 2014, states at Article 10, “the driver of a vehicle shall not permit it to wait in a parking place other than in a parking space.” In the Thames Street car park, Sunbury, the public are unable to comply with either the Order or the Parking Notice, unless they are displaying a disabled badge. As the car park has a surface which does not permit lines to be painted and retained, it is suggested that the following wording is included in Article 10: “except in Thames street car park where the surface precludes bay parking except for disabled vehicles. The description in Schedule 1 for Thames Street car park Sunbury will consequently require amendment, from “area marked out for car parking within recreation ground” to “vehicles park in area except marked disabled bay”.

### **2. Under pay on foot - Article 42**

It is suggested the wording should be amended to state “The parking places shown in Schedule 2 shall be controlled by entry and exit barriers and also ANPR cameras which record the number plate. The driver of a vehicle shall gain entry to such parking places by taking a ticket at the entry barrier. This ticket shall be submitted to a pay station at the end of the parking period and validated by making a payment in accordance with the parking tariffs shown respectively for the said parking places in schedule 4. The ticket can be kept by the driver as the cameras will allow automatic exit at the exit barrier.”

### **3. Under Pay on Foot - Article 43**

It is suggested that the wording should be amended to “In the event that the driver of a vehicle is unable to produce a ticket through loss or any other cause whatsoever he/she may obtain a validated ticket directly from the pay on foot terminal or by applying to a civil enforcement officer and making a payment at the fully daily rate for each day or part thereof during which the vehicle has been left in the parking place.”

### **4. Increase to charges**

There is a proposal to increase Staines-upon-Thames town centre daily tariffs by 20p for each tariff except Sunday charging, as explained in the report. It is proposed that prices stay the same in Ashford, Lammas, in the two Laleham Park car parks (Thameside and Laleham Park) and the following car parks:-

Manor Park

Shepperton Village Hall

Dumsey Meadow Laleham

Abbey Drive Laleham Park

Laleham Village car park (The Broadway) Laleham

Old Bathing Station Sunbury

Thames Street Sunbury

Orchard Meadow Sunbury  
Green Street Sunbury  
The Walled Garden Sunbury

**5. Schedule 9 - Penalty Charge Notices - Article 55**

	<b>Charge to be paid if higher level contravention</b>	<b>Charge to be paid if lower level contravention</b>
Remains unpaid after 70 days from date of issue <b>(current statement)</b>	Increase further the increased notice by £5.00 debt registration fee	Increase further the increased notice by £5.00 debt registration fee
<b>As above but amend fee</b>	Increase further the increased notice by £7.00 debt registration fee	Increase further the increased notice by £7.00 debt registration fee

## 6. Amendments to Traffic Order - Schedule 10

Description	Current charge	Proposed charge	Comments
Dispensations	£11 per day per vehicle	£12 per day per vehicle	This charge will be discretionary for charities and voluntary organisations <i>(this is a slight change as some "charities" charge participants large fees)</i>
Suspensions used to reserve parking spaces	£26 one off administrative charge and £11 per day per vehicle	£30 one off administrative charge and £12 per day per vehicle	The charge will be discretionary for charities and voluntary organisations <i>(reason as above)</i>
Film Company dispensations and suspensions	£11 per vehicle per day	£12 - £100 per vehicle per day	<i>A range of charges more appropriate so charges can be varied depending on vehicle size and more in line with filming fees.</i>
Lost or replacement season tickets and entry/exit cards for Elmsleigh surface car park	£12 per ticket or card	£14 per ticket or card	This charge is also applicable should the owner change vehicles and require a new card or season ticket

## 7. Schedule 7 - Season tickets, Contract Parking

To include season tickets for Laleham camping site in allocated bays in Laleham Park car park, in line with residential permit costs.

## 8. Elmsleigh surface car park, Staines-upon-Thames

To permit the entrance of large vehicles (not associated with filming) and to charge a discretionary daily rate. (£7-£12).

### 9) Elmsleigh surface car park evening charging.

As Bridge Street car park is being removed it is suggested that Elmsleigh surface car park be considered for evening charging (7-12 midnight) at £1.00 for the evening.

10) To introduce into car parks weekly season ticket charges

## **For information Charges in neighbouring areas**

### **Walton** charges are:

Town Centre Car Parks \*Charges Apply 9:00 - 18:00 Monday to Saturday

Currently there are no charges on Sundays

up to 30 mins 40p

up to 1 hour 90p

up to 2 hours£1.80

up to 3 hours£2.80

up to 4 hours£3.80

Long Stay Car parks: over 4 hours and all day£6.50

Short Stay car parks: over 4 hours and all day£9.50

### **Feltham** is

Surface Car Parking Charges

Up to 30 mins £0.50

0 – 1hour £1.00

1 – 2 hours £1.50

2 – 3 hours £2.10

3 – 4 hours £3.50

Over 4 hours £5.00/hr

Multi-Storey Car Parking Charges

Up to 30 mins £0.50

0 – 1hour £1.00

1 – 2 hours £1.50

2 – 3 hours £2.10

3 – 4 hours £3.50

Over 4 hours £1.50/hr

### **Hounslow**

Hounslow Treaty Centre Car Park Tariff

Up to 1 hour £1.50

Up to 2 hours £3.00

Up to 3 hours £4.50

Up to 4 hours £6.50

Over 4 hours £10.00

Sunday £1.00 all day

### **Two Rivers Car Park**

Two Rivers has a 1033 space car park, which is open every day all day, with free parking after 6pm every day (until 7am). There are also Electric Car Charge points.

Tariffs for all vehicles

Monday to Saturday

Up to 1 Hour	£1.00
1 - 2 Hours	£2.00
2 - 3 Hours	£2.50
3 - 4 Hours	£3.50
4 - 5 Hours	£6.80
Over 5 Hours	£12.00
Sunday - All day	£2.00

Lost tickets charged at full daily rate

### **Woking Borough Council town centre car parks**

0-1 hour	£1.30
0-2 Up to 2 hrs	£2.60
0-3 Up to 3 hours	£3.90
0-4 Up to 4 hours	£5.20
0-5 Up to 5hours	£6.00
0-6 Up to 6 hours	£6.00
0-7 Up to 7 hours	£9.00
0-8 Up to 24 hrs	£10.00

### **Sunday**

up to 1 hour £1.30

Up to 2 hours 2.60

3 hours+ £3.00

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## **Appendix 2**

### **Walled Garden car park, Sunbury**

It is proposed that the marked spaces in the Walled Garden car park should be removed. Over the last year, a number of issues have been raised regarding the marked out spaces “reserved” for residents in the Walled Garden. This has caused contention as we do not have reserved bays in any other car parks in the Borough.

There are some that argue the residents of Thames Street should be treated no differently to others and the marked bays should be removed. The main local argument for their retention is that this car park is well used by those going to the local pub and it gets quite full so if there were no resident bays they would have nowhere to park. However, during the day their presence can cause problems particularly in the summer when parking becomes very limited due to numbers visiting the Gallery and café.

Residential Season Tickets (“parking permits”) were introduced in 2009 for car parks at £50/annum and particular outlying ones but no guarantee of a space was given.

It is therefore proposed that these “reserved” spaces should consequently be removed. Residents will still be able to park in the Walled Garden car park in any of other spaces available, apart from Disabled Bays, if they have a Residential Season Ticket issued by the Council.

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### **Appendix 3 Proposed Amendments to Operational Policy**

- a) Amend to take account of new portfolio holder
- b) Raising of observation period to 10 minutes in off street car parks and limited waiting bays as raised by Government in April 2015
- c) To add in a section re body worn cameras and their use
- d) update Uniform to account of motorbike uniform and baseball caps

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**Cabinet**

**24 February 2016**



<b>Title</b>	Fees and Charges Report 2016/17		
<b>Purpose of the report</b>	To make a Key Decision		
<b>Report Author</b>	Adrian Flynn		
<b>Cabinet Member</b>	Councillor Tim Evans	<b>Confidential</b>	No
<b>Corporate Priority</b>	Value for money Council		
<b>Cabinet Values</b>	Accountability		
<b>Recommendations</b>	Cabinet is asked to consider and approve the charges as set out in Appendix A.		

**1. Key issues**

- 1.1 In the current challenging economic climate the council has to perform a balancing act between trying to maximise the additional income that can be generated through fees and charges, but at the same time be careful in setting fee levels which are sustainable and will not adversely impact on its overall income levels. It also needs to be mindful of the impact on residents and the local business community.
- 1.2 The extra Income calculated to be generated for 2016/17 from increasing fees and charges in some service areas is £207k.
- 1.3 The total potential income therefore from rents, fees and charges and grant income excluding housing benefit grant income to be incorporated into the 2016/17 budget will be approximately £9.981m.
- 1.4 More than a third of the Council's total income excluding housing benefit grant income is generated through fees and charges, rents and grants and is therefore of key importance in balancing the budget.

**2. Options analysis and proposal**

- 2.1 The detailed schedule of proposed fees and charges to be effective from 1<sup>st</sup> April 2016 is shown in the 2016/17 fees and charges document.
- 2.2 As part of the 2014/15 and 2015/16 budget setting process Heads of service adopted a cautious approach to raising the level of fees and a number of fees were reduced in response to the downturn in economic climate which had produced lower levels of income than previously budgeted. These areas

have been reassessed as part of the 2016/17 budget process in order to determine whether the change could now be reversed in light of actual incomes received.

- 2.3 All fees and charges were reviewed in 2015/16 by Heads of service to ensure that they are covering our costs and they have been assessed as to the reasonability of the fee being set.
- 2.4 For 2016/17 in common with previous years Heads of service have been asked to revisit the overall budgeted income estimates, compare them with other authorities' charges and then base them upon the income seen in 2015/16 to date in order to reassess the likely full year income position.
- 2.5 In respect of the economic climate all areas are being monitored through the 2015/16 budget monitoring process to see how the income is holding up against budgets. Management team receive a monthly report on the major income area's highlighting the current position against the previous year position.
- 2.6 Currently Building Control and Garden Waste bin income are all indicating that they will achieve more than originally budgeted and any increase seen as on-going will be incorporated into the base budget.
- 2.7 Car parking income is one of the largest income generation areas for the council and a small increase is planned for 2016/17 which will generate extra income of £127k after a number of years where the fees remained unchanged to encourage economic development in our town centres. A separate report will be written by the Sustainability and Leisure Manager regarding the proposed changes to car parking fees and charges.
- 2.8 The proposed fees and charges submitted here for the next financial year have in the majority of cases not been up rated by 5% which was part of the financial strategy agreed by Executive in November 2006, but have been amended to reflect the maximum level it is perceived that the market can currently stand. In some cases this has resulted in, no increase to the proposed fees and charges for 2016/17.
- 2.9 It should be noted that in exceptional circumstances discounted pricing may be considered where an activity supports a strategic priority of the council to the benefit of a particular community group.
- 2.10 The Authority is continuing to look at Services and ensuring that all areas make appropriate charges for all services provided in order to ensure that those users of the service are charged for it so that the rest of the Council Tax payers are not subsidising them.

### **3. Financial implications**

- 3.1 As in the body of the report.

### **4. Other considerations**

- 4.1 There are none.

### **5. Timetable for implementation**

5.1 The fees and charges proposed are to be implemented from the 1<sup>st</sup> April 2016.

**Background papers:**  
**Appendices: A**

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# Fees and Charges

## 2016/17



Printed Date: 12/02/2016

Last modified: 12/02/2016

**Report Description:**

**A full schedule of the fees and charges for all Council services for the coming year**

### Corporate Governance

### Land Charges

#### Land Charges

#### Copying Charges

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Copy Of Duplicate Search	7.20	7.20	S	Discretionary
Each Agreement - Each Following Sheet	0.75	0.75	S	Discretionary
Each Agreement - First Sheet	2.90	2.90	S	Discretionary

#### Service Fees

Additional Parcel (Con29)	15.40	15.40	O	Discretionary
Con29R	150.00	150.00	O	Discretionary
Each Additional Enquiry/Solicitors Question	20.00	20.00	O	Discretionary
Each Con 29 'O' Optional Enquiry	15.00	15.00	O	Discretionary
LLC1	22.00	22.00	O	Discretionary
Personal Search Con29 Component data per question	1.70	1.70	O	Discretionary
Personal Search Service	0.00	0.00	O	Discretionary
Surrey County Council Search Fee	32.00	32.00	O	Discretionary

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## Legal Fees

### Legal Fees

2015/16 Charge

2016/17 Charge

VAT

Statutory?

#### Commercial Organisations

Drafting a simple licence	450.00	500.00	S	Discretionary
Drafting a simple wayleave agreement/lease	1,000.00	1,200.00	S	Discretionary
Renewal of a simple licence	250.00	300.00	S	Discretionary
Renewal of a simple wayleave agreement/lease	650.00	700.00	S	Discretionary

#### Commercial Organisations - Hourly rates (Planning S106 Agreement and Other Legal work)

Legal Executive/Solicitor with between 4 to 8 years experience	200.00	210.00	S	Discretionary
Legal Executive/Solicitor with less than 4 years experience	175.00	185.00	S	Discretionary
Solicitor with over 8 years experience	230.00	240.00	S	Discretionary
Trainee Legal Executive / Paralegal	130.00	140.00	S	Discretionary
Trainee Solicitor	130.00	140.00	S	Discretionary

#### Community Groups

Drafting a simple licence	200.00	200.00	S	Discretionary
Drafting a simple wayleave agreement/lease	500.00	500.00	S	Discretionary
Grazing licence grants and renewals		100.00	S	Discretionary
Renewal of a simple licence	100.00	100.00	S	Discretionary
Renewal of a simple wayleave agreement/lease	300.00	300.00	S	Discretionary

#### Community Groups - Hourly rates (Planning S106 Agreement and Other Legal work)

Legal Executive/Solicitor with between 4 to 8 years experience	110.00	110.00	S	Discretionary
Legal Executive/Solicitor with less than 4 years experience	95.00	95.00	S	Discretionary
Solicitor with over 8 years experience	130.00	130.00	S	Discretionary
Trainee Legal Executive / Paralegal	70.00	70.00	S	Discretionary
Trainee Solicitor	70.00	70.00	S	Discretionary

**Electoral Services**

**Electoral Registration**

**Electoral Registration**

2015/16 Charge    2016/17 Charge    VAT    Statutory?

**Statutory Fees**

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Certificate Of Residence	25.00	25.00	<input type="radio"/>	Discretionary
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**Environmental Health/Bdg Cont****Environmental Protection Act****Environmental Information Regulations 2004**

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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**Contaminated Land Enquiries**

Commercial - Hourly rate	51.50	52.00	S	Discretionary
Domestic - Hourly rate	51.50	52.00	S	Discretionary
General Inquiries - Hourly Rate	51.50	52.00	S	Discretionary

**Environmental Protection**

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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**Environmental Protection Schedule 1 Part B Premises**

a) Summary Of Register	25.20	25.50	S	Discretionary
b) First Sheet - A4	16.30	16.50	S	Discretionary
c) Each Subsequent Sheet - A4	4.40	4.50	S	Discretionary
d) First Sheet-A3	16.30	16.50	S	Discretionary
e) Each Subsequent Sheet-A3	4.40	4.50	S	Discretionary

**Pollution**

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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**Scrap Metal Dealers**

Scrap Metal collector fee	335.00	335.00	O	Discretionary
Scrap Metal dealer site license fee	530.00	530.00	O	Discretionary
Scrap Metal Licence Variation	61.00	61.00	O	Discretionary
Scrap Metal replacement of Licence	26.00	26.00	O	Discretionary

## Fees and Charges

Printed Date: 12/02/2016

Last modified: 12/02/2016

## Food Safety

### Food Safety

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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### Food Hygiene Courses

Courses Held (on Site or off site) (Per Person)	80.00	80.00	S	Discretionary
Replacement Certificate Fee	45.00	45.00	S	Discretionary
Voluntary Surrender Of Foodstuffs Certificate	69.00	69.00	S	Discretionary

### Foodstuffs For Export

Per Certificate (If Visit Needed)	138.00	141.00	O	Discretionary
Per Certificate (If Visit Not Needed)	69.00	70.00	O	Discretionary

### Foodstuffs for Import

Imported organic foodstuffs authentication certificate	45.00	46.00	O	Discretionary
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## Health and Safety

### Health and Safety in the Workplace

2015/16 Charge

2016/17 Charge

VAT

Statutory?

#### Courses

Emergency First Aid at Work (EFAW)	70.00	S	Discretionary
First Aid at Work (FAW)	165.00	S	Discretionary
First Aid at Work Re-Qualification (RE-QUAL)	110.00	S	Discretionary
Institute of Occupational Safety and Health - Managing safely	350.00	S	Discretionary
Institute of Occupational Safety and Health - Working safely	125.00	S	Discretionary
Institute of Occupational Safety and Health - Working safely passport	25.00	S	Discretionary

## Licensing

### Animals

#### Variation to any Animal Licence

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Change of ownership during licensing period	71.00	72.50	O	Discretionary
Change to animals kept or sold from licensed premises	120.00	122.50	O	Discretionary

### Zoo Licence

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Initial applications	374.00	381.50	O	Discretionary

### Highways

#### Street Trading

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
New Application Submission Fee - Deducted From Licence Fee If Application Is Approved	82.00	83.50	S	Discretionary

#### Street Trading - Per Annum

a) Consent For Mobile Shops, Ice Cream Vans And The Like For Not More Than 30 Minutes In Any One Place: All Residential Areas Where Streets Are Not Classified Roads	816.00	820.00	S	Discretionary
b) Consent For Mobile Shops, Ice Cream Vans And The Like For Not More Than 30 Minutes In Any One Place: Sites In Classified Roads Which Are Not Prohibited Streets	816.00	820.00	S	Discretionary
c) Consent For Sites Adjacent To The Public Highway (Static Sites), for Specified Periods From Identified Sites During Street Trading Hours	816.00	820.00	S	Discretionary

### HMO Licensing Scheme

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
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## Licensing

### HMO Licensing Scheme

#### HMO's

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) Up to 6 Occupants	620.00	632.00	O	Discretionary
b) 7 to 9 occupants	768.00	783.00	O	Discretionary
c) 9 to 14 occupants	843.00	860.00	O	Discretionary
d) More than 15 occupants	944.00	963.00	O	Discretionary
e) Penalty for late or incomplete applications.	118.00	120.00	O	Discretionary
f) Extra charge for processing separate licence holder and manager applications.	30.00	30.50	O	Discretionary
g) Discount for members of an approved landlords association.	30.00	30.50	O	Discretionary

#### HMO's Licence Renewals

a) Up to 6 Occupants	465.00	474.00	O	Discretionary
b) 7 to 9 occupants	576.00	587.50	O	Discretionary
c) 9 to 14 occupants	632.00	644.50	O	Discretionary
d) More than 15 occupants	708.00	722.00	O	Discretionary
e) Penalty for late or incomplete applications.	118.00	120.00	O	Discretionary
f) Extra charge for processing separate licence holder and manager applications.	30.00	31.00	O	Discretionary
g) Discount for members of an approved landlords association.	30.00	31.00	O	Discretionary

## Housing

### Immigration Housing Inspection

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Housing Inspection	145.00	152.00	O	Discretionary



## Licensing

### Housing

#### Mobile Homes Site Licenses

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) Application for a new site licence - 1 to 5 pitches		438.00	O	Discretionary
b) Application for a new site licence - 6 to 24 pitches		510.00	O	Discretionary
c) Application for a new site licence - 25 to 99 pitches		564.00	O	Discretionary
d) Application for a new site licence - 100+ pitches		672.00	O	Discretionary
e) Application to alter conditions to a site licence - 1 to 5 pitches		209.00	O	Discretionary
f) Application to alter conditions to a site licence - 6 to 24 pitches		218.00	O	Discretionary
g) Application to alter conditions to a site licence - 25 to 99 pitches		227.50	O	Discretionary
h) Application to alter conditions to a site licence - 100+ pitches		246.00	O	Discretionary
i) Application to transfer a site licence		117.50	O	Discretionary
Annual fee - 1 to 5 pitches		167.00	O	Discretionary
Annual fee - 6 to 24 pitches		204.00	O	Discretionary
Annual fee - 25 to 99 pitches		231.50	O	Discretionary
Annual fee - 100+ pitches		287.00	O	Discretionary
n) Recover of cost of enforcement - hourly rate		56.00	O	Discretionary

### Housing Act Notices

#### Building Control

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Sale Of Approval Notices	17.00	18.00	S	Discretionary

#### Building Control Research

Additional Copies of Documents/Notices	19.00	20.00	S	Discretionary
Historical Research Per Hr (Inc 4 Copies)	59.00	60.00	S	Discretionary

#### Housing Act 1985 - Section 265 - Demolition Order

Hourly Rate	55.00	56.00	O	Discretionary
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## Licensing

### Housing Act Notices

#### Housing Act 2004 - Section 11,12,20,21,28,29,40 & 43 - Enforcement Notices

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Hourly Rate	55.00	56.00	O	Discretionary

### Street Numbering & Re-Numbering

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) Renaming Property Per Property	47.00	50.00	O	Discretionary
b) Single Property	79.00	83.00	O	Discretionary
c) 2-5 Properties	108.00	113.00	O	Discretionary
d) 6-10 Properties	156.00	164.00	O	Discretionary
e) 11 Plus Properties (£100 plus an additional £2 per property up to a max of £300)	158.00	166.00	O	Discretionary

### Retail

#### Registration for skin piercing treatments: acupuncture, tattooing, skin piercing, electrolysis, semi-permanent skin colouring

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Practitioner registration	198.00	202.00	O	Discretionary
Registration of premises	198.00	202.00	O	Discretionary
Replacement certificate	45.00	46.00	O	Discretionary
Transfer of registration	71.00	100.00	O	Discretionary

### Sex establishment licence fee

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Change of licence details	150.00	150.00	O	Discretionary
New, Renewal, Intermediate, Temporary	3,000.00	3,000.00	O	Discretionary

### Sex Shop Registration

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
New, Renewal, Intermediate, Temporary	3,000.00	3,000.00	O	Discretionary
Transfer Of Licence	3,000.00	3,000.00	O	Discretionary

### Sunday Trading Act 1996

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
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## Licensing

### Sunday Trading Act 1996

2015/16 Charge

2016/17 Charge

VAT

Statutory?

### Sunday Trading Act 1996

Consent For Sunday Loading And Unloading

200.00

202.00

Discretionary

## Public Health

### Health and Safety

#### Health And Safety At Work Act 1974

Officer Statement Of Facts

2015/16 Charge

2016/17 Charge

VAT

Statutory?

69.00

70.00

Discretionary

## Rodent & Pest Control

### Animals

2015/16 Charge    2016/17 Charge    VAT    Statutory?

#### Animal Boarding Establishment

Initial Application	285.00	291.00	O	Discretionary
Subsequent Applications	198.00	202.00	O	Discretionary

#### Breeding Of Dogs

Initial Applications	285.00	291.00	O	Discretionary
Subsequent Applications	198.00	202.00	O	Discretionary

#### Dangerous Wild Animals (Plus Vet Fees)

Initial Application	498.00	508.00	O	Discretionary
Renewal	285.00	291.00	O	Discretionary

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#### Home boarding establishment

Initial Application	142.00	145.00	O	Discretionary
Subsequent Applications	99.00	101.00	O	Discretionary

#### Pet Shops

Initial Application	285.00	291.00	O	Discretionary
Subsequent Applications	198.00	202.00	O	Discretionary

#### Riding Establishments (Plus Vets Fees)

Initial Application	285.00	291.00	O	Discretionary
Subsequent Applications	198.00	202.00	O	Discretionary

### Rodent and Pest Control

2015/16 Charge    2016/17 Charge    VAT    Statutory?

## Rodent & Pest Control

### Rodent and Pest Control

#### Pest Control

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Bedbugs	70.00	100.00	S	Discretionary
Mice Per Visit	62.00	63.00	S	Discretionary
Rat Disinfestation - Domestic Properties	38.00	40.00	S	Discretionary
Wasps, Fleas etc - Per Visit	57.00	58.00	S	Discretionary

### Stray Dogs

#### Stray Dogs - Collection Fee

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Plus Kennelling And Vets Fees	165.00	170.00	O	Discretionary

## Taxi Licensing

### Taxi Licensing - 1 Year & General Fees

#### Hackney Carriages Driver and Vehicles

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Application pack fee - deducted from licence fee if enquirer subsequently makes a formal application	17.00	17.50	O	Discretionary
Criminal Record Bureau Fee - 3 Yearly Check	48.00	48.00	O	Discretionary
English & Numeracy Retest Fee	29.00	29.00	O	Discretionary
Enhanced Drivers Licence Checks With DVLA	7.50	7.50	O	Discretionary
Geographic Knowledge Retest Fee	62.00	63.00	O	Discretionary
Hackney Carriage /Private Hire Vehicle Plate Replacement	17.00	17.50	O	Discretionary
Hackney Carriage Driver - New	280.50	286.00	O	Discretionary
Hackney Carriage Driver - Renewal	134.50	137.00	O	Discretionary
Hackney Carriage Vehicle	323.00	329.00	O	Discretionary
Hackney Carriage Vehicle (adapted for disabled persons)	159.00	164.50	O	Discretionary
Licence Conditions Retest	35.00	36.00	O	Discretionary
Re-Issue Of Licence (Change of address, name or any other reason)	20.00	20.00	O	Discretionary
Re-Issue Of Licence (Change of Vehicle)	94.00	96.00	O	Discretionary
Transfer From Private Hire to Hackney Carriage Fee		150.00	O	Discretionary

## Taxi Licensing

### Taxi Licensing - 1 Year & General Fees

#### Private Hire Driver Operator And Vehicle

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) Private Hire Operator - 1 Vehicle	199.00	199.00	O	Discretionary
b) Private Hire Operator - 2 To 5 Vehicles	242.00	247.00	O	Discretionary
c) Private Hire Operator - 6 To 20 Vehicles	346.00	353.00	O	Discretionary
d) Private Hire Operator - 21 to 40 vehicles	461.00	470.00	O	Discretionary
e) Private Hire Operator - Over 40 vehicles	659.00	672.00	O	Discretionary
Application pack fee - deducted from licence fee if enquirer subsequently makes a formal application	17.00	17.50	O	Discretionary
Criminal Record Bureau Fee - 3 Yearly Check	48.00	49.00	O	Discretionary
English & Numeracy Retest Fee	29.00	30.00	O	Discretionary
Enhanced Drivers Licence Checks With DVLA	7.50	7.50	O	Discretionary
Geographic Knowledge retest fee	35.00	36.00	O	Discretionary
Hackney Carriage /Private hire vehicle plate replacement	17.00	17.50	O	Discretionary
Private Hire Driver Licence - New	270.50	276.00	O	Discretionary
Private Hire Driver Licence - Renewal	134.50	137.00	O	Discretionary
Private Hire Vehicle	284.00	290.00	O	Discretionary
Private Hire Vehicle (adapted for disabled persons)	142.00	145.00	O	Discretionary
Private Hire Vehicle plate replacement	17.00	17.50	O	Discretionary
Re-Issue Of Licence (Change of address, name or any other reason)	20.00	20.00	O	Discretionary
Re-Issue Of Licence (Change of vehicle)	94.00	96.00	O	Discretionary

### Taxi Licensing - 3 Year Fees

#### Hackney Carriage and Private Hire Driver

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Hackney Carriage Driver - New		481.00	O	Discretionary
Hackney Carriage Driver - Renewal		369.50	O	Discretionary
Private Hire Driver Licence - New		471.00	O	Discretionary
Private Hire Driver Licence - Renewal		332.00	O	Discretionary

### Taxi Licensing - 5 Year Fees

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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## Taxi Licensing

### Taxi Licensing - 5 Year Fees

#### Private Hire Vehicle Operator

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) Private Hire Operator - 1 Vehicle		867.00	O	Discretionary
b) Private Hire Operator - 2 To 5 Vehicles		1,084.00	O	Discretionary
c) Private Hire Operator - 6 To 20 Vehicles		1,609.00	O	Discretionary
d) Private Hire Operator - 21 to 40 vehicles		2,190.00	O	Discretionary
e) Private Hire Operator - Over 40 vehicles		3,190.00	O	Discretionary

## Housing Options

### Homelessness

#### Homelessness

#### Bed & Breakfast

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Charge Is Maximum Eligible For Housing Benefit (2 Bed Rate, Per Week, Per Individual)	288.46	288.46	<input type="radio"/>	Discretionary
Charge Is Maximum Eligible For Housing Benefit (4 Bed Rate, Per Week, Per Individual)	413.01	413.01	<input type="radio"/>	Discretionary

**Ind Living**

**Day Centres**

**Greeno & Fordbridge Centres (Commercial Use) Price on Application (POA)**

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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**Committee/Meeting Rooms**

Mon - Fri Evening (POA)			E	Discretionary
Saturday (POA)			E	Discretionary

**Large Hall**

Mon-Fri Evening (POA)			E	Discretionary
Saturday Day Time Rates before 6.00 PM (POA)			E	Discretionary
Saturday Evening after 6.00 PM (POA)			E	Discretionary
Sunday (POA)			E	Discretionary

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**Quiet Lounge**

Mon-Fri Evening (POA)			E	Discretionary
Saturday (POA)			E	Discretionary

**Greeno & Fordbridge Centres (Community Use)**

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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**Committee/Meeting Rooms**

Mon-Fri Evening (per hour)	13.00	13.00	E	Discretionary
Saturday (per hour)	15.00	15.00	E	Discretionary

**Large Hall**

Mon-Fri Evening (per hour)	20.00	20.00	E	Discretionary
Saturday Day Time Rates before 6.00 PM (per hour)	23.00	24.00	E	Discretionary
Saturday Evening after 6.00 PM (per hour)	41.00	41.00	E	Discretionary
Sunday (per hour)	41.00	41.00	E	Discretionary

## Day Centres

### Greeno & Fordbridge Centres (Community Use)

2015/16 Charge	2016/17 Charge	VAT	Statutory?
----------------	----------------	-----	------------

#### Quiet Lounge

Mon-Fri Evening (per hour)	13.00	13.00	E	Discretionary
Saturday Day Time Rates before 6.00 PM (per hour)	20.00	20.00	E	Discretionary
Saturday Evening after 6.00 PM (per hour)	25.00	25.00	E	Discretionary

### Greeno & Fordbridge Centres (Semi Commercial Use e.g. Weight Watchers and Dance Classes)

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Large Hall

Mon - Fri Evening (per hour)	27.50	27.60	E	Discretionary
Saturday Day Time Rates before 6.00 PM (per hour)	29.50	30.00	E	Discretionary
Saturday Evening after 6.00 PM (per hour)	53.00	53.00	E	Discretionary
Sunday (per hour)	53.00	53.00	E	Discretionary

### Older Peoples Services

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Membership Fees

Joint Day Centre/Spelride	20.00	22.00	S	Discretionary
Non SBC Resident	23.00	23.00	S	Discretionary
SBC Resident	15.00	15.00	S	Discretionary

## Meals On Wheels

### Luncheon Clubs

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Service Fees

Charge Per Meal	4.00	4.00	O	Discretionary
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## Meals On Wheels

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Service Fees

Charge Per Meal	3.80	3.90	O	Discretionary
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## Fees and Charges

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Printed Date: 12/02/2016

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### Span

### Span

2015/16 Charge

2016/17 Charge

VAT

Statutory?

### Service Fees (Weekly Charge)

Individual Customers In The Spelthorne Area Who Have Lifeline Telephones

4.30

4.30

\*

Discretionary

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**Leisure****Public Halls****Shepperton Hall**

2015/16 Charge

2016/17 Charge

VAT

Statutory?

**Commercial Use (9am To Midnight) Price on Application (POA)**

Mon-Fri 9am To 5pm per hour (POA)	36.00		E	Discretionary
Mon-Fri After 5pm per hour (POA)	58.50		E	Discretionary
Sat 9am To 6pm per hour (POA)	50.50		E	Discretionary
Sat After 6pm per hour (POA)	68.00		E	Discretionary
Sunday 9am To 10.30pm per hour (POA)	68.00		E	Discretionary

**Community Use (9am To Midnight) (Hire to local groups)**

Mon-Fri 9am To 5pm per hour	18.50	18.50	E	Discretionary
Mon-Fri After 5pm per hour	20.00	20.00	E	Discretionary
Sat 9am To 6pm per hour	23.00	24.00	E	Discretionary
Sat After 6pm per hour	41.00	41.00	E	Discretionary
Sunday 9am To 10.30pm per hour	41.00	41.00	E	Discretionary

**Semi Commercial Use (9am To Midnight) (Commercial firms providing a community benefit)**

Mon-Fri 9am To 5pm per hour	24.50	24.60	E	Discretionary
Mon-Fri After 5pm per hour	27.50	27.60	E	Discretionary
Sat 9am To 6pm per hour	29.50	30.00	E	Discretionary
Sat After 6 pm per hour	52.50	52.50	E	Discretionary
Sunday 9am To 10.30pm per hour	52.50	52.50	E	Discretionary

**Office Services**

**Knowle Green**

**Council Offices**

**Equipment**

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
LCD Projector And Laptop	170.00	170.00	S	Discretionary
Overhead Projector	30.00	30.00	S	Discretionary
Slide Projector	40.00	40.00	S	Discretionary
TV And Video Combined	50.00	50.00	S	Discretionary
Video Camera	60.00	60.00	S	Discretionary
Visual Presenter	30.00	30.00	S	Discretionary

**Other**

Photocopying Charges (Per Copy)	0.20	0.20	S	Discretionary
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**Refreshments**

Tea/Coffee And Biscuits Per Serving	1.00	1.00	S	Discretionary
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**Hire Of Knowle Green Committee Suite - Commercial Rate**

**Council Chamber**

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
2 Hours	249.50	249.50	E	Discretionary
Evenings (6pm to 10pm)	300.00	300.00	E	Discretionary
Evenings (Beyond 10pm) (per hour)	100.00	100.00	E	Discretionary
Full Day	1,000.00	1,000.00	E	Discretionary
Half Day	500.00	500.00	E	Discretionary

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## Knowle Green

### Hire Of Knowle Green Committee Suite - Commercial Rate

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Goddard Room

2 Hours	125.00	125.00	E	Discretionary
Evenings (6pm to 10pm)	200.00	200.00	E	Discretionary
Evenings (Beyond 10pm) (per hour)	75.00	75.00	E	Discretionary
Full Day	499.00	499.00	E	Discretionary
Half Day	249.50	249.50	E	Discretionary

#### Trevor Baker Room

2 Hours	76.50	76.50	E	Discretionary
Evenings (6pm to 10pm)	100.00	100.00	E	Discretionary
Evenings (Beyond 10pm) (per hour)	50.00	50.00	E	Discretionary
Full Day	306.00	306.00	E	Discretionary
Half Day	153.00	153.00	E	Discretionary

### Hire Of Knowle Green Committee Suite - Standard Rate

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Council Chamber

2 Hours	91.50	91.50	E	Discretionary
Evenings (6pm to 10pm)	110.00	110.00	E	Discretionary
Full Day	370.00	370.00	E	Discretionary
Half Day	185.00	185.00	E	Discretionary

#### Goddard Room

2 Hours	67.50	67.50	E	Discretionary
Evenings (6pm to 10pm)	79.00	79.00	E	Discretionary
Full Day	250.00	250.00	E	Discretionary
Half Day	125.00	125.00	E	Discretionary

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## Knowle Green

### Hire Of Knowle Green Committee Suite - Standard Rate

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Trevor Baker Room

2 Hours	52.00	52.00	E	Discretionary
Evenings (6pm to 10pm)	70.00	70.00	E	Discretionary
Full Day	155.00	155.00	E	Discretionary
Half Day	100.00	100.00	E	Discretionary

**Planning/Housing****Planning Development Control****A) Pre-Application Charges****a) Householder Applications - Advice (Written)**

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Householder advice on acceptability of a proposal	60.00	60.00	S	Discretionary

**b) Householder Applications - Other**

Site Visit and advice on historic buildings	90.00	90.00	S	Discretionary
Site visit and advice on trees	45.00	45.00	S	Discretionary

**c) Planning Investigation/Research - Commercial Organisations Only**

Investigation/ Research Requiring Both Office And Site Based Work Per Hr	100.00	100.00	S	Discretionary
Investigation/ Research Requiring Office Based Work Only Per Hr	80.00	80.00	S	Discretionary

**d) Planning Investigation/Research - Service Fees**

High Hedge Legislation	500.00	600.00	S	Discretionary
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**e) Written Advice**

01) Single New Dwelling/Replacement Dwelling	200.00	225.00	S	Discretionary
02) Minor Proposals	375.00	400.00	S	Discretionary
03) Major Proposals	525.00	550.00	S	Discretionary
04) Strategic Proposals	825.00	850.00	S	Discretionary
05) Dropped kerbs - confirmation whether planning permission required	40.00	40.00	S	Discretionary

## Planning Development Control

### A) Pre-Application Charges

#### f) Meetings (charge per meeting)

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
01) Single New Dwelling/Replacement Dwelling	275.00	300.00	S	Discretionary
02) Minor Proposal (1-9 dwellings or up to 1000 sq m commercial)	500.00	525.00	S	Discretionary
03) Major Proposal (=10 dwellings or + 1000 sq m commercial)	775.00	800.00	S	Discretionary
04) Major Proposal (=10 dwellings or + 1000 sq m commercial) where Head of Service attends	1,000.00	1,050.00	S	Discretionary
05) Strategic Proposals (+50 dwellings or +1000 sq m commercial)	1,200.00	1,250.00	S	Discretionary
06) Strategic Proposals (+50 dwellings or +1000 sq m commercial) where Head of Service attends	1,400.00	1,450.00	S	Discretionary

### C) Planning Miscellaneous Fees

#### a) Photocopying Charges For Current Applications

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
01) A4 - First Sheet	3.00	3.00	S	Discretionary
02) A4 - Each Subsequent Sheet	0.80	0.80	S	Discretionary
03) A3 - First Sheet	4.00	4.00	S	Discretionary
04) A3 - Each Subsequent Sheet	1.00	1.00	S	Discretionary
05) A2 - First Sheet	6.70	6.70	S	Discretionary
06) A2 - Each Subsequent Sheet	2.80	2.80	S	Discretionary
07) A1 - First Sheet	7.00	7.00	S	Discretionary
08) A1 - Each Subsequent Sheet	3.80	3.80	S	Discretionary
09) A0 - First Sheet	10.00	10.00	S	Discretionary
10) A0 - Each Subsequent Sheet	5.00	5.00	S	Discretionary

#### b) Service Fees

Planning Decision Notice and copies of TPO's (Each)	18.00	18.00	S	Discretionary
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#### c) Publicity Schedule Of Planning Proposals

By email	0.00	0.00	S	Discretionary
Paper Copy	100.00	100.00	S	Discretionary

## Street Scene

### Abandoned Vehicles

#### Abandoned Vehicles

##### Collection Fee

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Collection And Disposal From Private Property	110.00	120.00	O	Discretionary

#### Miscellaneous

##### Collection Fee

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Supermarket Trolleys - Collection Charge Per Trolley	75.00	75.00	S	Discretionary

## Cemeteries

### Interment

#### Adult Grave

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Adult Grave 24 Hour Burial for one only (5 foot)	1,800.00	1,800.00	O	Discretionary
Adult Grave For 1 Interment	1,300.00	1,300.00	O	Discretionary
Adult Grave For 1 Interment - Casket	1,450.00	1,450.00	O	Discretionary
Adult Grave For 2 Interments	1,350.00	1,350.00	O	Discretionary
Adult Grave For 2 Interments - Casket	1,530.00	1,530.00	O	Discretionary
Brick Vault (Inter only)	450.00	450.00	O	Discretionary

#### Advance Purchase

Purchase in advance of adjacent plot at time of burial only	3,500.00	3,500.00	O	Discretionary
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Cremated Remains	450.00	450.00	E	Discretionary
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#### Child Grave

Child Grave For 1 Interment	390.00	390.00	O	Discretionary
Child Grave For 2 Interment	390.00	390.00	O	Discretionary
Child Internment within 24 hours		507.00	O	Discretionary
Child plot within 24 hours		585.00	O	Discretionary
Stillborn Grave	325.00	325.00	E	Discretionary

#### Non Residents/Parishioners Charge

Treble Fees For Residents out of Borough			O	Discretionary
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### Memorial Garden

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
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## Fees and Charges

Printed Date: 12/02/2016

Last modified: 12/02/2016

## Cemeteries

### Memorial Garden

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Ashford

Plot Fee - Cremated remains

850.00	850.00	E	Discretionary
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### Other

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Exclusive Right - Purchase of

Burial in a Vault

	1,900.00	E	Discretionary
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Child Grave

450.00	450.00	E	Discretionary
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Cremated Remains

730.00	730.00	E	Discretionary
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Earthen Grave

1,750.00	1,750.00	E	Discretionary
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Earthen Grave within 24 hours

2,100.00	2,100.00	E	Discretionary
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Issue of duplicate deed of grant

90.00	90.00	E	Discretionary
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#### Exhumation

Exhumation of ashes

1,500.00	1,500.00	E	Discretionary
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Exhumation of body (Price on Application)

		E	Discretionary
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#### Miscellaneous Fees

Registration Of Assignment

120.00	120.00	O	Discretionary
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### Right to Erect Memorial Bench

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Memorial Bench

Supply & Installation of Memorial Bench

1,300.00	1,300.00	S	Discretionary
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### Right to Erect Memorial Plaque

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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## Cemeteries

### Right to Erect Memorial Plaque

#### Memorial Tower Plaque

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
10 Yrs	300.00	300.00	E	Discretionary
15 Yrs	450.00	450.00	E	Discretionary
25 Yrs	600.00	600.00	E	Discretionary

### Right to Erect Monument

#### 1. Traditional Graves

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Erection of a Wooden Cross (after 12 months)	340.00	340.00	S	Discretionary
Headstone	340.00	340.00	E	Discretionary
Headstones And Kerbstones	494.00	494.00	E	Discretionary
Kerbs Only	328.00	328.00	E	Discretionary
Monument Over 91.5cm (3')	900.00	900.00	E	Discretionary
Vase Or Tablet	230.00	230.00	E	Discretionary

#### 2. Lawn Gardens

Additional Inscription	175.00	175.00	E	Discretionary
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#### 3. Garden Of Remembrance Tablet

Garden Of Remembrance Tablet	180.00	180.00	E	Discretionary
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### Use Of Chapel

#### Location

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Ashford And Staines	250.00	250.00	O	Discretionary



## Grounds Maintenance

### Spelthorne In Bloom

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Spelthorne In Bloom

a) Hanging Basket - Winter	34.00	35.00	O	Discretionary
b) Window Box - Winter	53.00	54.00	O	Discretionary
c) Hanging Basket - Summer	55.00	56.00	O	Discretionary
d) Window Box - Summer	87.00	88.00	O	Discretionary

## Refuse Collection

### Domestic

#### Bins for New Developments

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
140L	60.00	60.00	S	Discretionary
240L	60.00	60.00	S	Discretionary
660L	250.00	250.00	S	Discretionary
Large - 1100L	300.00	300.00	S	Discretionary

### Service Fees

Annual Charge for 240ltr Green Waste Bin	50.00	50.00	O	Discretionary
Annual Charge for 660ltr Green Waste Bin	125.00	130.00	O	Discretionary
Annual Charge for Green Waste Sack	30.00	35.00	O	Discretionary
Bulky Items (Excess) And Other Items By Arrangement	150.00	170.00	O	Discretionary
Food Waste Liners	1.50	1.50	O	Discretionary
Provision of a waste skip - on private land	200.00	250.00	S	Discretionary
Replacement AWC Bin	60.00	60.00	O	Discretionary
Sale of 240ltr Green Waste Bin to new scheme members	25.00	25.00	O	Discretionary

### Non - Domestic

#### Non - Domestic Properties only, not commercial waste (charge for the emptying of each individual bin per occasion)

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) Rubbish 240ltr bin	11.00	11.00	O	Discretionary
b) Rubbish 660ltr bin	11.00	11.00	O	Discretionary
c) Rubbish - Large 1100ltr bin	11.00	11.00	O	Discretionary
d) Recycling 240ltr bin	2.50	3.00	O	Discretionary
e) Recycling 660ltr bin	2.50	3.00	O	Discretionary
f) Recycling - Large 1100ltr bin	2.50	3.00	O	Discretionary
g) Food Waste - up to 240ltr bin	2.50	3.00	O	Discretionary

**Fees and Charges**

Printed Date: 12/02/2016

Last modified: 12/02/2016

**SAT**

**Spelride Accessible Transport (S A T)**

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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**Membership**

Annual	18.00	20.00	O	Discretionary
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**Spelride**

Per Single Trip	3.90	4.00	Z	Discretionary
Return Trip	6.90	7.00	Z	Discretionary

## Staines Market

### Markets

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Staines High Street

Casual Pitch (Friday)	45.00	45.00	S	Discretionary
Casual Pitch (Saturday)	50.00	50.00	S	Discretionary
Causal Pitch (Wednesday)	45.00	45.00	S	Discretionary
Permanent Pitch (Friday)	40.00	40.00	S	Discretionary
Permanent Pitch (Saturday)	45.00	45.00	S	Discretionary
Permanent Pitch (Wednesday)	40.00	40.00	S	Discretionary

## Sustainability

### Allotments

#### Allotments

#### Rental

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Gate Key Deposit	20.00	20.00	O	Discretionary
With Piped Water (Per 25.29Sq Meter Per Annum)	13.00	13.50	O	Discretionary
Without Piped Water (Per 25.29Sq Meter Per Annum)	10.00	10.40	O	Discretionary

## Car Parks

### Ashford Multi-Storey

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Parking Fees

a) Up to 30Mins	0.40	0.40	S	Discretionary
b) Up to 2Hrs	1.00	1.00	S	Discretionary
c) Over 2Hrs	1.30	1.30	S	Discretionary

#### Season Tickets

a) Per Month	14.00	14.00	S	Discretionary
b) Quarterly	35.00	35.00	S	Discretionary
c) Six Months	67.00	67.00	S	Discretionary
d) Annual	130.00	130.00	S	Discretionary

#### Season Tickets (Ashford Chamber Of Commerce)

a) 12 Months - Member	20.00	20.00	S	Discretionary
b) 12 Months - Employee	30.00	30.00	S	Discretionary
c) 12 Months - Additional Employee	100.00	100.00	S	Discretionary

### Blue Badges

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Blue Badge Permits

a) Up to 1 Month	10.00	10.00	S	Discretionary
b) Up to 1 Year	100.00	100.00	S	Discretionary

### Dumsey Meadow, Abbey Drive, The Broadway Laleham

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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## Car Parks

### Dumsey Meadow,Abbey Drive,The Broadway Laleham

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Pay And Display

a) 1st Hour	0.00	0.00	S	Discretionary
b) 1 - 2 Hours	1.10	1.10	S	Discretionary
c) Over 2 Hours	1.50	1.50	S	Discretionary

### Dumsey Meadow,Laleham

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Business Season Tickets

a) 3 Months	60.00	60.00	S	Discretionary
b) 6 Months	80.00	80.00	S	Discretionary
c) 12 Months	100.00	100.00	S	Discretionary

#### Residents Season Tickets

a) 3 Months	30.00	30.00	S	Discretionary
b) 6 Months	40.00	40.00	S	Discretionary
c) 12 Months	50.00	50.00	S	Discretionary

### Elmsleigh Car Park

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Blue Badge Holder Concession

a) 3 Months	26.00	26.00	S	Discretionary
b) 6 months	51.50	51.50	S	Discretionary
c) 9 Months	77.00	77.00	S	Discretionary
d) 12 Months	103.00	103.00	S	Discretionary

### Laleham Park

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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## Car Parks

### Laleham Park

#### Season Ticket

Camper Season Ticket

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Camper Season Ticket	50.00	50.00	S	Discretionary

### Laleham Park/Thameside Car Parks

#### Pay And Display April to September

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
1 Hour	0.50	0.50	S	Discretionary
2 Hours	2.00	2.00	S	Discretionary
4 Hours	4.00	4.00	S	Discretionary
Over 4 hours	10.00	10.00	S	Discretionary

#### Pay and Display October to March

1 Hour	0.50	0.50	S	Discretionary
2 Hours	1.60	1.60	S	Discretionary
4 Hours	3.00	3.00	S	Discretionary
Over 4 hours	5.00	5.00	S	Discretionary

### Lammas Park

#### Pay And Display April to September

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
1 Hour	0.50	0.50	S	Discretionary
2 Hours	2.00	2.00	S	Discretionary
4 Hours	3.00	3.00	S	Discretionary
Over 4 Hours	7.00	7.00	S	Discretionary



## Car Parks

### Lammas Park

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Pay And Display October to March

1 Hour	0.50	0.50	S	Discretionary
2 Hours	1.60	1.60	S	Discretionary
4 Hours	3.00	3.00	S	Discretionary
Over 4 Hours	5.00	5.00	S	Discretionary

### Manor Park

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Pay and Display

a) 1st Hour	0.00	0.00	S	Discretionary
b) 1-2 Hours	1.10	1.10	S	Discretionary
c) Over 2 hours	1.50	1.50	S	Discretionary

### Permits - Business

a) 3 Months	60.00	60.00	S	Discretionary
b) 6 months	80.00	80.00	S	Discretionary
c) 12 months	100.00	100.00	S	Discretionary

### Permits - Residents

a) 3 Months	30.00	30.00	S	Discretionary
b) 6 Months	40.00	40.00	S	Discretionary
c) 12 Months	50.00	50.00	S	Discretionary

### Orchard Meadow, Green Street, Walled Garden, Thames Street, Old Bathing Station

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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## Car Parks

### Orchard Meadow, Green Street, Walled Garden, Thames Street, Old Bathing Station

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Business Season Tickets

a) 3 Months	60.00	60.00	S	Discretionary
b) 6 Months	80.00	80.00	S	Discretionary
c) 12 Months	100.00	100.00	S	Discretionary

#### Pay And Display

a) 1st Hour	0.00	0.00	S	Discretionary
b) 1 - 2 Hours	1.10	1.10	S	Discretionary
c) Over 2 Hours	1.50	1.50	S	Discretionary

#### Residents Season Tickets

a) 3 Months	30.00	30.00	S	Discretionary
b) 6 Months	40.00	40.00	S	Discretionary
c) 12 Months	50.00	50.00	S	Discretionary

#### Other

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Other

Film Concessions (£12-£100 per vehicle per day)	11.00		S	Discretionary
Lost Or Replacement Tickets & Entry/Exit Cards	12.00	14.00	S	Discretionary
Visitor Permits (Pack of 20)	20.00	20.00	S	Discretionary

#### Penalties

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Dispensation

Waived For Charities And Voluntary Org	11.00	12.00	S	Discretionary
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## Car Parks

### Penalties

#### Penalty Bands

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Full Band 1	70.00	70.00	S	Discretionary
Full Band 2	50.00	50.00	S	Discretionary
Mitigated Band 1	35.00	35.00	S	Discretionary
Mitigated Band 2	25.00	25.00	S	Discretionary

### Suspensions

Waived For Charities And Voluntary Org	26.00	30.00	S	Discretionary
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## Shepperton Village Hall

### Pay and Display

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) 1st Hour	0.00	0.00	S	Discretionary
b) 1-2 Hours	1.10	1.10	S	Discretionary
c) Over 2 Hours	1.50	1.50	S	Discretionary

## Staines Long-Stay - Monday to Sunday 8am to 7pm

### Pay And Display

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) Up To 1 Hour	1.00	1.20	S	Discretionary
b) Up To 2 Hours	2.00	2.20	S	Discretionary
c) Up To 3 Hours	2.50	2.70	S	Discretionary
d) Up To 5 Hours	3.30	3.50	S	Discretionary
e) Over 5 Hours	7.00	7.20	S	Discretionary

## Staines Long-Stay - Monday to Sunday Evening Charge

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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## Car Parks

### Staines Long-Stay - Monday to Sunday Evening Charge

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Pay and Display

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
All other car parks 7pm to 10pm	1.00	1.00	S	Discretionary
Bridge Street 7pm to 12 midnight	1.00	1.00	S	Discretionary
Sunday Charge	2.00	2.00	S	Discretionary

### Staines Pay and Display

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Contract Parking

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) up to 1 Month	69.00	69.00	S	Discretionary
b) up to 2 Months	138.00	138.00	S	Discretionary
c) up to 3 Months	207.00	207.00	S	Discretionary
d) up to 4 Months	276.00	276.00	S	Discretionary
e) up to 5 Months	346.00	346.00	S	Discretionary
f) up to 6 Months	415.00	415.00	S	Discretionary
g) up to 7 Months	484.00	484.00	S	Discretionary
h) up to 8 Months	555.00	555.00	S	Discretionary
i) up to 9 Months	622.00	622.00	S	Discretionary
j) up to 10 Months	691.00	691.00	S	Discretionary
k) up to 11 Months	760.00	760.00	S	Discretionary
l) up to 12 Months	829.00	829.00	S	Discretionary

### Season Tickets - Kingston Road

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) 1 Month	80.00	80.00	S	Discretionary
b) 3 Months	210.00	210.00	S	Discretionary
c) 12 Months	780.00	780.00	S	Discretionary

## Car Parks

### Staines Pay And Display

#### Season Tickets - Staines

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
a) Quarterly	205.00	205.00	S	Discretionary
b) Six Months	380.00	380.00	S	Discretionary
c) Annual	715.00	715.00	S	Discretionary

### Staines Short-Stay

#### Elmsleigh Surface

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
7pm to 12 midnight		1.00	S	Discretionary

#### Pay And Display

a) Up To 1 Hour	1.00	1.20	S	Discretionary
b) Up To 2 Hours	2.00	2.20	S	Discretionary
c) Up To 3 Hours	2.50	2.70	S	Discretionary
d) Up To 4 Hours	3.50	3.70	S	Discretionary
e) Up To 5 Hours	6.80	7.00	S	Discretionary
f) Over 5 Hours	12.00	12.00	S	Discretionary
g) 7pm to 12 midnight (Riverside Surface only)	1.00	1.00	S	Discretionary

## Parks Strategy

### All Recreation Grounds

#### Bowls

	2015/16 Charge	2016/17 Charge	VAT	Statutory?
Casual Play per person - Adult and OAP (2 hour Session)	5.00	5.00	S	Discretionary
Casual Play per person - Juniors (12-16 Years) (2 hour session)	3.60	3.60	S	Discretionary
Seasonal Bookings - Adult	160.00	160.00	S	Discretionary
Seasonal Bookings - Juniors (12-16 Years)	115.00	115.00	S	Discretionary

#### Filming Rights

Still Photography Per Hour (Price on Application)			S	Discretionary
TV Or Films (Per Day Or Part Of) (Price on Application)			S	Discretionary

#### Fitness Training Fees & Licences

Details of fees & charges available at <a href="http://www.spelthorne.gov.uk/fitnesstrainingfees">www.spelthorne.gov.uk/fitnesstrainingfees</a>			S	Discretionary
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#### Football

Adult Pitch Block bookings (when booking 2 weeks or more)	78.00	78.00	E	Discretionary
Individual Bookings	90.00	90.00	S	Discretionary
Junior / Adult Training	10.00	10.00	S	Discretionary
Junior Game no pavilion	31.00	31.00	S	Discretionary
Junior Game with pavilion	46.50	46.50	S	Discretionary
Junior pitch block booking no pavilion (when booking 2 weeks or more)	26.50	27.00	E	Discretionary
Junior pitch block bookings with pavilion (when booking 2 weeks or more)	36.50	37.00	E	Discretionary

#### Funfairs

Daily Hire Charge	650.00	650.00	E	Discretionary
Deposit Against Damage	1,330.00	1,330.00	O	Discretionary

## Parks Strategy

### All Recreation Grounds

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Parks Bye-Laws

Sale Of Copies	12.00	13.00	S	Discretionary
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#### Personal Training (Price on Application)

Personal Training per hour	12.50		S	Discretionary
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#### Tennis (Price on Application)

Annual Fee for Social Tennis Clubs to book courts	72.00		S	Discretionary
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Private Coaching per hour per court (The cost is negotiable depending on the numbers attending the session)	16.50		S	Discretionary
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#### Usage of Parks

Hire of park for non-charity events	450.00	450.00	E	Discretionary
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## Public Conveniences

### Public Conveniences

2015/16 Charge	2016/17 Charge	VAT	Statutory?
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#### Usage Fee

Automatic Public Conveniences	0.20	0.20	<input type="radio"/>	Discretionary
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## Cabinet

24 February 2016



<b>Title</b>	Detailed Revenue Budget for 2016/17		
<b>Purpose of the report</b>	To make a recommendation to Council on a Key Decision		
<b>Report Author</b>	Adrian Flynn		
<b>Cabinet Member</b>	Councillor Tim Evans	<b>Confidential</b>	No
<b>Corporate Priority</b>	This item is not in the current list of Corporate priorities but still requires a Cabinet decision		
<b>Cabinet Values</b>	Accountability		
<b>Recommendations</b>	<p><b>The cabinet is asked to recommend that Council consider and approves :</b></p> <ol style="list-style-type: none"> <li><b>1. The growth and savings items as set out in the report's appendices.</b></li> <li><b>2. The Council tax Base for the whole council area for 2016-17.[Item T in the formula in Section 31b(3) of the local government Finance Act 1992, as amended (the "act")] should be 38,308.40 band D equivalent dwellings and, 2.1 Calculate that the Council tax requirement for the Council's own purpose for 2016-2017 is £187.44 Per Band D equivalent dwelling.</b></li> <li><b>3. To approve a 2.7% increase in the Spelthorne Borough Council element of the Council tax for 2016-17. Moreover:</b> <ol style="list-style-type: none"> <li><b>a) The revenue estimates as set out in Appendix 1 be approved.</b></li> <li><b>b) No Money, as set out in this report is appropriated from General Reserves in support of Spelthorne's local Council tax for 2016/17.</b></li> <li><b>c) To agree that the council tax base for the year 2016/17 is 38,308.40 band D equivalent dwellings calculated in accordance with regulation 3 of the Local Authorities (Calculation of Council tax base) Regulations 1992, as amended, made under Section 35(5) of the Local Government Finance Act 1992.</b></li> </ol> </li> </ol>		

**That the following sums be now calculated by the Council for the year 2016/17 in accordance with Section 31 to 36 of the Local Government Act 1992.**

<b>A</b>	<b>71,233,115</b>	<b>Being the aggregate of the amount which the council estimates for the items set out in Section 31A(2) of the Act taking into account all precepts issued to it by Parish Councils.</b>
<b>B</b>	<b>64,052,589</b>	<b>Being the aggregate of the amount which the Council estimates for the items set out in Section 31A(3) of the Act</b>
<b>C</b>	<b>7,180,526</b>	<b>Being the amount at 3(c) above (Item R), all divided by Item T (2 above) calculated by the Council in accordance with Section 31B(1) of the Act, as the basic amount of it's Council tax for the year (including Parish precepts)</b>
<b>D</b>	<b>187.44</b>	<b>Being the amount at 3(c) above (item R), all dividend by item T(2 above) calculated by the Council in accordance with Section 31B(1) of the act, as the basic amount of its Council Tax for</b>

		the year(including Parish precepts)
<b>E</b>	<b>0</b>	Being the aggregate amount of all special items (Parish precepts) referred to in Section 34(1) of the Act.
<b>F</b>	<b>187.44</b>	Being the amount at 3(d) above less the result given by dividing the amount at 3 ( e ) above by Item T(2 above), calculated by the Council, in accordance with Section 34(2) of the Act, as the basic amount of its Council Tax for the year for dwellings on those parts of its area to which no Parish precept relates.

All newly built commercial property completed between 1<sup>st</sup> October 2013 and 30 Sept 2016 will be exempted from empty property rates for the first 18 months, up to the state aid limit.

A 50 per cent business rates relief for 18 months between 1<sup>st</sup> April 2014 and 31<sup>st</sup> March 2017 for businesses that move into retail premises( excluding banks, building societies and betting shops) that have been empty for a year or more.

That the following amounts be calculated for the year 2016/17 in accordance with Sections 31 to 36 of the Local Government Finance Act 1992 as amended by the Localism Act 2011.

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
124.96	145.79	166.61	187.44	229.09	270.75	312.40	374.88

Being the amounts given by multiplying the amount at (e) above by the number which in the proportion set out in Section 5(1) of the Act, is applicable to dwellings listed in

**a particular valuation band divided by the sum which in that proportion is applicable to dwellings listed in valuation band 'D', calculated by the Council, in accordance with Section 36(1) of the Act, as the amounts to be taken into account for the year in respect of categories of dwellings listed in different band.**

**That it be noted that for the year 2016/17 Surrey County Council and Surrey Police and Crime Commissioner have stated the following amounts in precepts issued to Spelthorne Borough Council in accordance with Section 40 of the Local Government Finance Act 1992 for each of the categories of dwellings shown below:**

## Precepts issued to the Council

	A	B	C	D	E	F	G	H
	£	£	£	£	£	£	£	£
1) Surrey County Council	845.52	986.44	1127.36	1268.28	1550.12	1831.96	2113.80	2536.56
2) Surrey Police	146.79	171.26	195.72	220.19	269.12	318.05	366.98	440.38

That, having calculated the aggregate in each case above the Council in accordance with Sections 30 and 36 of the Local Government Finance Act 1992 as amended by the Localism Act 2011, hereby sets the amounts set out in Appendix 6 as the amounts of Council tax for the year 2016/17 for each of the categories of dwellings on Appendix 3.

The Council has determined that its relevant basic amount of Council Tax for 2016/17 is not excessive in accordance with the principles approved under Section 52ZB Local Government Finance Act 1992.

As the billing authority, the council has not been notified by a major precepting authority that its relevant basic amount of Council Tax for 2016/17 is excessive and that the billing authority is not required to hold a referendum in accordance with Section 52ZK Local Government Finance Act 1992.

### 1. Key issues

- 1.1 Appendix 1 summarises the current draft detailed Budget proposed for 2016-17. After allowing for Housing Benefit the gross budget is financed as follows,
- Fees and Charges
  - Revenue Support Grant & Business Rates
  - Council Tax

### Grant Settlement

- 1.2 The Government grant settlement confirmed that Spelthorne would provisionally receive an underlying cut of £651k (49%) in its general grant support for 2016/17.

## **Council Tax and Capping**

- 1.3 In the December 2015 provisional grant settlement for local authorities the Government confirmed that it will not be offering any council tax freeze grant for 2016/17 and indeed its calculations are based on the assumption that all councils will set the maximum increased allowed under the rules.
- 1.4 It has been confirmed that the referendum limit will remain either at 2% or a maximum rise of £5 for shire districts and boroughs although counties and unitaries will be able to levy an additional 2% for adult social care and the police can increase by 4%. Therefore the Council will continue its current strategy of protecting services by growing its income stream and setting a moderate council tax increase of (£5) which provides an additional £191k per annum.

## **Basis of preparation of Detailed Budget**

- 1.5 Service levels – the estimates have been prepared on the basis of maintaining existing service levels except where variations have been approved by the Cabinet and or the Council. Members should be aware that considerable work has been undertaken to reduce the list down to just the absolute essentials. Appendices 2 and 3 contain a list of the major changes included.
- 1.6 Pay and price levels – the estimates have been prepared at pay and price levels ruling at December 2015 including an average increase of 2.4% over 2 years for salaries and wages from 1<sup>st</sup> April 2016. The Council awards the national local government employers agreement.

Inflation has been included in respect of contracts where appropriate

## **Pensions**

- 1.7 Following the triennial valuation of the Surrey Local Government Pension Fund as at the 31<sup>st</sup> March 2013, it is necessary for employers to increase their lump sum contributions to cover an increase in the deficit relating to benefits earned by scheme members as a result of service up to 31<sup>st</sup> March 2013 known as past service deficit contributions. For 2016/17 these contributions will rise by £180k but anticipated to reduce to approx £50k per year from 2017/18.
- 1.8 In 2016/17 there will be an additional impact on employers 'national insurance contributions as a result of the end of the contracted- out arrangements. This would add a further approximate £127k to our employer costs for 2016/17 onwards.

## **Fees and charges**

- 1.9 All fees and charges have been reviewed. See separate report on the agenda.

## **Income Generation**

- 1.10 The budget forecasts have reflected the performance of the Council's income over the last two years during which time income levels have held up despite the general economic pressures. As part of the 2015/16 budget monitoring officers have been keeping the Council's various income streams under continuous review, particularly car parking our largest fee earning area, and this has impacted on the level of in year saving's required to balance the 2016/17 budget. Income has generally held up well, with Building Control,



Green waste bin and trade waste income doing particularly well and additional income has been included in the detailed estimates where it was seen to be achievable and potentially ongoing. It is estimated that the net additional income to be raised from fees and charges for 2016/17 is £207k.

### **Contingencies**

- 1.11 No provision has been made for any general contingencies. The General fund reserve exists as a source of contingency funds should a need arise which can be addressed through offsetting savings.

### **Interest Rates**

- 1.12 The Council at present has benefited from several years of above average investment returns through a diversified range of pooled investment funds. The return on these funds ranges from 3 to 6.72% as at the 31<sup>st</sup> December 2015.
- 1.13 Returns on maturing cash deposits are currently within the range of 0.50 to 0.80% and the average overall return on investments is expected to be around 2.25%

### **Investment Income**

- 1.14 The Cabinet has separately received on the January meeting agenda the Annual Investment Strategy and Treasury Management Report for 2016/17 indicating the current position in respect of interest rates and the proposed strategy for dealing with the lower levels of interest rates and the reduction of investment monies.
- 1.15 Leading market forecasters, including Arlingclose, the Council's treasury advisors, expect the base rate to remain at 0.5% until at least the 4th quarter of calendar year 2016.

### **Use of Reserves**

- 1.16 The change in the financial landscape with an extended period of public sector austerity with district councils on the receiving end of the steepest growth cuts, the extended period of low interest rates and the need to facilitate invest to save as part of towards a sustainable future and the redevelopment of Knowle green means that it will be unrealistic to eliminate the use of reserves in 2016/17.

It is proposed to use approximately £786k worth of general reserves to fund upfront resources required to ensure the successful delivery of *Towards a Sustainable Future* savings in future years. This would be funded from the New Schemes Fund reserve and would include funding a new document management system to reduce and eliminate the physical storage of documents and the setting up of a housing delivery company to help tackle some of the Borough's homelessness issues as well as delivering an income to the Council. A feasibility study into the redevelopment of Spelthorne Leisure centre will also be undertaken.

## **Growth Items**

- 1.17 Appendix 2 summarises the main budget growth and unavoidable expenditure pressures. This highlights that additional spending pressures or reduced income streams totalling £913k have been identified. Of this £486k is required for invest to save initiatives and is therefore being funded from reserves, as set out in appendix 2.
- 1.18 The evaluation of growth bids received from services have been evaluated using a number of criteria including
- Whether there is an invest to generate future income aspect
  - Whether there is an invest to achieve future savings
  - Whether it is necessary to meet statutory obligations
  - Whether it is necessary for operational reasons
  - The extent to which it supports corporate priorities
- 1.19 It can be seen that with respect to the last of the above criteria a significant proportion of the growth bids relate to corporate priorities :
- Knowle Green redevelopment relating to new ways of working and saving of physical storage of documents.
  - Temporary Accommodation and Housing options resourcing relating to Planning and Housing priority.
  - Feasibility study regarding the redevelopment of Spelthorne Leisure Centre.
  - Setting up a Housing Delivery Company.

## **Savings**

- 1.20 In total savings of approximately £1.7m have been found as part of the Council's Towards a Sustainable Future programme (TaSF) that was launched in the summer of 2014. The savings include one off election costs, increased Interest earnings from our investments, increased recovery of housing overpayment credits. These savings are necessary to offset the reduced general government grant and the additional pressures identified in appendix 2. All savings proposals have been incorporated into the budget estimates and a summary of the major items proposed are listed in appendix 3.
- 1.21 The salary savings target for 2016/17 will remain the same at £300k.

## **Precepts**

Surrey County Council at its meeting on the 9th February set a Band D council tax of £1268.28 Representing a 3.99% increase and Surrey Police at its tax setting meeting on the 4th February set a band D council tax of £220.19 representing a 1.99% increase.

## 2. Options analysis and proposal

- 2.1 The Council is required to set a balanced budget and in the light of the detailed budget prepared, a council tax increase of £5 which is equivalent to 2.7% is recommended.

## 3. Financial implications

- 3.1 Addressed in the body of the report.

## 4. Other considerations

- 4.1 Robustness of estimates the Local Government Act 2003 requires me, as the Council's Chief Financial Officer, to report on the robustness of the estimates made for the purposes of calculating the council tax. I am satisfied that each service budget has been prepared in the context of the council's corporate strategies, and longer term financial strategy which means that the Council is presented with robust estimates as a basis for making decisions about the level of council tax.
- 4.2 The nature and size of our revenue budget carries a degree of risk, this is particularly the case in the current economic climate.
- 4.3 Reserves and provisions – the local Government Act 2003 requires me to report on the adequacy of the council's financial reserves when consideration is given to the general fund budget requirement for the year. Under the local government finance act 1988, all revenue balances held by the council are at the direct disposal of the general fund with the exception of the collection fund and the investment reserve. Those balances are expected to total approximately £14m as at the 1<sup>st</sup> April 2016. However a number of these balances are earmarked specifically for social housing and the new scheme fund. The uncommitted funds stand at £800k. Taken together with the council's financial strategy to reduce the reliance on revenues to support the council tax, I consider that the reserves and provisions will ensure that the council maintains a reasonably healthy financial position.
- 4.4 Officers are undertaking an equalities impact assessment of the budget proposals. In particular a detailed equalities impact assessment was undertaken for the proposed Local Council Tax Support Scheme.
- 4.5 The budget has a number of risks and these are set out below :

<b>Outside control</b>	<b>Internally based</b>
Interest rates	Failure to sufficiently resource delivery of key asset income generation projects
Severe public sector spending cuts	Collection of retained business rates
Recycling Credits – falling values of recyclable materials	Reliance on interest earnings to balance the budget.
Staines town centre rents	Ability to deliver Towards a Sustainable Future objectives in accordance with planned timetable
Down turn in property development market	
Increased Gate fees for disposing of	

waste materials	
Housing benefit subsidy/welfare reform.	

The risks are that the level of savings anticipated do not materialise or that there are additional spending pressures. These will be mitigated by ensuring proposals have been properly evaluated before being built into the final budget for example clarifying any contractual assumptions, and thereafter through careful budget monitoring.

## **5. Timetable for implementation**

5.1 Full Council to approve the Budget on 25 February 2016

**Background papers: None**

**Appendices: 1, 2 & 3**

<b>Draft Budget 16-17</b>				
	15/16	16-17 Draft		
	Original Net	Expenditure	Income	Net
	£	£	£	£
<b>Net Service Expenditure broken down over Portfolios</b>				
Business Continuity of the Council	787,200	1,253,700	(385,500)	868,200
Communications and Procurement	215,500	243,300	(10,000)	233,300
Community Safety and Licensing	108,800	387,300	(241,600)	145,700
Economic Development and Assets	2,100,800	2,829,500	(905,800)	1,923,700
Environment, Parking and Waste	3,757,100	7,613,000	(4,049,800)	3,563,200
Finance	3,491,000	4,445,900	(333,500)	4,112,400
Housing, Health, Wellbeing, Independent Living and Leisure	2,288,800	37,444,000	(35,216,600)	2,227,400
Leader's Portfolio of services	1,250,900	1,529,200	(292,700)	1,236,500
Planning	750,800	1,272,600	(489,800)	782,800
	<b>14,750,900</b>	<b>57,018,500</b>	<b>(41,925,300)</b>	<b>15,093,200</b>
Salary expenditure - vacancy monitoring	(300,000)	(300,000)	0	(300,000)
Pay award	0	132,000	0	132,000
Partnership Savings	(40,000)	0	0	0
Efficiencies to offset pay award	(100,000)	(132,000)	0	(132,000)
<b>Revised Service Expenditure</b>	<b>14,310,900</b>	<b>56,718,500</b>	<b>(41,925,300)</b>	<b>14,793,200</b>
<b>NET EXPENDITURE</b>	<b>14,310,900</b>	<b>56,718,500</b>	<b>(41,925,300)</b>	<b>14,793,200</b>
Interest earnings	(635,000)	0	(1,150,000)	(1,150,000)
<b>NET EXPENDITURE AFTER INTEREST EARNINGS</b>	<b>13,675,900</b>	<b>56,718,500</b>	<b>(43,075,300)</b>	<b>13,643,200</b>
<b>Appropriation to / from Reserves:</b>				
Staines-upon-Thames Town Development/TaSF	(531,276)	0	(786,000)	(786,000)
Independent Living Service Reserve	0	55,955	0	55,955
<b>BUDGET REQUIREMENT</b>	<b>13,144,624</b>	<b>56,774,455</b>	<b>(43,861,300)</b>	<b>12,913,155</b>
Retained Business Rates	(3,055,700)	0	(3,009,000)	(3,009,000)
Revenue Support Grant( incl council tax support grant)	(1,330,600)	0	(580,000)	(580,000)
Transition Grant	0	0	(100,000)	(100,000)
New Homes Bonus	(1,564,400)	0	(1,895,600)	(1,895,600)
<b>NET BUDGET REQUIREMENT</b>	<b>7,193,924</b>	<b>56,774,455</b>	<b>(49,445,900)</b>	<b>7,328,555</b>
Collection Fund (Surplus)/Deficit	(266,400)	0	(148,029)	(148,029)
<b>CHARGE TO COLLECTION FUND</b>	<b>6,927,524</b>	<b>56,774,455</b>	<b>(49,593,929)</b>	<b>7,180,526</b>
Tax base	37,971	0	38,308	38,308
Council Tax rate	(182.44)	0	(187.44)	(187.44)
Council Tax yield	<b>(6,927,524)</b>	<b>0</b>	<b>(7,180,526)</b>	<b>(7,180,526)</b>
	<b>Deficit / (Surplus )</b>			<b>(0)</b>

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Summary of Revenue Growth Bids Accepted 2016/17						Appendix 2
Bid no	Amount	review	Requested By	Date	Explanation	
	£	£				
					Figures being taken forward after first MAT review	
1	1,660	1,600	A. Flynn	03/11/2015	To move our BACS software to the cloud - this will improve resilience and future flexibility	
2	12,000	12,000	T. Willmot- French	03/11/2015	To provide out of Hours Noise enforcement service.	
3	31,000	0	J.Taylor	04/11/2015	Highway verge maintenance (Still waiting for County to advise us of the outcome of discussions). Jackie looking at different ways of working to accommodate and believes that can be achieved	
4	23,000	0	J.Taylor	04/11/2015	Spelride originally put forward in anticipation that SCC would cut grant. Now believed SCC will pay the grant in 2016-17	
5	20,000	?	J.Taylor	04/11/2015	Relates to impact of high insurance excess on service area which by nature will have more claims. MAT to discuss corporate options with Insurance Manager, Stuart Mann	
6	50,000	50,000	C.Munro	04/11/2015	Commision a feasibility study for rebuild of Spelthorne Leisure centre	
7	50,000	50,000	J Brooks	05/11/2015	Planning Application Fee Income - Reduction in 2016/17 from the £495,000 in 2015/16	
8	5,000	5,000	Linda Norman	05/11/2015	Analyse Local Software. License purchased for 12 month period as pilot for Business Rates retention. Proved to be successful. This will help maximise business rates retained	
9	6,000	6,000	Linda Norman	05/11/2015	CoStar software license purchased jointly between Economic Development and Customer Services to monitor changes in commercial licenses to Spelthorne area. Software assists with prompt billing of Business rates and identifying forwarding address or registered offices for absconders	
10	20,000	10,000	Linda Norman	05/11/2015	Temporary Business Rates Fraud Inspector. This post was part of the DCLG fraud pilot and has proved successful in identifying properties that should be paying increased business rates and needs to continue. Amount revised 4/12/15.	
11	30,000	30,000	Linda Norman	05/11/2015	Temporary Business Rates Avoidance Officer. More resources are required to challenge ratifying advisors, review and verify on-going discounts and exemptions and provide additional resources to ensure prompt billing and administration of business rates. This post will help SBC more pro-actively challenge rating advisers and boost our Business Rates resource, currently we have smallest team in Surrey.	
12	5,000	0	Linda Norman	05/11/2015	Replacement of Artemis booking system to include web enabled booking system to deliver more efficient ways of booking events within the borough. Following clarification agreed not a growth bid	
13	10,000	0	Linda Norman	05/11/2015	Audit recommendation to improve the way Streetscene and Customer Services administer Garden Waste including procuring an efficient software solution that will integrate with the Council's payment, website and finance systems. View taken to defer a year and link to restructuring which will produce offsetting savings	
14	12,000	?	Linda Norman	05/11/2015	Agilyis Engage Website. To reduce calls to Customer Services as customers find the information they want in an efficient manner. To reduce failure demand and abandonment rates on the website as xustomer struggle to search for information they require. To recognise repeat visitors to the website through profiling and guide them to pages of interest. On-line customer satisfaction surveys, either linked to page customer is on or following a web chat provision to measure performance. Identify hotspots on the website across all devices where level of engagement is high, irrespective of whether the engagement is positive or negative. Went to ICT SIG. Make easier to navigate, once have online booking , would reduce number of calls coming in would enable to delete a CS post. Deferr to coincide with office move. Possibly defer or treat as invest to save pilot	
15	14,000	0	already in base Linda Norman	05/11/2015	Extension to Temporary CS Admin Support Officer. Convert into an apprentice, free up officers to do more technical work. Get 16 hours additional work. Already in base	
16	35,000	0	treat as capital J. Lowin	06/11/2015	Dining room furniture for Fordbridge and Staines. Furniture in first 15 years old and in second 19 years old. Health and safety issues. By acquiring new furniture we can put in place furniture which better meets needs of the users and therefore treat as an enhancement under the Capital Regulation and treat as capital bid - add to Capital bid list.	
17	2,400	2,400	J. Lowin	06/11/2015	On call allowance for Meals on wheels duty manager	
18	15,700	0	already in base J. Lowin	06/11/2015	Make post of Independent Living Assistant permanent (currently temp until July 2016)	
19	23,500	23,500	J. Lowin	06/11/2015	New post of second Independent Living Assistant	
20	4,350	4,350	Lisa Stonehouse	06/11/2015	New Skate Park - Long Lane Recreation Ground, Stanwell. Litter picking and bin emptying, weekly safety check, weekly sweep, weekly leaf blow/dirt/dust removal, ROSPA annual safety assessment	
21	4,350	4,350	Sandy Muirhead /Sabena Sims	06/11/2015	New Skate Park - Hengrove Recreation Ground, Stanwell. Litter picking and bin emptying, weekly safety check, weekly leaf blow/dirt/dust removal, ROSPA annual safety assessment	
22	1,477	1,477	Lisa Stonehouse	06/11/2015	Proposed natural play area - Orchard Meadow (subject to planning permission). litter picking and bin emptying, rake of the bark surface, weekly safety check of equipment, ROSPA annual safety assessment	
23	41,322	31,565	Updated to revised hours from Lewis 15/12/15 Lewis Brown	06/11/2015	Appoint dedicated EHO to inspect,monitor and improve conditions of B&B properties in legislation to Homelessness legislation for a period of 2 years. B& B numbers anticipated to continue at 60 -90 for next two years. 3 month backlog in inspections.. 88 households in 29 premises 80% out of borough. Fire safety issues. Looking for professional inspection . We have had two short term contracts. Current contractor 2 days a week. MAT in discussion with Lewis Brown not persuade sufficient work to keep officer employed 5 days a week. Lewis to review. Currently provisionally assume 3 days a week.	
24	35,775	35,775	Lewis Brown	06/11/2015	Appoint Housing Options Officer to address extra homelessness pressures including impact of Household Benefit Cap.reduced cap next year with wider impact. Invest to save work with households to assist into work, taking in lodgers moving out of area etc. Past outreach approach made tangible impact, Each homelessness case avoided saves £6k per annum. Invest to save argument	
25	16,502	16,502	Lewis Brown	06/11/2015	Appoint permanent Housing Register Officer in relation to increased fraud responsibilities under the Surrey County Fraud Initiative. looking to reduce housing fraud. So far six cases of fraud -savings to public purse £18k. 3 cases of tenancy fraud where property is handed back to SBC. Expect to save 9 cases per annum	
26	20,200	20,200	Helen Dunn	09/11/2015	Microsoft Licensing- End of 5 year term for volume licensing. Microsoft reviewed estate and increased charge. No choice item	
27	4,000	0	Helen Dunn	09/11/2015	Lync Support- no support at present on hold. Have managed to date without support could continue to do so	
28	15,000	5,000	Helen Dunn	09/11/2015	Specialist Training- Database and Systems Administrator new member of staff need to send on specialist courses would be a big hit on corporate training budget.	
29	20,000	0	Helen Dunn	09/11/2015	ICT Strategy Report - now being accommodated within 2015-16	
30	5,000		Helen Dunn	09/11/2015	Junior Staff Regrading- seeking to retain very able member of staff who took pay cut to join the team. Will consider as part of corporate approach to retention	
31	5,000		Helen Dunn	09/11/2015	Contribution to Surrey GIS development fund. Should offset other money we pay but we take time in future years less support cost. Some other Surrey councils have committed.	
32	500	500	Helen Dunn	09/11/2015	Purchase of additional Vasco tokens - repricing. Necessary to facilitate flexible working	
33	4,000	4,000	Helen Dunn	09/11/2015	Egress Switch ongoing revenue costs - in place first year free support.	
34	2,000	2,000	Helen Dunn	09/11/2015	Adjustment to our Diaster Recovery Contract - repricing fixed next three year. No choice item	







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**Cabinet**

**24 February 2016**



<b>Title</b>	Annual Grants 2016-17		
<b>Purpose of the report</b>	To make a decision		
<b>Report Author</b>	Joanne Jones		
<b>Cabinet Member</b>	Councillor Vivienne Leighton	<b>Confidential</b>	No
<b>Corporate Priority</b>	This item is not in the current list of Corporate priorities but still requires a Cabinet decision		
<b>Cabinet Values</b>	Community and Self-Reliance		
<b>Recommendations</b>	Cabinet is asked to: <ul style="list-style-type: none"> <li>• Agree the grants awards for 2016/17.</li> <li>• Note all other support to the voluntary, charity sector.</li> <li>• Note the performance of our key partners (over £10k per annum).</li> </ul>		

**1. Key issues**

- 1.1 The grants programme for 2016/17 was publicised in October 2015 and 21 applications were received. This compares with 38 last year.
- 1.2 The Voluntary / Community Sector is seen as a key driver of services under the Localism Act 2011.
- 1.3 The Health and Social Care Act came into force in April 2013 and the Clinical Commissioning Groups (CCGs) see the voluntary sector as important providers.
- 1.4 It is likely that if the voluntary sector did not provide services there would be even more pressure on local authorities (the industry norm for every pound spent by a local authority in grant aid, that six pounds of value is received). See Appendix A - background information.

**2. Options analysis and proposal**

- 2.1 To agree proposed funding to our major organisations for 2016/17 and to agree / not agree to the recommendation for the remaining funding for 2016/17. Details in Appendix B – Applicants and proposed funding
- 2.2 Following a meeting of the Grants Panel - Cllr Vivienne Leighton, Cllr Alfred Friday, Cllr Tony Harman, Terry Collier (DCX), Joanne Jones (Community

Development Manager) and Mary West (Sport & Active Lifestyle Officer) - the following grant support is proposed. See Appendix C for Grants panel review notes.

#### Major organisations

• Age UK Runnymede & Spelthorne	£25,000
• CAB (Runnymede & Spelthorne)	£75,000
• HomeStart	£15,000
• Rentstart	£30,000
• Shopmobility	£15,000
• VAIS	£5,000
<b>Total</b>	<b>£165,000</b>

#### Other applicants

• Carers Support	£500
• Crest	£2,900
• Crossroads	£5,000
• Mediation North Surrey	£400
• Mulberry Centre	£3,000
• N Surrey Domestic Abuse	£3,000
• One to One	£1,000
• Relate West Surrey	£1,000
• SCAN	£950
• Spelthorne Nat History Society	£500
• Spelthorne District Schools Football	£750
• Spelthorne Community & Arts Assn	£2400
• Spelthorne Sports Council	£2,400
• Talk	£1,000
<b>Total</b>	<b>£24,800</b>

Other applicants were Ashford Hockey Club, Dramatize, Kempton Park FC, RDA UK, Richmond Fellowship, Shepperton Village Fair, Staines Swimming Club, Surrey Welfare Rights. Their applications did not receive a grant offer.

2.3 The residue of £9,800 would be allocated throughout the upcoming year as and when further applications are made or eligible causes brought to the panel's attention.

2.4 It is also proposed that any organisations receiving in excess of £5,000 enter into a service level agreement to ensure that the Council is receiving value for money and also that the receiving organisation supports the Council's priorities.

### 3. Financial implications

3.1 The grant funding awarded is £199,600 - including residual £9,800 – and is available for the organisations as detailed in paragraph 2.2 and subsequent applicants during 2016-17.

3.2 The funding or support in kind for 2016/17 is projected to be as follows.

Grants	£199,600
Rate Relief	£46,000
Free facilities	£27,916
Accommodation in kind	£60,200
Neighbourhood Grants	£39,000
<b>Total</b>	<b>£372,716</b>

#### **4. Other considerations**

4.1 The Voluntary Sector offers services to a wide range of communities in Spelthorne. The collapse of any of them could have a profound effect on crime and disorder, health and many other aspects of Spelthorne life.

#### **5. Timetable for implementation**

5.1 Grants to be awarded in April 2016; residual grants thereafter until funds exhausted.

#### **Background papers:**

##### **Appendices:**

**Appendix A – Background information**

**Appendix B – Applicants and proposed funding 2016/17**

**Appendix C – Grants panel review notes**

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## **Appendix A – Background information**

Spelthorne Council supports the voluntary sector in a number of ways and detailed below are some examples

### **1.1 Other Support to Voluntary / Charity organisations**

- Rate / Business rate relief to charities / voluntary organisations.
- Free accommodation
- Facilities with no rent
- In kind support
- Better Neighbourhood Grants

### **1.2 Rate / Business Rate Relief**

There is a range of relief on rates / business rates for charities. Many organisations are entitled to mandatory relief of 80% but the Council has the authority to offer discretionary rate relief of up to 20%. Cabinet approval is required for any organisations receiving a “top up” of over £2,000 per annum and officers may approve a “top up” of up to £2,000.

1.3 The Council also has the ability to offer discretionary rate relief (need to meet the criteria). Again, Cabinet agree discretionary awards over £2,000 and officer under £2,000

1.4 Examples of organisations who receive the following

- Top up on mandatory over £2,000 e.g. Leisure Centres / Art Galleries.
- Top up on mandatory under £2,000 e.g. Scout Hut.
- Discretionary under £2,000 e.g. Village Halls / Sports clubs.
- Discretionary under £2,000 e.g. Sailing Halls / Sports clubs.

1.5 The value of the discretionary rate relief for 2016/16 is £46,000

### **1.6 Free Accommodation**

The following organisations receive free accommodation in Knowle Green.

- Age UK Runnymede and Spelthorne
- Carers Support
- Crest
- Crossroads
- One to One
- Rentstart

1.7 The rent value of this area (117.89sq m) is £27,916 per annum.

### **1.8 Facilities with no rent**

There are a few facilities which the Council leases to organisations at no cost. The key facilities are

- Riverside Arts Centre Sunbury
- Spelthorne Museum and archive store

1.9 The facilities above provide service for residents of the Borough. The facilities are extensively used by the community and are operated by volunteers. The rental values are as follows

- Riverside Arts Centre £44,000 per annum
- Spelthorne Museum £9,500 per annum

There is also a number of uniformed groups located on Council land for which the Council receives a ground rent.

Spelthorne Council also makes a grant to Surrey County Council, to cover the lease of space and service charge at Sunbury Library occupied by Citizens' Advice. This is projected to be around £6700 for 2016/17.

#### 1.10 **Leisure Grants**

Leisure Services has formerly administered grants to sports / play and arts organisations and individuals. For 2016-17 a minimum of £3,800 will be awarded to sports and arts associations and will be included in the annual grants allocation (see 1.4). The £4,800 administered by Spelthorne Community Arts Association and Spelthorne Sport Council will be included in the annual grants allocation for 2016/17.

#### 1.11 **In Kind Support**

Organisations such as Civic Pride, The Allotment Society and the Free Wades receive meeting rooms free of charge, storage and help to deliver projects.

#### 1.12 **Better Neighbourhood Grants**

Councillors will be each allocated £1,000 per annum from 2016-2017, to make their neighbourhood better, a total of £39,000. In some cases ward councillors put their allocations together to try to make better use of the money.

1.13 The Leader allocates any residual money at the end of the financial year.



**Annual Revenue Grants 2015-2016**

Organisation	Area of work	Amount requested	Previous payments	Comments	Amount awarded
AgeUK Runnymede & Spelthorne	Older people	£40,000.00	2015-16 £25,000	Information & advice; social activities	£25,000.00
CAB (Runnymede and Spelthorne)	Free independent advice	£85,000.00	2015-16 £75,000	Running costs	£75,000.00
HomeStart	Support for young families	£20,000.00	2015-16 £15,000	Running costs	£15,000.00
Rentstart	Prevention of homelessness for non-priority people	£32,500.00	2015-16 £30,000	Running costs	£30,000.00
Shopmobility	Mobility for shoppers with disabilities	£25,000.00	2015-16 £15,000	Running costs	£15,000.00
VAIS	CVS organisation supporting the borough's voluntary, community, faith sector	£17,900.00	2015-16 £5,000	Running costs	£5,000.00
		£220,400.00		Sub total	£165,000.00
Ashford Hockey Club	Sports club	£18,100.00		Half cost of refurbishing floodlights	£0.00
Carers Support	Support group	£1,153.55	£500 March 2015 to help run support groups	Office consumables and running costs	£500.00
Crest	Cancer support group	£2,900.00	£4000 2015-16	Office equipmet and relaxation day costs	£2,900.00
Crossroads	Practical and emotional support to carers	£5,000.00	2015-16 £1,500	Covering core hours costs for respite breaks	£5,000.00
Dramatize	Drama/theatre club for people with learning disabilities	£4,756.00	2015-16 £2000	Sunday fun day running costs; respite care	£0.00
Kempton Park FC	Youth Association football	£500.00	2015-16 £300	Running costs - pitch hire	£0.00
Mediation North Surrey	Community, neighbour and school peers mediation	£1,250.00	2015-16 - £500	Running costs	£400.00
Mulberry Centre	Walk in cancer support centre, counselling, relaxation therapies, information	£5,000.00	2015-16 - £3000	To extend outreach into Spelthorne	£3,000.00
North Surrey Domestic Abuse Service		£9,000.00		Running costs for service to Spelthorne residents	£3,000.00
One to One	Social activities for adults with learning disabilities	£5,000.00	2015-16 £250	Running costs - hall hire for weekly meetings	£1,000.00
RDA	Brazilian martial arts and dance	£3,670.00		For health and wellbeing	£0.00
Relate W Surrey	Advice, counselling	£5,000.00	2015-16 - £3,000		£1,000.00
Richmond Fellowship	Mental health support for over-18s; 1:1 or group support and activities	£400.00	2015-16 - £200	Assist people with mental health issues, providing art materials such as tiles for mosaics, paint, pencils and paper	£0.00
SCAN	To improve access and access awareness of people with disabilities	£1,000.00	2015-16 - £950	Running costs to provide support for people with disabilities seeking safe and easy access also a newsletter	£950.00

**Annual Revenue Grants 2015-2016**

Shepperton Village Fair	Provision of an annual event for the local community	£1,500.00	2015-16 - £1,000	Towards infrastructure costs	£0.00
Spelthorne Natural History Society	Enhancement of Nutty Wood and part of Ash Link local nature reserve	£1,200.00	2015-16 - £500	Bird screen and footpath in Nutty Wood	£500.00
Spelthorne Schools District Football Team	Schools-based district teams u-14 and u-16	£1,500	2015-16 - £500	Kit and equipment for extra teams - U12 and U13	£750.00
Spelthorne Community & Arts Assn				Grants to community and arts groups	£2,400.00
Spelthorne Sports Council	Small grants where requested by local sports clubs and individuals	£2,400.00		Grants to sports organisations	£2,400.00
Staines Swimming Club	Swimming lessons and fitness all ages	£11,000.00		Compulsory staff training, maintenance costs, kit, running costs	£0.00
Surrey Welfare Rights Unit	Specialist support on welfare benefits; advice line, training, publications	£3,000.00		Towards running the training programme	£0.00
TALK	Supporting people with a communication difficulty ie due to a stroke	£2,500.00	2015-16 - £1000	Annual running costs of the Ashford group	£1,000.00
		<b>£85,829.55</b>		Sub total	<b>£24,800.00</b>
				Grant available	£199,600.00
				Allocated above	£189,800.00
				Residual money	£9,800.00
<b>Note:</b> Grants funding comprises £191,000 annual grants budget; £4,800 for Sports Association and Community Arts Association; £3,800 leisure development and arts development - a total of £199,600					

## **Appendix C – grants panel review notes**

### **Spelthorne grants panel review meetings 2016-17**

The panel met on two dates – 19 and 26 November - to review performance and progress of the main six organisations funded by the annual revenue grants scheme.

Five of the six are on the second year of three-year agreements; the agreement with VAIS is one year at a time.

All six are subject to Service Level Agreements.

Prior to the meetings the panel is sent the organisations' annual reports including financial statements for 2014-15.

Panel members; Chair – Cllr Vivienne Leighton; Cllr Alfred Friday; Cllr Tony Harman; Terry Collier, DCX Spelthorne Borough Council; Mary West, Sports and Active Lifestyle Officer Spelthorne Council. Grants admin Joanne Jones Community Development Manager.

#### **AgeUK Runnymede & Spelthorne.**

##### **Received £25,000 in 2015-16; second year of three-year agreement**

Represented by Tony Docker – Chief Officer and Mark Bevan, Operations Manager

Tony highlighted the achievements over the first year of the agreement and explained that the grant goes towards AgeUK's Information and Advice service – for which no charge can be made and therefore it is reliant on grant funding.

He described it as the “Rolls-Royce” standard; three members of staff do home visiting and the service is sought after by older people. The staff receive training in safeguarding, health and safety, lone working, dementia recognition and so on.

A lot of welfare benefit money is brought into the local economy through AgeUK assistance - around £1m in the year across the two boroughs.

Outreach sessions are held at GP surgeries and hospitals, namely in Addlestone, Chertsey and Egham; the panel was keen to encourage AgeUK to extend this service across surgeries in Spelthorne. Tony said this was not by design – there is difficulty getting “a foot in the door” at surgeries – and the Councillors on the panel offered to assist with encouraging their local surgeries to take up the AgeUK outreach sessions.

Mark reported that the services enabling people to stay in their own homes were becoming increasingly in demand.

Volunteers are recruited from many different sources, with the mix of tasks including driving, office work and befriending.

There are around 70-80 volunteers on the books, with four or five new recruits each month.

Financially, things have been improving over the past couple of years and Tony

reported the books were balancing, after three years in heavy deficit. The appointment of Mark has brought about the chance to develop monitoring and reporting mechanisms as well as improved man management.

Age UK Runnymede and Spelthorne has also passed the Organisational Quality Standard with flying colours.

Tony said the aim was always to make the organisation self-sustaining and was talking with the CCG and locality hubs to ensure users can be get direct access to the services they need. Referrals to SBC services were included in this.

Discussion ensued on the Road To Recovery scheme where AgeUK assists people leaving hospital to ensure they have support at home; there are still cases where people “fall through the net” which is a result of referrals not being made at ward level. Tony said dialogue was ongoing with St Peter’s and the CCG to tighten up the system for safe discharge. There were hopes that Age UK (and Red Cross) could be included in meetings about discharges so the system can work better.

### **Shopmobility**

**Received £15,000 in 2015-16; second year of three-year agreement**

Manager David Bisiker described Shopmobility’s operation as “hand to mouth” but judged that the worst of economic hardship was over.

Shopmobility’s new premises were very pleasant, with good accessibility – but still somewhat out of the way. Service users are steady at around 250 a year, with a recovery from the drop in 2013 when the organisation was in temporary accommodation in Norris Road.

Publicity was taking off, including static displays in the Elmsleigh Centre, Staines.

It was suggested by the panel that a courtesy phone service – similar to free taxi call point – be investigated for installation in the Elmsleigh Centre, possibly sponsored by the traders. Raising awareness of Shopmobility’s availability and location has been identified as the key to growing numbers. David said various other agencies in the borough were helpful in promoting the service; no funding however was forthcoming from Runnymede Council, nor Two Rivers shopping centre.

Efforts are being made to find income streams, including Lottery funding.

Membership of the British Healthcare Trade Association would also bring benefits.

### **HomeStart**

**Received £15,000 in 2015-16; second year of three-year agreement**

Manager Mandy Groves was accompanied by Treasurer Anne Damerell and chair of trustees Beth Scott.

Homestart had a very interesting year. Referrals were way up, with 36 in the first quarter of the year, slowing down to around seven a month. The cases were also becoming more complex.

Referrals were coming from schools – especially with four-year-olds – because problems that would have been flagged up by health visitors were no longer coming forward, with the demise of the HV role.

Mandy mentioned Homestart's 36 "fantastic" volunteers; some have been lost as they return to work, but the new preparation course meant joiners would have a qualification, as the course was accredited.

Mandy said Homestart had known the HV situation would happen and started to make sure people had information about their service; referrals then came pouring in.

Concerned about potential strain on the staff, Homestart has delayed a quality appraisal and made efforts to expand to get more staff.

A successful bid for Children In Need money will bring in £15k for three years, enabling the employment of a second co-ordinator. A fundraising sub committee has been set up, with a Friends of Homestart group being established. More than half the £26k shortfall for the year has been raised so far, and new volunteers have been coming forward.

Work had been started with the Red Cross where short visits could be arranged in emergencies; collaboration with other agencies was being pursued.

Mention was made of the toy library at Stanwell youth centre – managed separately for Surrey Early Years, which is now a thriving "stay and play" group serving a diverse group of parents, carers and children.

### **CAB Runnymede and Spelthorne**

#### **Received £75,000 in 2015-16; second year of three-year agreement**

Manager Pat Thompson and treasurer Trevor Mudd attended.

Pat provided a "dashboard" assessment; an increasing number of black, Asian and minority ethnic clients were being seen in Spelthorne – tending to have multiple problems. In Spelthorne particularly there are difficulties in communication because of non-English speaking clients coming forward, without translation help available. This leads to things taking longer to resolve. Pat reported there were 37 different languages in use by clients at the Sunbury branch alone.

The outreach in Stanwell was going well; this popular service is something CAB would like to build on.

The tightening up of regulations relating to payday loans had resulted in a drop in debt problems – but the use of foodbanks was masking debt to some extent.

Pat revealed that 75 per cent of clients had mental health problems; either contributing to their situation, or as a result of being beset by misfortune.

Finance is still the major headache; Trevor described the organisation being at a tipping point – they cannot sustain the current activity and will overspend by £45k by the end of the year. In three years this will be a major problem. The alternative is to find income or cut back on services.

Pat had bid for project money with no success and funding from the NHS would continue until the end of next year.

The chairman asked if there was any assistance forthcoming from local legal practices; Pat said it did happen now and again but not as much as in previous years. Legal Aid was practically non-existent nowadays.

Volunteer numbers were steady – with a continuing stream of students being taken on. Other agencies who CAB works with include AgeUK, SBC Housing dept; VAIS

and Voluntary Support North Surrey.

The panel considered that finding a solution to the problems of translation should be addressed.

The panel regretted the necessity for expenditure on the name change, dropping the word Bureau from the title – a decision made at national level.

It was noted that Spelthorne Council now has a representative on the management committee – Cllr Alfred Friday.

### **Spelthorne Rentstart**

#### **Received £30,000 in 2015-16; second year of three-year agreement**

Bryan Pilgrim, Manager; Linda Marshall Chair/secretary; Meena Chahal project support worker; Hilary Stokes Treasurer.

Bryan reported a quite successful year – the busiest ever in Rentstart’s history. They had seen around 350 clients and housed up to 100 compared with finding homes for 86 last year. The shortage of accommodation was the biggest headache and a struggle.

Rentstart has focussed on tenancy support – to gain and retain landlords. There’s a good deal of “handholding” required to help landlords feel comfortable with payments, tenancies and so on.

Potential tenants are encouraged to look for properties themselves and given guidance on how to go about this effectively.

There are only problems in a very few exceptional circumstances.

Funding: Rentstart is in the fourth year of a four-year funding from Crisis. Bryan said Rentstart had a keen new committee member who will be concentrating on funding sources.

Close collaboration with Elmbridge Rentstart was also proving useful and there were thoughts of working with the Runnymede scheme as well. The panel commended Rentstart on seeking to reduce overheads by working closely with other organisations.

Discussion turned to how the model works, with landlords agreeing to quite low rents – which are acceptable if the “package” suits them – guaranteed rent, close working with Rentstart to monitor the tenancy.

The issue of lack of rental accommodation is major; the council’s hopes to improve supply were mentioned, as well as the private landlords’ forum which has formerly been consulted over how to increase the availability of private rental homes.

Bryan spoke about the value of being located within the Council building – right among the Housing department.

He also touched on the increasing role played by Rentstart in getting young homeless people, to reconsider their options and work on going back home. An increase in rough sleepers – people from the borough and from various walks of life – is also placing extra pressure on the service.

### **Voluntary Action In Spelthorne**

#### **Received £5,000 in 2015-16; one-year agreement**

Robin Sider, Chairman; Celia Leggett, Vice Chairman; Elizabeth Mackendar-Moore, Chief Officer; Katherine Peters, Voluntary Action Development Officer; Robert Allen, Voluntary Action Development Officer; Roberta Vargas De Biase, volunteer book-keeper

Elizabeth drew the panel's attention to the annual report.

Volunteer statistics had improved over the previous year, both in quantity and quality.

VAIS had cut its number of engagement events to focus its priorities in different places. It has set about engaging with the community and organisations – specifically to deliver drop-ins to reach the community in libraries, JobCentres, High Streets, cafes – to reach potential volunteers in various areas.

Libraries and JobCentres were deemed a good location – given they have a “captive audience”.

Volunteers, placements and follow-up were then discussed; the process of interviewing potential volunteers, offering three matches from Vbase (database) and then following up both the volunteers and the placement. Elizabeth said it was more successful to meet face to face as this meant people were not “lost” and they could be followed through.

VAIS's work with corporate volunteers and businesses was also covered although the panel was surprised to learn of the work undertaken to source and service placements outside the borough.

Asked about the financial future – given the large reserves and a projected overspend of £46,000 in the current year – VAIS Chairman Robin Sider said the reserves were needed for potential redundancy payments.

Elizabeth told the panel the jobs and work and staff numbers would be re-evaluated in order to counter the forecast negative figures.

Working with other organisations takes the form of being part of a network of other Surrey CVS organisations, using the same database, although no joint projects had been undertaken recently.

The panel Chair asked whether, given other organisations' close working with Runnymede counterparts, VAIS had considered doing so with North Surrey VA (formerly RAVS)

Celia said this was not something the board wanted or had talked about and Elizabeth explained it would not be practical, given how dissimilar she said the two boroughs were.

VAIS did have a significant number of Runnymede volunteers on its books – around 35 from Egham.

Assistance that VAIS would welcome from the Council included inclusion in promotional material such as the Bulletin; having messages on the electronic noticeboards at the library – which would be looked into. The Bulletin already covers VAIS material.

VAIS Chairman said a lot had been done over the past year; VAIS had reduced expenditure; made savings; satisfied the SCC and CCG commissioners and addressed all comments. He was however disappointed that when the county council is monitoring the CVS sector, it asks for statistics relating to volunteers dealt with by VAIS but did not take into account all the other volunteers which do not come

into VAIS's orbit – such as those who work with Rotary clubs.

The panel noted that Roberta had done an excellent job and was keen to see the standard of book-keeping maintained; the new appointment of Spelthorne Principal Accountant Adrian Flynn as a trustee was welcomed.

The panel would urge VAIS to investigate the potential of a merger with another CVS organisation; to provide a seamless service and reduce overheads.

The panel decided that any grant award would be subject to further conditions relating to the other outcomes and outputs in the Service Level Agreement apart from volunteering. A six-month review would be required.



**Cabinet**

**24 February 2016**



<b>Title</b>	Spelthorne Sustainability Strategy		
<b>Purpose of the report</b>	To make a decision		
<b>Report Author</b>	Mark Rachwal		
<b>Cabinet Member</b>	Councillor Maureen Attewell	<b>Confidential</b>	No
<b>Corporate Priority</b>	Value for money Council		
<b>Cabinet Values</b>	Community and Self-Reliance		
<b>Recommendations</b>	Cabinet is asked to endorse the updated Spelthorne Sustainability Strategy (2016-2019) as a whole along with the action plans.		

**1. Key issues**

- 1.1 A Spelthorne Sustainability Strategy was developed in 2009.
- 1.2 As this strategy reached the end of life an updated version has been developed which offers a framework to ensure value for money of the Council's operations and to fulfil our role as a community leader in relation to sustainability.
- 1.3 Sustainability needs to be incorporated into all aspects of work and business so that we can prepare ourselves, our communities, local businesses and residents from volatile economic conditions whilst also protecting our environment and social resources. This is of significant importance in the current economic climate.
- 1.4 The Spelthorne Sustainability Strategy stresses the urgency and importance of ensuring ambitions set at national, regional and local level are realised at Spelthorne Borough Council and sets out the Council's actions over the next four years.
- 1.5 Nine target areas are identified which form the focus and structure of the Action Plan: Energy efficiency; Water efficiency; Waste and pollution; Sustainable procurement; Sustainable planning, housing and regeneration; Sustainable transport and travel; Biodiversity and open spaces; Awareness and engagement; Risks and adaptation.
- 1.6 To help embed these priorities it is important for this strategy to be adopted.

## **2. Options analysis and proposal**

- 2.1 Spelthorne Sustainability Strategy is offered for adoption. This will enable the Council to respond to Government sustainability targets, continue to meet statutory requirements and meet the needs and expectations of residents in respect to sustainability issues such as the economy, waste, energy and water. The strategy will help embed sustainable principles into other areas of the Council and stakeholders' activities.

## **3. Financial implications**

- 3.1 Financial implications will fall under individual projects, although there may be a need for more resource in order to tackle all actions between now and 2019. This will be examined separately and linked to national indicator requirements. Overall the strategy will enable more robust development and financial commitments and therefore strengthen our economic position.

## **4. Other considerations**

- 4.1 Not adopting the strategy could result in some negative publicity and may demonstrate a lack of commitment and initiative in an area currently topping many political agendas.
- 4.2 The strategy does have a strong emphasis on adapting to climate change to help reduce and mitigate the risk of environmental disasters such as flooding, as well as minimising the economic risk and strengthening the social sustainability of the borough. As the action plans do inter-link it is necessary for complete 'buy-in' from all stakeholders and 'responsible people' to ensure progress. Not adopting the strategy could leave the Borough more open to these risks.

## **5. Timetable for implementation**

Report to Cabinet – 24 Feb 2016

Adoption of Sustainability Strategy – March 2016

Some individual projects are already underway. Current progress can be seen in the Action Plans

**Background papers:** None

### **Appendices:**

Spelthorne Sustainability Strategy 2016 - 2019



**Spelthorne  
Sustainability  
Strategy**  
2016 – 2019  
DRAFT



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## **1. Introduction**

### **1.1. Context of the strategy**

Spelthorne Borough Council, like all councils, faces huge challenges, including to budgets, housing, planning, resident's health and wellbeing, transport, and pressure on land and other resources. This strategy offers a framework to ensure value for money of the council's operations and to fulfil our role as a community leader in relation to sustainability.

Spelthorne BC also has a significant opportunity, with the proposed Staines town centre regeneration project and planned council office move from Knowle Green, to ensure sustainability is embedded in all stages of these projects to demonstrate our commitment and leadership towards a sustainable future.

There are a wide range of policies and strategies already in place within all areas of the council's activities, and there is no intention here to duplicate the contents of these documents. Included in much existing documentation are statutory requirements that align with sustainability goals. It is therefore taken that these are met as a minimum, and this sustainability strategy aims to augment rather than repeat these other documents such that sustainability goals and targets go above and beyond statutory levels.

### **1.2. Purpose of the strategy**

The purpose of the Sustainability Strategy is to bring all aspects of council activity that impact on sustainability into one framework. This will facilitate the integration of sustainability into the council's core business processes. It will also ensure that links are made to other goals and targets of the council's activities so that the implementation of sustainability actions is not placing an additional burden onto already overstretched resources. Fortunately, sustainability goals usually align with reduced costs and increased health and wellbeing, and so it is appropriate to include sustainability alongside other council aims.

## **2. Sustainability Target Areas**

Nine target areas have been identified:

- Energy efficiency;
- Water efficiency;
- Waste and pollution;
- Sustainable procurement;
- Sustainable planning, housing, and regeneration;
- Sustainable transport and travel;
- Biodiversity and open spaces;
- Awareness and engagement;
- Risks and adaptation.

These will form the focus and structure for this section and the Action Plans that follow. This section sets out for each of these nine areas:

- The overall sustainability goals in this area;
- The sustainability goals that are already covered by statutory requirements, or by other, procedures, policies or documents;
- Areas not covered by other areas that require addressing in this strategy, and that can provide a focus for even greater sustainability improvements.

## **2.1. Energy Efficiency**

### Sustainability Goals

The goal is to reduce energy use, thereby reducing both energy costs and the Greenhouse Gas (GHG) emissions that energy production contributes to climate change. This applies to council buildings and activities, as well as offering guidance and information to residents and businesses of Spelthorne on their energy use.

The biggest motivation for reducing energy use is that energy is very costly, and therefore making energy savings, will help the council, local businesses and residents to save money. The most influence the council has is over its own activities, and reducing energy will help to satisfy the council's need to offer value for money. In reducing energy use, there will also be a positive impact on GHG emissions, health and wellbeing, and air quality.

The statutory requirements in this area are primarily applicable to organisations that qualify for the Carbon Reduction Commitment (CRC)<sup>1</sup>. In these cases, there is a statutory requirement to provide annual reporting on energy use across the estate, and to surrender a commensurate volume of CRC allowances. Spelthorne does not currently qualify for this scheme, however, DECC<sup>2</sup> requires GHG emission data from council activities related to building energy use, and staff and business travel impacts. This is reported under National Indicator 185.

Even without these reporting mechanisms, it is sensible for the council to monitor energy use from all council activities so that potential savings can be identified, and interventions monitored for impact.

### Sustainability Goals Covered by Other Documents

The renewed Spelthorne Energy and Water Efficiency Policy (2016-202) is currently being written, and is expected to cover all of the goals listed below in terms of how national and local targets will be met, the measurement of use, and purchasing arrangements of energy. Until this policy is renewed, the goals and targets will remain in the Sustainability Strategy and Action Plan.

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<sup>1</sup> CRC Energy Efficiency Scheme Order 2010.

<sup>2</sup> Department for Energy and Climate Change

The Carbon Management Plan was historically crucial for implementing energy savings; however, with the ending of the current Salix funding in 2014 and all projects complete, this has been archived. It will be reinstated in 2016 if there is sufficient need.

There is a statutory requirement for all buildings over 250m<sup>2</sup> to display a Display Energy Certificate (DEC). This needs to be done for all the appropriate council properties<sup>3</sup>.

Currently, all new planning applications must include a commitment to achieve 10% of energy from renewables<sup>4</sup>. The proposals are checked by the sustainability team, but it is important that there is a follow up to ensure that this target is met or exceeded.

### Goals Covered by This Strategy

- To ensure the Spelthorne council estate and activities are run using as little energy as possible, achieving an annual 2.5% reduction in GHG emissions from gas and electricity. This will include behavioural interventions to encourage staff to use less energy, as well as reviewing the business cases for installing/fixing renewable energy sources, and reviewing routine activities for opportunities for improvements;
- To encourage Spelthorne businesses to reduce energy consumption. This will include the implementation of behavioural interventions, such as turning off lights, adjusting heating settings, etc., as well as offering advice to businesses in the installation of renewable energy technology and other infrastructure changes, such as insulation, double glazing etc., and to offer guidance on obtaining funding for such interventions;
- To encourage Spelthorne residents to reduce energy consumption through changes to behaviour as well as offering them advice on the installation of renewable energy technology and other infrastructure changes;
- To facilitate improvements to housing wherever possible. This specifically incorporates the goal of working to improve the energy efficiency of properties housing individuals living in fuel poverty.

## **2.2. Water Efficiency**

### Sustainability Goals

The aim is to reduce water consumption where possible. Reducing water usage has three implications: firstly, that for bills calculated based on usage, the costs will reduce; secondly, that water is (and is likely to increasingly be) a

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<sup>3</sup> Note, the previous requirement was that a DEC was needed for buildings over 500m<sup>2</sup>, which was achieved. Now that the legislation covers smaller buildings, some extra buildings fall under this requirement

<sup>4</sup> This is expected of Government (although set by the council), and is covered within the Core Strategy and Policies, Development Plan Document

globally scarce resource that must be used responsibly; and thirdly, that the cleaning of water to standards to ensure public health is costly and has an inherent impact on other sustainability goals, such as pollution and energy use.

The reduction of water usage applies to council properties and assets, as well as being applicable to residents and businesses.

#### Sustainability Goals Covered by Other Documents

There are no known statutory requirements governing the use of water. However, the council's Corporate Plan states one (of five) priority as being the efficient use of resources, and therefore would include the use of water.

#### Goals Covered by This Strategy

To:

- Consolidate the information currently held regarding water usage across council property and assets;
- To set up a means of collecting accurate water usage data so that monitoring of usage is ongoing, and so that areas of potential consumption reduction can be identified and acted upon.

### **2.3. Waste and Pollution**

#### Sustainability Goals

The goals are to reduce overall waste volumes, and to divert a high percentage of collected waste to recycling facilities. There is also a goal to reduce pollution, and to effectively clear up existing pollution in a pragmatic and cost effective manner.

The motivations for the effective treatment of waste and pollution are related to public health and wellbeing, and to reduce the costs related to waste processing, which can be best met by reducing the quantity of overall waste, and to reduce the waste going to landfill.

#### Sustainability Goals Covered by Other Documents

There are numerous statutory requirements on Spelthorne that guide the handling and transportation of waste, and its treatment and disposal<sup>5</sup>. Statutory requirements cover waste from resident and commercial premises, and the provision of civic amenity sites. The effective treatment of waste is vital to meet public health and wellbeing standards, but is increasingly governed by cost implications.

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<sup>5</sup> Environmental Protection Act 1990; Landfill Allowances and Trading Scheme (England) Regulations 2004; Waste and Emissions Trading Act 2003; Refuse Disposal (Amenity) Act 1978; Controlled Waste Regulations 1992; Household Recycling Act 2003; Clean Neighbourhoods and Enforcement Act 2005



Statutory acts and regulations have made landfilled waste very expensive, and therefore to meet council aims to reduce costs and increase value for money, there is a strong imperative to decrease waste overall, and to increase the proportion of waste that is diverted from landfill.

The managing of waste and recycling within Spelthorne is guided by the Surrey Joint Municipal Waste Management Strategy, which sets out the county-wide strategy, goals and targets until 2019/20. The targets stated, and that Spelthorne can also aim for by 2019/20 are;

- Total waste per household to reduce to be equal to the lowest quartile level in 2013/14
- 70% recycling and recovery rate
- 0% sent to landfill
- No increase in cost per household from 2013/14 levels

The document also sets out the core values and actions that will guide the activities in order that these targets are met.

Spelthorne have identified 2 areas where adoption of the Surrey Joint Municipal Waste Management Strategy will be challenging due to resource constraints. These are related to the intention to collect the same materials in the same way across Surrey; and offering quality and competitive commercial waste collection services.

There are also numerous statutory requirements on the council related to pollution and environmental protection<sup>6</sup>. Some of these are handled at a SCC level, and the remainder within Spelthorne Environmental Health. To guide procedure there are already documents that govern the management and reduction of pollution. The Air Quality Action Plan is currently under review.

#### Goals Covered by This Strategy

- To increase the overall recycling and segregated food waste rates;
- To continue to increase the number of materials collected at the kerbside;
- To ensure the Air Quality Action Plan and Contaminated Land Strategy are complete and up to date so they can guide procedures;
- Given that the primary cause of poor air quality within Spelthorne is related to road and air traffic and is therefore somewhat out of the control of the council, Spelthorne has recognised the need to inform at-risk residents (e.g. those with specific medical conditions) of poor air quality so that they can take action to look after themselves. It is important that awareness of this scheme is widespread so that take-up is high.

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<sup>6</sup> Environmental Protection Act 1990; REACH Enforcement Regulations 2008; Clean Air Act 1993;

## 2.4. Sustainable Procurement

### Sustainability Goals

The aim is to include sustainability goals into the existing procurement processes so that all goods and service purchasing decisions taken by the council automatically include consideration of sustainability factors such as energy efficiency, pollution, disposal, embedded energy, and the sustainability policy and social responsibility of the provider. This will enable the council to work towards its values of service to the local community, respect, and value for money. And this will enable the council's purchasing power to set the example to its suppliers in regards to the importance of sustainability considerations, thereby extending the reach and influence of these principles.

### Sustainability Goals Covered by Other Documents

Although there are no known statutory requirements that mandate the inclusion of sustainability criteria in procurement, the Government Buying Standards (GBS) are encouraged across all public sector organisations. These offer best practice advice on the purchasing of 11 categories of goods and services, and consider energy in use, water in use, end of life costs, and resource efficiency.<sup>7</sup> Following this guidance will help Spelthorne to achieve the goals stated above.

It is also recommended best practice to adopt the Procurement Flexible Framework, so that progress towards five specific targets can be measured and monitored. Spelthorne have adopted this framework. These are:

1. People
2. Policy, Strategy and Communications
3. Procurement Process
4. Engaging Suppliers
5. Measurement and Results

The Sustainability Procurement Policy will formalise the intentions of Spelthorne Council with regards to considering sustainability criteria within all purchasing decisions.

### Goals Covered by This Strategy

- To complete the Sustainability Procurement Policy, and ensure it is embedded into existing procurement processes and procedures;
- To identify and liaise with the top 10 suppliers to Spelthorne to seek continual improvement to their sustainability processes and procedures;
- To seek continual review and improvement in the procurement Flexible Framework;

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<sup>7</sup> These can be viewed at <https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

- To review the sustainability criteria within consortium contracts to understand the impact on Spelthorne purchases. The next step will be to see where we can influence the criteria so that even greater gains can be achieved with regards to sustainability;
- Write guidance criteria against which tenders can be evaluated on sustainability grounds.

## **2.5. Sustainable Planning, Housing, and Regeneration**

### Sustainability Goals

The aim is to ensure that all new planning applications and developments, and all housing is built and maintained to standards that are compatible with sustainability goals. This has many advantages, including increasing energy efficiency, thereby reducing the costs and associated emissions; to decrease the embedded energy within building materials; to reduce pollution; to enhance the health and wellbeing of the building users through the provision of good quality buildings; and to reduce the instances of those living in fuel poverty.

In the proposed Staines town centre regeneration project, it is important that sustainability is considered at all stages of the design, build and operation. This includes the Elmsleigh Phase 4 & Tothill MS car park redevelopments, as well the planned council office move from Knowle Green.

It has also been identified that there is an opportunity for capital investment in improving other council owned or run properties, such that greater sustainability is achieved.

Currently, all new planning applications must include a commitment to achieve 10% of energy from renewables. The proposals are checked by the sustainability team, but there is currently no follow up to ensure that these targets are met. This is covered under the energy efficiency section of this document.

There is also a need to consider the character of the Spelthorne borough, as this enhances a sense of belonging and wellbeing, and is also considered important for attracting new businesses to the area<sup>8</sup>.

### Sustainability Goals Covered by Other Documents

These goals are all included in the Core Strategy and Policies, Development Plan Document, and are drawn from the statutory requirements<sup>9</sup>:

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<sup>8</sup> Ref: Spelthorne Economic Strategy 2013

<sup>9</sup> Town and Country Planning (Environmental Impact Assessment) (England and Wales) Regulations 1999; Environmental Assessment of Plans and Programmes Regulations 2004; Planning (Listed Buildings and Conservation Areas) Act 1990; Town and Country Planning Act 1990; Planning Policy Statement 9

- To protect and improve the quality of the environment, including improving the landscape, promoting biodiversity and safeguarding the Borough's cultural heritage;
- To secure an improvement in the Borough's air quality;
- To minimise the impact of noise on local communities and the environment;
- To safeguard valuable urban open space and provide for open recreational uses;
- To ensure new development is designed to a high standard appropriate to its setting and contributes to an improvement in the appearance of the environment;
- To contribute to making Spelthorne a safer place;
- To ensure development contributes to sustainable transport choices and reduces the need to travel;
- To prevent further urbanisation.

Spelthorne has some conservation areas, and there is a statutory requirement that councils review areas of historical and architectural interest to ensure they are adequately protected<sup>10</sup>.

#### Goals Covered by This Strategy

Due to the comprehensive statutory requirements in this area, the primary aim within the Sustainability Strategy is to ensure that sustainability is considered at all stages of the Staines town centre regeneration that are above and beyond statutory requirements.

An additional goal is to reduce the overall number of properties classed as being in fuel poverty year on year. Working with A2 housing association and private landlords to achieve a solid relationship between the two parties is imperative before a target can be set.

Additionally, the Sustainability Team Leader must report annually to the Housing Strategy and Enabling Officer on the actions set out in the Strategic priority 5: Improve energy efficiency of dwellings and ensure affordable warmth is available to residents. This reporting activity will continue.

## **2.6. Sustainable Transport and Travel**

### Sustainability Goals

The intention is to seek ways to increase the sustainability of travel within the borough. This includes reducing the impact of existing travel modes (for example, reducing road congestion so that car emissions reduce), as well as encouraging individuals to travel using more sustainable travel modes, such as walking, cycling and using public transport. There are multiple benefits to such a move, including financial, improved air quality, and increased health and wellbeing from increased exercise.

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<sup>10</sup> Planning (Listed Buildings and Conservation Areas) Act 1990

## Sustainability Goals Covered by Other Documents

There are statutory requirements on Local Authorities regarding the provision of integrated transport, to promote the availability of public transport, to manage the road network such that traffic movement is efficient, and to promote sustainable modes of travel specifically to and within schools<sup>11</sup>. There are also requirements related to the upkeep of public rights of way (such as footpaths, bridleways and restricted highways)<sup>12</sup>. SCC covers most of this for all Surrey boroughs, and therefore the role of Spelthorne is to support Surrey in these activities.<sup>13</sup>

The Spelthorne Economic Strategy<sup>14</sup> specifically identifies travel and transport as a key weakness of Spelthorne for servicing existing businesses and attracting new ones. It is considered important to reduce congestion, to provide safe routes for cyclists, to ensure environmental standards are met in the event of a third runway being built at Heathrow Airport (especially in relation to air pollution and noise), and to improve rail provision (southern rail link to Heathrow and increased capacity on the approach to London Waterloo). In addition, within the current Air Quality Action Plan, traffic reduction and travel integration were identified by the public as key concerns that would improve air quality, and thereby improve the health and wellbeing of residents.

These requirements have significant environmental, financial and health implications. Public transport, and especially walking and cycling, carry significant financial gains, and emit vastly reduced GHG's per person per mile, thereby helping to improve air quality. Individuals who regularly walk or cycle will also gain cardiovascular and muscular fitness, thereby increasing their health and sense of wellbeing. This is in line with the Spelthorne Health and Wellbeing Strategy (2015-2019).

## Goals Covered by This Strategy

The primary aim here is to focus on the travelling of council staff, both related to commuting and to business activities. There are also goals to engage with local residents and businesses where appropriate in order to encourage more sustainable forms of travel.

A Spelthorne Travel Plan has been written to specifically target 2016-2017, and two projects in that timeframe: the council office move from Knowle Green, and the plans for Staines-upon-Thames regeneration.

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<sup>11</sup> Transport Act 1968; Transport Act 1985; Transport Act 2000; Traffic Management Act 2004; Education Act 1996

<sup>12</sup> Highways Act

<sup>13</sup> The Surrey Transport Plan can be viewed here: <http://www.surreycc.gov.uk/roads-and-transport/surrey-transport-plan-ltp3>

<sup>14</sup> 2013

## 2.7. Biodiversity, Open Spaces, and Allotments

### Sustainability Goals

Spelthorne is fortunate to have 4 Sites of Special Scientific Interest (SSSI), 80 parks and open spaces, and to have approximately 65% of its land designated as green belt. Maintenance and improvement of these spaces carries many benefits, including offering residents and visitors opportunities for recreation and exercise (crucial for health and a sense of wellbeing), and to help mitigate the problems in the borough of poor air quality. There is also an important aesthetic value in having these spaces, and an inherent value in the wildlife and ecosystems that are supported.

Biodiversity is important for many reasons. Biologically, a diverse ecosystem will help protect areas from soil erosion, floods and other harmful weather conditions; will facilitate the recycling of nutrients; and will help control pollution. Economically, biodiversity is important for medicines and commercial uses; and for cultural and aesthetic values. Generating educational opportunities for biodiversity understanding is vital for the long-term.

Allotments offer a unique local resource. They contribute to the overall sustainability of the area by lowering pollution associated with the commercial growing and transportation of food; and enhancing the health and wellbeing of allotment holders through the physical exercise required in maintaining the land<sup>15</sup>, and in the social gains in belonging to a strong community. It is important that allotments are well managed, and that take-up is high so that the full benefits realised.

Encouraging the use of the parks and open spaces is a significant way that the health and wellbeing of residents can be enhanced. Aside from the obvious gain to individuals' fitness and health, there are other gains, such as to reduce NHS service use, and to the work readiness of the population (which was identified as a key weakness of Spelthorne within the Economic Strategy 2013).

Parks and open spaces also provide significant climate change amelioration and mitigation benefits. These include offsetting, or even reversing, climate change; providing shade; rainwater interception, storage and infiltration which reduces flood risk; mitigation of urban heat; improving air quality; and carbon storage and sequestration<sup>16</sup>.

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<sup>15</sup> Recent research has shown that working an allotment for just 30 minutes a day results in individuals being less prone to anger, anxiety and depression,  
<http://www.nsalg.org.uk/news/just-half-an-hour-in-the-allotment-can-have-physical-and-mental-health-benefits/>

<sup>16</sup> <http://www.forestry.gov.uk/fr/urqc-7EVE82>

## Sustainability Goals Covered by Other Documents

There are numerous statutory requirements to protect and enhance SSSIs, to have regard for the conservation of biodiversity, and to reduce risks from pests and non-native invasion species<sup>17</sup>. There is also a statutory requirement to protect hedgerows<sup>18</sup>, and for the management of common land and greens<sup>19</sup>. These reflect the high importance of the natural environment.

These (and other) requirements are reflected in the Spelthorne Core Strategy and Policies Development Plan Document in terms of how the regulations apply specifically to planning and developments. The Spelthorne Biodiversity Action Plan contains specific actions related to the preservation of three flagship species that are found within Spelthorne: brown galingale, stag beetle and song thrush. The management of the parks and open spaces that are across the borough are guided by the Parks and Open Spaces Development Strategy, as well as by individual park plans, such as the Ecological Management Plan for Sunbury Park (2014-2018).

Allotment provision is a statutory requirement on Spelthorne<sup>20</sup>, and their management is guided by the Spelthorne Allotments Strategy.

## Goals Covered by This Strategy

- To establish annual maintenance plans and strategies where appropriate for ongoing care and development of the SSSIs;
- To focus on a strategy for non-native invasion species removal from the River Colne;
- Completion of river restoration works;
- Research the potential for wildlife corridors and strongholds across the borough;
- To develop park management plans to increase the financial sustainability of the parks, possibly through the creation of “Friends” volunteer groups. The management plans will also seek to increase the inherent value in the parks, whilst increasing access and visitor numbers, and will supplement other plans where they exist;
- To ensure allotment take-up is maximised, ensuring there is no waiting list and there are no empty plots.

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<sup>17</sup> Including: Wildlife and Countryside Act 1981; Natural Environment and Rural Communities Act 2006; Conservation of Habitats and Species Regulations 2010; Prevention of Damage by Pests Act 1949; Alien Species Regulation 2015 (EU level)

<sup>18</sup> The Hedgerow Regulations, 1992

<sup>19</sup> Commons Act 1899

<sup>20</sup> Small Holdings and Allotments Act 1908

## **2.8. Awareness and Engagement**

### Sustainability Goals

The overall aim is to communicate and engage council staff and Spelthorne residents and businesses in sustainability. Raising awareness is one part of this, and includes within the council itself, but also engaging externally with residents and businesses. Although there is limited data to support direct links between information provision and behaviour change, it would be remiss to not include this in this strategy, as it will play an important supportive role for the other actions and goals. It is also vital that the council communicates its own progress towards sustainability goals so that it can promote best practice, and can lead by example.

Community engagement can provide a crucial support for other sustainability goals. For example, engaging with community groups that use halls and huts can complement the energy efficiency goal to increase the efficiency of those buildings, and this offers a joined up message regarding information and action.

### Sustainability Goals Covered by Other Documents

There is a statutory requirement to increase access to environmental information<sup>21</sup>.

### Goals Covered by This Strategy

- To engage with council staff and contractors so that sustainability goals are communicated, and individuals act to maximise the potential for achieving them;
- To engage with local residents in the areas of reducing energy and water consumption, reducing waste generation, increasing waste separation to aid recycling, and reducing private car use in favour of public transport or walking/cycling. It is also important to promote the use of the parks and open spaces to help increase the population's health and wellbeing;
- To engage with local businesses in the areas of reducing energy and water consumption, reducing waste generation, increasing waste separation to aid recycling, and reducing private car use in favour of public transport or walking/cycling. It is also important to promote sustainable procurement;
- To engage with local schools and community youth groups to encourage thought, debate and behaviour that can support sustainability goals;

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<sup>21</sup> Environmental Information Regulations 2004



## **2.9. Risks and Adaptation**

### Sustainability Goals

To ensure that Spelthorne is prepared for risks related to climate change.

### Sustainability Goals Covered by Other Documents

Spelthorne is already actively involved in the Surrey Local Resilience Forum, which is a county-wide initiative for considering the risks associated with climate change, and associated emergency planning. These risks include severe weather events and their consequences, including drought triggering wildfires, extreme and prolonged cold, heatwave, and precipitation triggering flooding and land movement.

The risk that most applies to Spelthorne is flooding, and there are additional initiatives in place to ensure preparedness, including community resilience engagement, and longer-term support for the River Thames Scheme. There are statutory requirements on local authorities regarding flood risk management<sup>22</sup>.

### Goals Covered by This Strategy

Ongoing support for engaging with community groups for flood resilience is crucial, and is therefore contained in this sustainability strategy. Practically, flood risk is reduced through the good maintenance and management of watercourses. Ongoing practical support for the River Thames Scheme is vital to ensure plans and developments best meet the needs of Spelthorne residents and sustainability goals.

## **3. Developing, monitoring and reviewing the action plan**

The Action Plan set out in section 4 is designed to deliver an approach that will enable, encourage and engage others, whilst setting an excellent example across all the Council's activities.

Successful delivery is only likely to be achieved by having a high level of commitment throughout the whole of the Council – from Management Team to managers and staff at all levels. There will also be a need for co-operation between all services across the Council and a willingness to change attitudes, behaviour and actions.

Progress on actions will be monitored by the Sustainability Lead and reviewed every six months.

A report on performance against targets contained within the action plan will be produced annually.

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<sup>22</sup> Flood and Water Management Act 2010

#### 4. Making Spelthorne Sustainable: Action Plan

Workstream	No.	Action	Owner	Target Date	Progress/Outcome
<b>1. SUSTAINABLE ENERGY</b>					
Energy Efficiency	1.1	Council building energy reduction: <ul style="list-style-type: none"> <li>• Conduct energy audits on the Depot and 3 Day Centres</li> <li>• Implement the DEC<sup>23</sup> for all required council properties</li> <li>• Identify new energy efficiency projects and apply as required for Salix funding</li> </ul>	Sustainability Lead	Mar 2016  Mar 2016	
	1.2	Gather data to enable a 1990 baseline for GHG emissions to be created	Sustainability Lead	Dec 2016	
	1.3	Review sub-meter data for the Council Offices for ongoing energy monitoring and reporting	Sustainability Lead	Quarterly	
	1.4	Install automatic meter reading (AMRs) on all gas and electricity meters	Sustainability Lead	Ongoing	
	1.5	Liaise with Action Surrey to increase the prominence and accessibility of the advisory service that is available for business <sup>24</sup>	Sustainability Lead	Jun 2016	
	1.6	Investigate the feasibility of working with community groups to improve the energy efficiency of leased community buildings <sup>25</sup>	Sustainability Officer / Asset Manager	Jun 2016	

<sup>23</sup> Display Energy Certificate, which is required for buildings over 250m<sup>2</sup>

<sup>24</sup> At present, Action Surrey website and activities are very skewed to households, but this is due to change in 2016

	1.7	Build on and increase completed installations of energy efficiency measures through Action Surrey by 2% year on year	Sustainability Lead	Annual Review	
	1.8	Work with Action Surrey and Environmental Health to identify further sources of funding for measures to keep homes warm and save money on energy bills for the most in need/vulnerable <sup>26</sup>	Sustainability Lead	Ongoing	
	1.9	Establish ways to improve vulnerable homes: <ul style="list-style-type: none"> <li>• Identify the vulnerable homes through liaison with groups such as Age UK</li> <li>• Establish funding mechanisms</li> </ul>	Sustainability Lead	Apr 2016	
	1.10	Investigate the current situation regarding funding available to private landlords, and make a plan regarding how Spelthorne can facilitate improvements to these houses/flats for improved energy efficiency, especially in fuel poverty cases	Sustainability Lead	Aug 2016	
Renewable Energy Generation	1.11	Review findings of report into the renewable technologies currently installed on Council assets, and write business case for fixing/replacing/removing as appropriate	Sustainability Officer	Jun 2016	
	1.12	Investigate opportunities for the installation of renewable technology on further Council assets and potential funding mechanisms	Sustainability Officer / Asset Manager	Oct 2016	

<sup>25</sup> This would include, for example, village halls, pavilions, scout huts etc. and would be best coordinated with routine maintenance task, such as when a roof requires repair, investigate the feasibility of improving insulation at that time. It's unlikely to be feasible to do building upgrades at other times

<sup>26</sup> This will then lead to a new action to apply to the appropriate places to secure the funding and manage its spending

	1.13	Review 10% renewable requirement on new developments: <ul style="list-style-type: none"><li>• Review procedure</li><li>• Check enforceability</li><li>• Review whether 10% is correct target</li></ul>	Sustainability Officer	Apr 2016	
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2. SUSTAINABLE WATER					
Water Consumption Reduction	2.1	To consolidate all information on water usage across council owned/run buildings and assets. This will include: <ul style="list-style-type: none"> <li>• Knowing where water is used</li> <li>• Understanding the type of bill (i.e. is it based on usage or paid at a flat rate)</li> </ul>	Sustainability Lead	Mar 2016	
	2.2	To ensure all water usage data is monitored on a regular and ongoing basis: <ul style="list-style-type: none"> <li>• Liaise with Lotus to utilise their staff in collecting water meter readings (or find another way)</li> </ul>	Sustainability Lead	Dec 2016	
	2.3	To set a target for reducing water consumption across council owned/run buildings and assets	Sustainability Lead	Dec 2016	
	2.4	Work with ADSM to establish further water saving projects	Sustainability Lead	Apr 2016	
Water Sourcing and Sewerage	2.5	Ensure that all new buildings and refurbishments of existing buildings have a feasibility study conducted at the planning stage for: <ul style="list-style-type: none"> <li>• Rain water harvesting</li> <li>• Borehole water extraction</li> <li>• Sewerage treatment via non-mains means (e.g. reed beds)</li> </ul>	Sustainability Lead / Asset Manager	Ongoing	

3. WASTE AND POLLUTION					
Waste & Recycling	3.1	<p>Increase the overall recycling rate in the Borough. National recycling rate currently stable or declining. WDF<sup>27</sup> rates in Spelthorne: 12/13: 42.7%, 13/14: 41.2%, 14/15: 43.2%.</p> <ul style="list-style-type: none"> <li>Target: increase WDF recycling rate to 44% (£25k allocated for targeted communications in Q4 2015/16)</li> </ul>	Senior Waste & Recycling Officer / Waste & Recycling Officer	Annual Review <sup>28</sup>	
	3.2	<p>Increase the number of materials currently collected from the kerbside by investigating the potential for collection of new materials e.g. beverage cartons, batteries, nappies</p>	Senior Waste & Recycling Officer / Waste & Recycling Officer	Dec 2017	
	3.3	<p>Promote greater food waste recycling and decreased food waste in general and in the waste stream across the borough.</p> <ul style="list-style-type: none"> <li>Support SCC in the analysis of food waste after the sticker campaign</li> </ul>	Senior Waste & Recycling Officer / Waste & Recycling Officer	Dec 2016	
	3.4	<p>Improve the quality of the contamination and recycling data by instigating an education programme with the bin crews</p>	Senior Waste & Recycling Officer / Waste & Recycling Officer	Sep 2016	

<sup>27</sup> WDF is a standardised measure of Waste Derived Fuel

<sup>28</sup> This is to be undertaken in the summer period every year to coincide with the publication of the annual waste figures

Air Quality	3.5	Renew the Air Quality Action Plan (last updated 2005)	Environmental Health/ Sustainability Officer	Nov 2016	
Contaminated Land	3.6	Complete the Contaminated Land Inspection Strategy	Environmental Health/ Sustainability Officer	Sept 2016	

4. SUSTAINABLE PROCUREMENT					
Council activities	4.1	Liaise with the current top 10 suppliers within the Spelthorne direct supply chain <sup>29</sup> and use our buying power to ensure that continual improvement in processes and procedures occurs <sup>30</sup>	Sustainability Lead/ Sustainability Officer	Sept 2016	
	4.2	Strengthen the Procurement Processes across the Council, in partnership with other departments to: <ul style="list-style-type: none"> <li>• Confirm that Level I of the procurement flexible framework is valid and maintained</li> <li>• Achieve Level II of the procurement flexible framework</li> </ul>	Sustainability Lead	Sept 2016  Jun 2017	
	4.3	Review the sustainability criteria for Surrey Framework contracts and Regional Consortium contracts to understand the impact on Spelthorne specific procurement	Sustainability Lead	Dec 2016	
	4.4	Write the Sustainable Procurement Policy for Spelthorne activities	Sustainability Lead	Mar 2016	

<sup>29</sup> i.e. those not part of a Surrey-wide Framework Contract or a Regional Consortium Contract.

<sup>30</sup> This might include ensuring that the company has a Sustainability Policy that can be shared, and an Action Plan that is helping the company to reduce the environmental impact of their activities, and to increase the social value of their work.



	4.5	Establish the process for influencing the upcoming large tenders (e.g. grounds maintenance 2019, start thinking about 2017; vehicle replacement etc.) <sup>31</sup>	Sustainability Lead	Mar 2016 <sup>32</sup>	
	4.6	Create guidance criteria against which tenders can be evaluated on sustainability grounds <sup>33</sup>	Sustainability Lead	Jun 2016	
	4.7	When cleaning contracts are due for renewal, ensure new contracts mandate the use of products that minimise negative environmental and social impact <sup>34</sup>	Asset Manager / Sustainability Officer	Feb 2016 <sup>35</sup>	

<sup>31</sup> Is this captured already within other aspects of the procurement section?

<sup>32</sup> Date set to be 3 months before waste vehicle replacement due, but need to check date and whether this is early enough to be able to influence process

<sup>33</sup> This would need to cover any type of contract, e.g. purchasing vehicles, market stalls, wheelie bins, or anything required for grounds maintenance, street cleansing, refuse collection, highway verge maintenance, housing etc

<sup>34</sup> This would need to consider, for example, the pollution caused by chemicals entering the water/air, the social responsibility of the company, and the use of recycled and recyclable packaging

<sup>35</sup> The Knowle Green cleaning contract is due for renewal/renegotiation in November 2016

5. SUSTAINABLE PLANNING, HOUSING, AND REGENERATION					
Staines Regeneration	5.1	<p>Council move from Knowle Green:</p> <ul style="list-style-type: none"> <li>• Ensure that new council offices meet or exceed minimum criteria for energy efficiency, water use, and consider the ease and proximity of public transport services</li> <li>• Investigate the feasibility that the Knowle Green site redevelopment considers sustainability at all stages of the planning and implementation that are above and beyond the minimum required under existing planning and building regulations</li> </ul>	Asset Manager / Sustainability Officer	3 monthly review	
			Regeneration Lead / Sustainability Officer	3 monthly review	
	5.2	<p>Elmsleigh Phase 4 &amp; Tothill MS car park redevelopment:</p> <ul style="list-style-type: none"> <li>• Investigate the feasibility of implementing sustainable practices in the design, build and operation of new and refurbished buildings that are above and beyond the minimum requirements within planning and building regulations</li> </ul>	Regeneration Lead / Sustainability Officer	6 monthly review	
Council Building upgrades	5.3	Establish a Capital Works Programme (5 year) for ongoing building upgrades and refurbishment, and ensure that sustainability considerations (energy and water use, social impact, financial analysis etc) are embedded in this programme	Asset Manager / Sustainability Officer	Jun 2016	

Housing Improvements	5.4	Investigate opportunities for influencing private landlords to improve housing for sustainability (energy/water efficiency), particularly in fuel poverty cases	Sustainability Lead	Dec 2016	
	5.5	Work with A2 Housing Association to survey and improve the energy/water efficiency of their housing stock	Sustainability Lead	Sep 2016	
	5.6	Report to John Hesbrook on the actions set out in the Strategic priority 5: Improve energy efficiency of dwellings and ensure affordable warmth is available to residents.	Sustainability Lead	Annually	

6. SUSTAINABLE TRANSPORT AND TRAVEL					
Sustainable Travel	6.1	<p>Staff Commuting:</p> <ul style="list-style-type: none"> <li>• Conduct a Staff Travel Survey to generate an up to date baseline of commuting impact<sup>36</sup></li> <li>• Decrease the environmental impact of commuting by increasing the number of staff cycling, walking or taking public transport to work when the council offices move from Knowle Green, by becoming involved in the working group on the office move and implementing behaviour change measures<sup>37</sup></li> <li>• Encourage staff to undertake driver efficiency training. Target: 20% of employees</li> </ul>	Sustainability Officer	Mar 2016	
	6.2	<p>Business Miles<sup>38</sup>:</p> <ul style="list-style-type: none"> <li>• Ensure the processes are in place for measuring business travel (for a baseline and for ongoing monitoring)</li> <li>• Set a target for reducing business mileage impact (through investigating a pool car/bicycle)</li> </ul>	Sustainability Officer	Mar 2016 Apr 2016	

<sup>36</sup> The impact is likely to change with the move from Knowle Green, including the likely outcome that less parking spaces will be available in the new building, thereby strongly encouraging the use of more sustainable commuting modes

<sup>37</sup> This is more explicitly described in the Spelthorne Travel Plan 2016-2017

<sup>38</sup> This is for internal Spelthorne Borough Council activities such as visiting sites, waste collection etc.

	6.3	<p>Wider Engagement:</p> <ul style="list-style-type: none"> <li>Understand where involvement is possible in wider infrastructure planning so that influence can be exerted to encourage public transport and pedestrian/cyclist improvements, as well as efforts to reduce congestion</li> </ul>	Sustainability Officer	Aug 2016	
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7. BIODIVERSITY, OPEN SPACES, AND ALLOTMENTS					
Countryside & Commons	7.1	<p>Create an annual maintenance plan for Staines Moor</p> <ul style="list-style-type: none"> <li>• This will chiefly cover the management requirements needed to safeguard the floral species present</li> <li>• Other important factors include the encouragement of nesting, feeding and migrant birds</li> <li>• The ecological, invertebrate and fish surveys should be scheduled every 5-10 years (last done 2009)</li> </ul>	Countryside & Commons Officer	Oct 2016	
	7.2	<p>Commence an outline strategy for potential improvements to the River Colne, including:</p> <ul style="list-style-type: none"> <li>• Working with the Environment Agency on a feasibility study<sup>39</sup></li> <li>• Improve connections with the neighbouring landowners concerning fluvial restoration works and invasive species</li> </ul>	Countryside & Commons Officer	Dec 2016	
	7.3	<p>Complete the river restoration works along the River Ash, Studio's Walk in conjunction with the South Groundworks 'Weir today gone tomorrow' project<sup>40</sup></p>	Countryside & Commons Officer	Apr 2016	

<sup>39</sup> The funding is allocated by the Environment Agency, and a timescale/start date is to be set

<sup>40</sup> Funded by the Colne Valley Partnership – South Groundworks, and the Environment Agency

	7.4	Undertake vegetation control on Shortwood Pond and establish a fishing club affiliation to help part manage the pond	Countryside & Commons Officer	Apr 2016	
	7.5	Research the potential for improved corridors and strongholds for pollinating insects	Countryside & Commons Officer	Mar 2017	
Parks & Open Spaces	7.6	Develop a park management plan for all parks to include the long term aims for the park <sup>41</sup>	Allotments Officer / Countryside & Commons Officer	Mar 2016	
	7.7	Apply for funding to develop café and toilet block in Laleham Park	Head of Sustainability and Leisure	Mar 2016	
Allotments	7.8	Promote allotments to a wider audience, in particular families and younger people. This might include: <ul style="list-style-type: none"> <li>• Developing a new communication/ engagement plan that links allotment rental with health and wellbeing, sense of community, knowing where food comes from, and healthy eating</li> <li>• Creating more half plots to make allotment rental more attractive</li> </ul>	Allotments Officer	Feb 2016	

<sup>41</sup> This could include factors such as: overall aim for the park, any need for increased access/parking, any need for installation of specific activities such as playground, any appropriate measures to increase biodiversity, a sustainability plan (e.g. reducing the use of chemicals, increasing the efficiency of bin emptying, improving air quality through tree planting, water management, selecting sustainable materials) etc. Crucially, this will also need to establish a more sustainable financing model for the ongoing maintenance parks, possibly through the creation of voluntary "Friends" groups

	7.9	Liaise with Customer Services to improve the administration of allotments, and production of management figures. This will facilitate the goals of having no allotment waiting list and no free sites	Allotments Officer / Head of Sustainability & Leisure / Head of Customer Services / IT	Jan 2016	
Greening buildings	7.10	For new and existing buildings, investigate the feasibility of installing green roofs and green walls	Sustainability Officer / Asset Manager	Dec 2016	



8. AWARENESS RAISING AND ENGAGEMENT					
Business Engagement	8.1	Engage with Spelthorne SME's to help them reduce energy and water consumption, and to reduce waste. Help them to see the links between sustainability goals and their business viability and sustainability. This could be done through the Spelthorne Business Forum <sup>42</sup>	Sustainability Officer	Oct 2016	
	8.2	Engage with the top 10 major businesses to encourage development of staff and business travel policies and improvements	Sustainability Officer	Oct 2016	
Council Activities	8.3	Establish ways to reduce energy and water consumption across all council properties and activities through behaviour change and awareness raising campaigns	Sustainability Lead	Ongoing	
Resident Engagement	8.4	Engage with Spelthorne residents with the aim of reducing water usage <ul style="list-style-type: none"> <li>• For example, offer shower timers, cistern "buddies" etc.</li> <li>• Utilise the existing communications and networks, for example, the Bulletin, social media etc.</li> </ul>	Sustainability Lead / PR & Marketing Officer	Ongoing	
	8.5	Build on existing resident engagement campaigns to encourage more walking/cycling and use of public transport, and less private car use	Sustainability Officer	Aug 2016	

<sup>42</sup> Engagement with businesses may be most effective if presented in the form of case studies and endorsements, rather than as simply council staff providing information. It is important that any intervention is evaluated for impact so that resources are used most efficiently for maximum gain

	8.6	Increase the number of individuals signed up for the Air Alert (84 at Nov 2015). Do this through targeted communications (bulletin articles, notices at pharmacies, schools, PCT <sup>43</sup> , occupational health within large companies, and the use of social media) <ul style="list-style-type: none"> <li>• Target: 110 by April 2016</li> </ul>	Environmental Health/ Sustainability Officer/ PR & Marketing Officer	Annual review	
Schools and Education	8.7	Seek opportunities for biodiversity education within local schools and community groups <sup>44</sup>	Countryside & Commons Officer	Ongoing review	
	8.8	Re-engage with all schools to encourage less car use for school run	Sustainability Officer	Sept 2016	
General Promotion	8.9	Promote the activities and achievements within the Sustainability Team (e.g. local press, Bulletin, social media) as a way of raising awareness and demonstrating that the council is “getting it’s house in order”	PR & Marketing Officer/ Sustainability Team	Quarterly	

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<sup>43</sup> Primary Care Trust

<sup>44</sup> This is already ongoing, and in early 2016 includes a Wildlife Education Programme at a Spelthorne primary school, in conjunction with Surrey Wildlife Trust

9. RISKS AND ADAPTATIONS					
Flood Resilience	9.1	Improve the procedure for Ordinary Watercourse management through: <ul style="list-style-type: none"> <li>• Use of the 2008 Ordinary Watercourse Assessment to develop ongoing plan of Watercourse management</li> <li>• Improved communications through publicising when work is carried out and increasing public knowledge of riparian responsibilities</li> <li>• Full understanding of council riparian responsibilities, and ensure this is considered in all planned works</li> </ul>	Sustainability Officer	Dec 2015	
				July 2016	
				Dec 2015	
	9.2	Investigate the potential of finding a permanent solution to the Sweeps Ditch issues as part of the Staines town centre regeneration project	Sustainability Officer / Regeneration Lead	Jun 2016	
	9.3	Improve community resilience to flooding by <ul style="list-style-type: none"> <li>• Assisting the setting up of local flood groups and community flood plans.</li> <li>• Working with partner agencies and the National Flood Forum to support local flood groups.</li> </ul>	Sustainability Officer	Dec 2017	
	9.4	Support the Environment Agency in implementing the River Thames Scheme and associated work	Sustainability Officer	Dec 2017	
Climate Change Resilience	9.5	Continue involvement with the Surrey Local Resilience Forum	Head of Sustainability & Leisure	Ongoing	

## Annex A: Background to Sustainability

According to the United Nations Intergovernmental Panel on Climate Change (IPCC), which is comprised of the world's leading scientific experts in the field of climate change, our climate is undergoing dramatic changes as the direct result of greenhouse gas (GHG) emissions from human activity. This will result in many changes to weather patterns, which in turn will affect water distribution, crop growing, ecosystem stability, and increased risk to human life and property from storms and weather events.

In response, the field of sustainability has grown, which focusses on the reduction of GHG emissions, but also recognises the need for principles of sustainability to cover the social, political and economic functioning of communities, businesses, and society.

In 2005, the UK Government published "Securing the Future – Delivering the UK Sustainable Development Strategy", which formalised the government's approach to sustainability. It came after many years of research, evidence and campaigning following the publication by the World Commission on Environment and Development in 1987 of "Our Common Future". This report set out the first definition of sustainable development, to include principles related to enabling us to meet our needs in the present without compromising the ability of future generations to meet their own needs. Although this definition has been heavily scrutinised and changes suggested (not least in its use of "needs", and its lack of inclusion of non-human species), it remains a cornerstone within the history of sustainable development.

"Securing the Future" has contextualised sustainability for a UK context, and contains useful guiding principles (figure 1) and priorities (figure 2) that can help to guide activities at a national, county and local level.

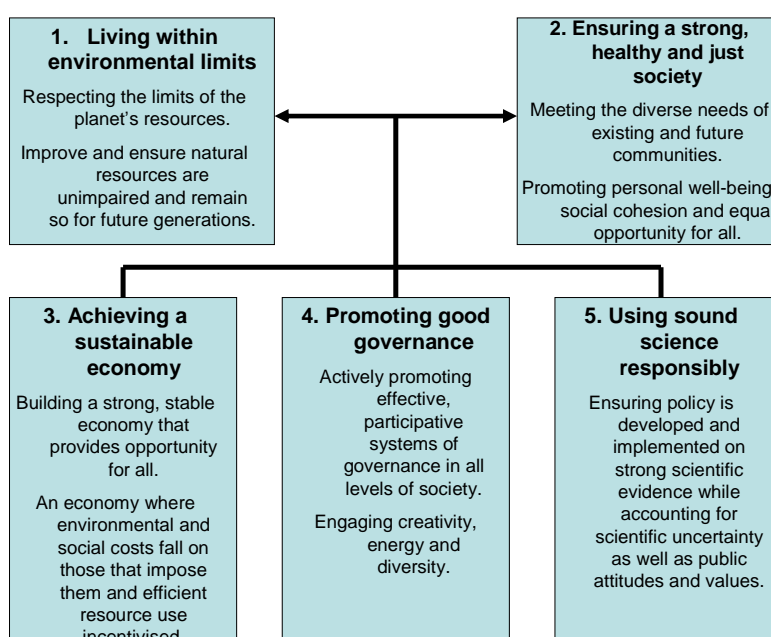


Figure 1: UK's guiding principles underpinning sustainable policy

<b>FOUR NATIONAL PRIORITIES</b>			
<b>SUSTAINABLE DEVELOPMENT</b>			<b>SUSTAINABLE COMMUNITIES</b>
<b>1. Sustainable Consumption &amp; Production</b>	<b>2. Climate Change</b>	<b>3. Natural Resource Protection</b>	
<ul style="list-style-type: none"> <li>- Water</li> <li>- Sustainable procurement</li> <li>- Sustainable construction</li> <li>- Transport</li> <li>- Housing</li> <li>- Waste</li> </ul>	<ul style="list-style-type: none"> <li>- CO<sub>2</sub> emissions reduction</li> <li>- Adapting to climate change</li> <li>- Energy</li> </ul>	<ul style="list-style-type: none"> <li>- Biodiversity</li> <li>- Local Development Framework</li> <li>- Air quality</li> <li>- Regeneration</li> <li>- Conservation and green space strategy</li> </ul>	<ul style="list-style-type: none"> <li>- Health Strategy</li> <li>- Community Safety</li> <li>- Built Heritage</li> <li>- Consultation &amp; Community Involvement</li> </ul>

Figure 2: The four national priorities

There are many other documents, processes and events that influence the contemporary sustainability sector. For example, global negotiations have so far been unsuccessful in establishing legally-binding agreements; and there has been an increase in extreme weather events.

Spelthorne Borough Council responded to calls for more sustainable procedures and policies, by publishing their first Sustainable Development Strategy in 2009. This was accompanied by a comprehensive Action Plan, which was used to generate, measure and monitor progress towards the defined goals and targets.

Since 2009 the world, including the world of sustainability has changed. For Spelthorne, as for all Local Authorities, there is increased pressure on budgets and spending, and huge demands on land, housing, transport, health, and on cleaning, preserving and protecting the local environment. More than ever, sustainability cannot be considered as a standalone or “nice to have” consideration. Instead it is crucial that sustainability is built in to all processes and procedures automatically, and is linked to other goals and targets that are essential to achieve. Fortunately, over the long term many sustainability goals will naturally align with reducing expenditure, which will help Spelthorne Borough Council to satisfy its core values for providing value for money, and efficient, cost-effective and quality services.

## **Annex B: Summary of Current National, County and Local Strategies and Policies Related to Sustainability**

### **National**

Securing the Future – Delivering the UK Sustainable Development Strategy (UK Government Framework 2005)  
Climate Change Bill (2008)  
UK Climate Projections Briefing Report (UKCP09)  
IPCC Fifth Assessment Report – Climate Change (2013)  
Control of Pollution Act (1974)  
Environmental Protection Act (1990)  
Town and Country Planning Act (1990)  
Clean Air Act (1993)  
Environment Act (1995)  
Pollution Prevention and Control Act (1999)  
Clean Neighbourhoods and Environment Act (2005)  
Sustainable Communities Act (2007)  
Climate Change and Sustainable Energy Act (2006)  
National Air Quality Strategy (2007)  
UK Post-2010 Biodiversity Framework (2012)  
Sustainable Procurement Policy Statement (2011)  
Procuring the Future (2006)

### **County**

Surrey Strategic Partnership Plan (2010-2020)  
Surrey Climate Change Strategy (2011)  
NW Surrey CCG Community Prevention Plan (2015/16)  
Surrey Transport Plan (2014)  
Low Carbon Surrey 2020  
Carbon and Energy Policy 2015-2019  
'Confident in Our Future' Corporate Strategy 2013-2018  
Joint Health and Wellbeing Strategy (2013)  
Biodiversity and Planning in Surrey (2014)  
Surrey Rail Strategy (2013)  
Joint Municipal Waste Management Strategy (2015)

### **Spelthorne**

The Spelthorne Community Plan (2005-2015)  
Spelthorne Corporate Plan (2013-15)  
Asset Management Plan (2009)  
Core Strategy and Policies: Development Plan Document (2009)  
Air Quality Action Plan (2005)  
Contaminated Land Inspection Strategy (2001)  
Local Development Framework 2006-2026  
Spelthorne Economic Strategy (2013)  
Local Economic Assessment (2013)  
Leisure and Cultural Strategy (2014-16)  
Sustainable Development Strategy (2009)  
Carbon Management Plan (2009)  
Spelthorne Travel Plan (2012-2015)

Health and Wellbeing Strategy 2015-2019  
Surrey Transport Plan: Spelthorne Local Transport Strategy (2014)  
Spelthorne Biodiversity Action Plan 2008-2011  
Procurement Strategy (2013)  
Spelthorne Energy Policy 2011-2015  
Parks and Open Spaces Development Strategy 2010-2020  
Allotments Strategy 2009-2014  
Spelthorne Economic Development Strategy (2013)  
Towards a Sustainable Future – A Self-Funding Council (2014)  
Ecological Management Plan for Sunbury Park (2014-2018)

## Annex C: Key Spelthorne Sustainability Achievements Since 2009

### Energy Efficiency

- Adoption of the Carbon Management Action Plan setting clear targets. This ran until 2014 in line with the funding available for energy efficiency available at that time. This has been reviewed in 2015, and a new Energy and Water Efficiency Policy (2015-2020) written
- Setting of an ambitious target in 2012 to reduce the cost and carbon emissions by 30% from the baseline set in 2009/10. To date (Nov 2015) 80% of this target has been achieved through the implementation of a series of energy efficiency and money-saving measures across our estate, including Powerperfector, energy efficient lighting and loft and cavity wall insulation. These have generated on-going savings and been funded through the Salix scheme
- Installation of Combined Heat and Power (CHP) at Spelthorne Leisure Centre reducing the significant risk of increasing energy prices and achieving good partnership work with Everyone Active. Savings are approximately a fifth of consumption levels
- Annual Primary and Secondary school Eco-conferences for students, as well as ad hoc educational visits to schools when requested. These include issues such as energy efficiency, food miles, worldwide impacts of behaviour and lifestyle choices, flooding/extreme weather events, and waste
- Installed energy saving measures at 80 Park Homes

### Water Efficiency

- Estate-wide Water Audit is underway and are generating ongoing savings. For example, savings in the first 5 months of 2015 were < £2,000

### Waste & Pollution

- Conducted waste composition analyses in 2010 and 2013
- Developed and implemented a county-wide Data Management System to collect, collate, record and report all borough and districts waste data, which should save significant officers time across Surrey (launch end 2015)
- Recycling percentage increased from 33.5% in 2009/10 to 44.2% in 2014/15
- Introduced fortnightly kerbside textile collections in March 2015 (35 tonnes collected in first 6 months)
- Bulky waste collections now made by Surrey Reuse Network instead of Streetscene (since Sept 2015). 2.5 tonnes of furniture diverted to reuse/recycling in first month of service, compared to 2 tonnes in total in 2014/15
- Door-stopping campaign run to target areas with lowest recycling rate (2015)
- Spelthorne currently has a lower than average contamination rate (in Surrey) and hence lower than average gate fee costs. 29 bin housing



units were installed by 2015 to contribute to contamination rate improvements. Work on 16 flatted properties (representing 55,000l of recycling capacity) shows a 69% decrease in contamination across 6 months

- Food waste collection service launched in Oct 2011 has to date (Aug 2015) diverted >7,600 tonnes of food waste from the residual waste. Also jointly run communication campaigns regarding food waste; early figures show 20% uplift in food waste service
- 'No food waste please' stickers to 2<sup>nd</sup> half of the borough to encourage greater use of food waste collection services
- Increased capacity of the garden waste collection scheme to more than 8,500 residents has diverted >16,750 tonnes of garden waste to compost since 2009 (to Aug 2015)
- Waste Electrical and Electronic Equipment (WEEE) recycling banks installed at 5 local recycling centres
- Introduced kerbside collections for Waste Electrical and Electronic Equipment (WEEE) and fabric, December 2015
- Increased resources in Waste and Recycling in 2015, with two permanent recycling officers (1.6 FTE) for the first time
- Introduction of the sale of food waste bags at council premises and borough libraries in July 2013 to make them more available and affordable. Spelthorne were the first in Surrey to do this. Also ran a compost campaign, including offering discounted compost bins
- Spelthorne has taken part in two recycling trials in 2014 and 2015 (with WRAP, SCC and Recoup) which will help inform policy and which has increased our recycling tonnages
- £35k funding received to install recycling bin housings at recycling banks and in difficult flatted properties which is cutting contamination and increasing tonnage
- Signed up to the Air Alert to enable residents to obtain notices about poor air quality so they can take actions to keep themselves well. Within the first 6 months of this system being active in Spelthorne, 84 individuals have signed up

#### **Sustainable Procurement**

- Achievement of Level 2 of the Procurement Flexible Framework which is a UK Government self-assessment mechanism for greening the supply chain
- Top 10 spend suppliers were identified
- Begun the adoption and incorporation of the Social Value Act requirements into Procurement documents and processes
- A slot on New Staff Induction Sessions – a general message and regarding Sustainable Procurement

#### **Sustainable Planning, Housing, and Regeneration**

- Through our consultative role with Planning the Sustainability team has reviewed over 200 planning applications, over the past 5 years, approving 430,000kWh of renewable energy to be installed across the borough, thereby reducing the amount of money residents are

spending (and associated GHG emissions produced) on both electricity and gas

- Developed a number of guidance documents for developers and planning officers to assist with the implementation of low carbon technologies in new developments

### **Sustainable Travel and Transport**

- Completed a Staff Travel Plan 2011
- Staff Environment Days which have included information on local produce (reducing food miles)
- Staff Environment Days which have included driving simulators (for encouraging fuel efficient driving) and bike maintenance (to encourage greater cycling)

### **Biodiversity, Open Spaces, and Allotments**

- New hedge laying border on Dumsey Meadow (2013 and 2015) to enhance habitat connection, and for insects, birds and small mammals. Grazing programme with the Surrey Wildlife Trust, along with an annual cut, to allow the more dominant less desirable grass species to be targeted by the cattle
- Funding from the Higher Level Stewardship scheme has enabled new grazing arrangements, improved wildlife monitoring and better fencing
- Undertaken ecological, invertebrate and fish surveys on Staines Moor and a river restoration study on the River Colne (2009)
- Improved maintenance regime and scrub clearance for Staines Moor and utilisation of section 106 money for new fencing and underpass mural
- Improved maintenance regime for Shortwood Common, including a successful programme of ragwort removal and new border fencing
- Improved overall management of allotment sites with site reps for all sites, monthly liaison between allotment officer and site reps, shorter turn around for available plots and improved plot markings

### **Risks and Adaptation**

- Following on from the Ordinary Watercourse Assessment of 2008, key critical ditches and ordinary watercourses have been monitored, maintained and cleared when required, reducing flood risk to neighbouring residents and properties
- Implemented an improved maintenance agreement, for Sweeps Ditch pump and chambers. This improved the systems resilience, reduced instances of the course drying up and reduced costs

**Cabinet**

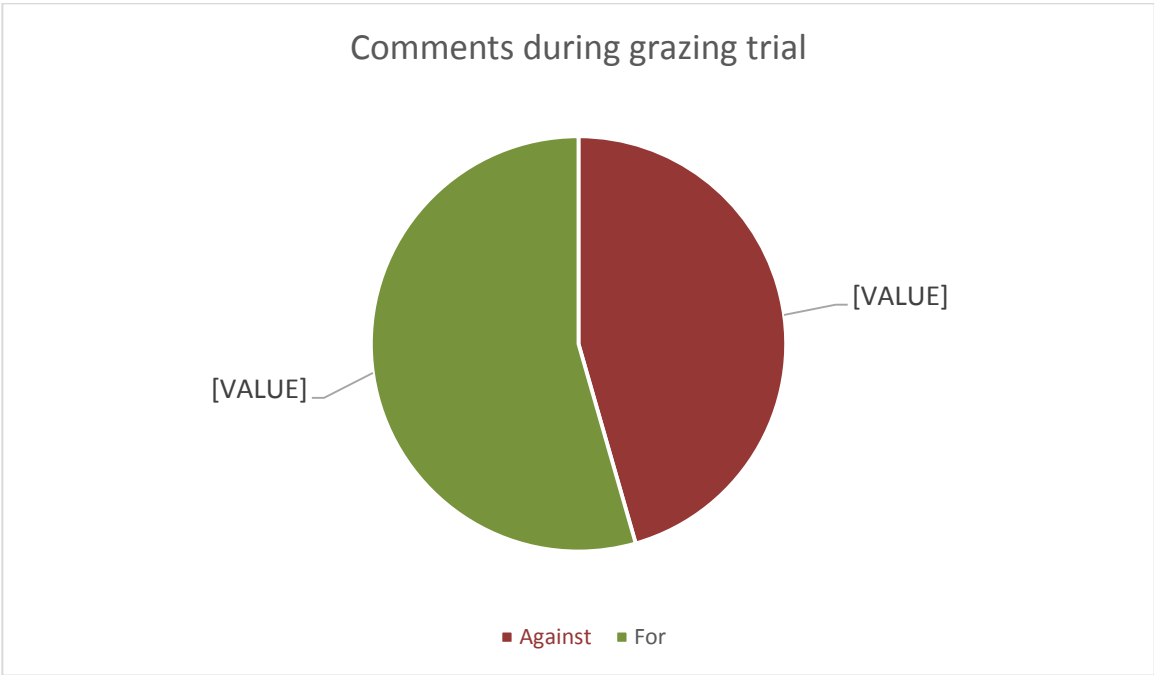
**24 February 2016**



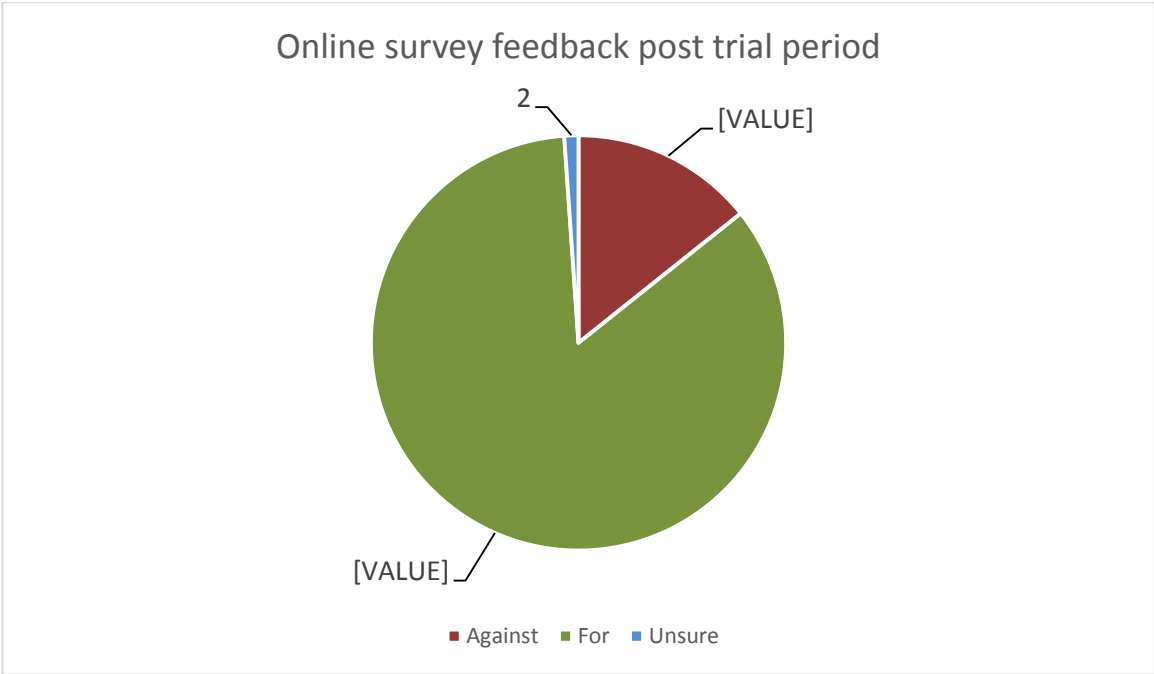
<b>Title</b>	Grazing in Sunbury Park		
<b>Purpose of the report</b>	To make a decision		
<b>Report Author</b>	Steve Price		
<b>Cabinet Member</b>	Councillor Maureen Attewell	<b>Confidential</b>	No
<b>Corporate Priority</b>	Delivering quality of life services		
<b>Cabinet Values</b>	Community		
<b>Recommendations</b>	Cabinet is asked to decide on the grazing of Sunbury Park 2016 between April and June with an increased period of grazing in subsequent years.		

**1. Key issues**

- 1.1 Conservation grazing within Sunbury Park on an annual basis following the trial period (2015).
- 1.2 Grazing of the park was suggested by Surrey Wildlife Trust in 2008 under their conservation management plan which reviews possible ways to improve biodiversity in the park.
- 1.3 With open green spaces coming under increased pressures the responsibility of managing these in the most efficient and productive manner is paramount. The emphasis would be to eradicate the current cycle of a summer cut to exclusively grazing the land over the spring/summer months, a transition that could take 2-3 years but would be more economical and a huge ecological improvement.
- 1.4 The target areas to benefit from this change in management would include, biodiversity, long term management costs, heritage and community engagement with local environment.
- 1.5 Whilst the grazing trial was taking place we made note of every comment made via e-mail, letter and phone call. When the trial was first underway the majority of feedback was negative but as the trial continued those who were in favour began to forward their comments.



1.6 Online Survey post grazing trial was advertised on the council’s e-newsletter, website and notice boards around the park. The results were in favour of the cows returning (below).



Furthermore a handwritten support form signed by 39 individuals was forward to the Sustainability office, all in favour of the grazing.

## **2. Options analysis and proposal**

The grazing of the park is offered in continuation of the cabinet agreed trial grazing of the park. Safeguarding and enhancing the boroughs greenspaces is featured within the Spelthorne sustainability plan.

## **3. Financial implications**

- 3.1 Supply of 6 Aberdeen Angus during the 2015 grazing trial came at no cost, they were supplied via a local grazier who specialises in grazing smaller areas of grassland. Expenditure occurred through the supply of a drinking trough and manual fill-ups. If the cows are to return on an annual basis a permanent water supply will be installed; this would partly be subsidised through the Higher Level Stewardship agreement which contributes to enhancing the biodiversity of key sites in the Borough. The one-off cost of the water fixtures would be the equivalent of mowing the park for 3 years.

### Breakdown of expenditure

- 3.2 Cutting of Sunbury Park is within the Contract of Lotus approx value £900.
- 3.3 Price of installing permanent water supply £2,595.
- 3.4 Water trough £150 (already purchased)
- 3.5 Supply of cows £0

## **4. Other considerations**

- 4.1 Changing from mown (cut and leave onsite) to hay cuts (cut and taken off-site) would be more costly and is logistically difficult due to contractor availability.
- 4.2 Continue a mowing regime and going against the survey outcome.

## **5. Timetable for implementation**

- 5.1 Report to Cabinet – 24<sup>th</sup> Feb 2016  
Subject to availability of cattle achieve grazing by April 2016

**Background papers:** None

**Appendices:** None

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**Cabinet**

**24 February 2016**



<b>Title</b>	Food and Health and Safety Service Plans for 2016/17		
<b>Purpose of the report</b>	To make a decision		
<b>Report Author</b>	Fidelma Bahoshy & Tracey Willmott-French		
<b>Cabinet Member</b>	Councillor Mrs Jean Pinkerton OBE	<b>Confidential</b>	No
<b>Corporate Priority</b>	Delivering quality of life services		
<b>Cabinet Values</b>	Accountability		
<b>Recommendations</b>	Cabinet is asked to adopt the proposed service plans for 2016/17		

**1. Key issues**

- 1.1 Local Authorities are required by the Food Standards Agency and the Health and Safety Executive to produce annual service plans for their food safety and health and safety services. Each service plan must outline the aims and objectives for the year ahead and evaluate the achievements of the past year. This report briefly outlines the main achievements of the Environmental Health (Commercial) Team who are responsible for enacting the plans and the main changes to the 2016/17 plans.
- 1.2 The main achievements of the Commercial Team for 2014/15 and 2015/16 (so far) are summarised in the Executive Summary on page 3 of the Food Service Plan and page 3 of the Health and Safety Service Plan. These included carrying out 478 food hygiene interventions and 125 health and safety visits/inspections.
- 1.3 The Environmental Health Manager (EHM) left the organisation in September 2015. In January 2016, a Principal Environmental Health Officer (PEHO) was appointed to the Environmental Health (Commercial) Team to take on some of the EHM responsibilities. The PEHO (Commercial) will have responsibility for the day-to-day running of the Commercial Team and will work closely with the Senior Environmental Health Manager to ensure that the aims and objectives of these service plans are met. The new structure will result in a small increase in officer workloads as work is distributed across the team.
- 1.4 Food Hygiene Rating Scheme (FHRS) - The aim of the FHRS is to provide information to the consumer to empower them to include food safety in their decision making on where to buy food. Natural market forces have encouraged food businesses to increased compliance with food safety laws in the effort to achieve the higher FHRS ratings. Further research by the Food

Standards Agency has shown that the introduction of FHRS has brought about a reduction in food poisoning. The increase in the number of compliant businesses has also enabled local authorities to concentrate the focus of their attention on non-compliant businesses.

- 1.5 Spelthorne introduced the FHRS to the Borough in 2008/9. In March 2015, the Council started to publish those food premises who achieved a rating of five in the 'food hygiene rating scheme' on Facebook and Twitter, then later in April we also published those who rated zero and one. This has been generally welcomed by the public and the majority of businesses. The number of businesses affected by the use of social media in this manner is small. More details are provided on pages 22 to 24 of the Food Service Plan.
- 1.6 Our further publication of the ratings has positively impacted on the attitude of businesses towards their score, particularly those receiving low ratings as many will work to make the improvements necessary to achieve a higher score following a requested reassessment inspection. Environmental Health has seen an increase in the number of businesses requesting a reassessment inspection.
- 1.7 Businesses may appeal their rating. In such instances ratings are not published anywhere until the appeal is heard and decided upon. To date four appeals have been received; before April 2015 there were none.
- 1.8 Food Standards Agency Audit - The Council's Food Safety service was externally audited by the Food Standards Agency (FSA) in October 2014. No significant areas of concern were identified and the Audit identified a number of strengths within the service, including service planning and review, and the management of the food premises database. Following the FSA's Final Audit Report a long-term action plan was devised to address the few matters requiring attention. A progress update was given to the FSA in November 2015. The final outstanding action is to provide evidence to show the changes have been implemented effectively; the evidence will be submitted by February 2016.
- 1.9 Inter-Authority Audit - In December 2015, Spelthorne's Food Safety Service participated in an Inter-Authority Audit of the implementation of the FHRS; this was funded by the FSA. The auditor found a good level of compliance with the operating standards for the FHRS. The final report is awaited.
- 1.10 Customer Satisfaction - Between April 2015 to September 2015, 20 Customer Care questionnaire forms were returned from businesses who had received either a food hygiene or health & safety inspection. In terms of whether they were treated fairly by the EHO, 100% of respondents either strongly agreed or agreed.
- 1.11 Health and Safety in the Work Place Service - In 2014/15, those businesses where local or national intelligence indicate a health and safety intervention may be appropriate were the focus of attention for the Environmental Health team. Nine health and safety improvement notices and three prohibition notices were served these businesses to secure compliance with health and safety at work legislation.



## **2. Options analysis and proposal**

- 2.1 The preferred option is to adopt the proposed service plans for 2016/17 (**available in the Members Room for viewing**), to come into effect on 1 April 2016.
- 2.2 There is also an option for Members to amend the proposed service plans.
- 2.3 There is an option for Members not to adopt the proposed service plans. This would mean the Council would not be following either the Food Standards Agency's "Framework Agreement on Local Authority Food Law Enforcement" or the Health and Safety Executive's Guidance, as this requires local authorities to have food and health and safety service plans and recommends that the plans relate specifically to food and health and safety enforcement. If these service plans are not adopted, the likelihood of the FSA or HSE auditing us would increase.

## **3. Financial implications**

- 3.1 The proposed service plans will be delivered within the proposed budget for 2016/17. The financial implications have been discussed with the relevant finance staff.

## **4. Other considerations**

- 4.1 Under the Food Standards Act 1999 and the Health and Safety at Work etc Act 1974, the Food Standards Agency and Health and Safety Executive respectively have powers to audit any local authority's food and health and safety enforcement services. In exceptional cases, the FSA and the HSE have the powers to take over the duties of persistently under-performing councils.

## **5. Timetable for implementation**

- 5.1 If the service plans are approved they shall come into effect on 1 April 2016.

**Background papers: None**

### **Appendices:**

**Appendix 1 - Food Service Plan 2016/17**

**Appendix 2 - Health and Safety Service Plan 2016/17**

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**Spelthorne Borough Council**  
**Food Safety Service Plan**  
**2016/17**

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Appendix I Glossary of Terms

## **Executive Summary**

The Food Safety Service, provided by the Commercial Team, continued to provide an efficient and effective service in 2014/15, and so far in 2015/16. We have achieved the following:

- a) In 2014/2015 the Commercial Team carried out 478 food hygiene interventions, including 103 new business visits.
- b) Between April 2014 and so far in 2016, the team successfully prosecuted two businesses for non-compliance with food law resulting in fines and awarded costs totalling £38,616.
- c) In September 2015 we lost a senior member of staff when the Environmental Health Manager left. We have since restructured the team and in January 2016 a Principal Environmental Health Officer was appointed from within the team. In the time before the permanent appointment, officers within the team took on additional responsibilities and an increased workload.
- d) In December 2015 we participated in a Food Standards Agency Inter-Authority Audit of our implementation of the Food Hygiene Rating Scheme (FHRS) and the auditor found a good level of compliance with the operating standards for the FHRS.
- e) In 2014/15 we achieved a high level of satisfaction based on the customer care questionnaires returned by local businesses visited by our enforcement officers.
- f) In March 2015 we began to tweet our five rated food businesses and in April 2015 we begun to tweet our zero and one rated premises. This was generally welcomed by the local community and businesses.
- g) Since April 2014 we have run five Level 2 Award in Food Safety in Catering training courses and 34 delegates have successfully passed. In addition we provided free food hygiene training to people trying to return to work in conjunction with the Sure Start Children's Centre at Kenyngton Manor School.

In 2016/17 the Commercial team is committed to continue improving the food safety service provided to the local communities. Our main aims will be as follows:

- (a) To achieve at least 98% of food hygiene inspections in accordance with the frequencies set out in the Food Safety Act's Code of Practice. However, we will continue to aim for 100%.
- (b) To continue promoting the Food Standards Agency's national "Food Hygiene Rating Scheme" to improve and maintain hygiene standards in our food businesses.
- (c) To sustain improvements to food hygiene standards in the Borough's food businesses.
- (d) Continue to specifically target our high risk and non-compliant food businesses.
- (e) Continue to offer the Level 2 Award in Food Safety in Catering training course to commercial food handlers to promote good hygiene practices in our local businesses.

- (f) Continue to actively take part in the healthy eating initiatives and encourage more local food businesses to achieve the “Eat Out, Eat Well” award.
- (g) Complete the process of updating our operational food safety procedures.
- (h) Continue to engage with local businesses to ensure that we achieve a high standard of customer care and provide a fair and professional service.
- (i) To ensure that the remote working practices within the service continue to be a success in terms of improving the level of service provided to our customers.
- (j) To complete the Competency Assessment Framework as set down in the Code of Practice for all officers undertaking official food controls.
- (k) To progress the recommendations made following the FSA’s Inter-Authority Audit.
- (l) To engage with our local schools to promote safe food and good personal hygiene such as effective hand washing techniques.

## **1.0 SERVICE AIMS AND OBJECTIVES**

### **1.1 Service Aim**

1.1.1 The aim of the Spelthorne Community Plan 2005-2015, which was supported by a partnership of local organisations from the public, voluntary, business and community sectors, was to:

'make Spelthorne a safe, healthy, inclusive, prosperous and sustainable community'.

Particular themes of the Plan included Healthy Spelthorne, Thriving Spelthorne and Young People's Spelthorne. The Food Safety Service Plan will assist in achieving the aims of the Community Plan by improving the standard of food produced and sold in the Borough and by promoting a healthy diet to residents and visitors.

1.1.2 Our Food Safety objectives will be set as part of the Service Improvement Plan when it has been updated as a result of the Council's wider "Towards a Sustainable Future programme". For 2015/16, the Objectives which may be transferred into specific targets for the section are outlined as follows:

- To achieve 98% of all food hygiene inspections in accordance with frequencies set out in Food Safety Act Code of Practice and Practice Guidance.
- To ensure that the service that is provided meets the expectations of the local community and other customers. In 2014/15 100% of businesses that responded to our Customer Care Questionnaires were satisfied with the intervention they received.
- To ensure that the service continues to provide for hard to reach groups.
- Continue to offer the Level 2 Award in Food Safety in Catering to food handlers.
- Complete the process of reviewing and updating our operational food safety procedures to take into account changes to legislation and the FSA's Code of Practice including the changes to the Competency Framework.
- Continue to promote the Food Standards Agency's "National Food Hygiene Rating Scheme" and sustain improvements to food hygiene standards in the Borough's food businesses. As of 31 December 2015, 92.7% of Spelthorne businesses included in the scheme have a food hygiene rating between 3-5 (generally satisfactory to very good).

- Actively take part in the Surrey healthy eating initiative to encourage targeted local catering businesses to provide more healthy options on their menus. Currently 13 businesses within Spelthorne hold an Eat Out Eat Well award.
- To ensure that remote working practices within the service continue to be a success in terms of improving the level of service provided to our customers.

In addition the Service has the following additional aims in terms of the level of service provided:

- To comply with all new legislative requirements imposed on the Borough regarding the enforcement of food safety.
- To respond to 90% of service requests within six working days.
- To ensure that at least 80% of letters sent out to food businesses, following an intervention/inspection, are done so within 7 working days.
- To ensure that the performance of the service is measured in the most appropriate way.

## **1.2 Links to Corporate Objectives and Plans**

1.2.1 This strategy is a detailed part of the Service Plan for the Environmental Health Service, which in turn forms part of the corporate Performance Plan.

1.2.2 The food safety service, as part of the overall Environmental Health Service, plays an important role in meeting the social, economic and environmental strategic objectives of the Council, which are set out in the Council's mission statement, Strategic Priorities and Core Values as outlined in the Performance Plan. The Council's mission statement is:

**“Delivering quality, best value for money services that matter most to our residents”**

In order to achieve this ambition, the Council has outlined a number of elements to delivering its vision, one of which to enable and facilitate a better life for our community. In addition, the authority has adopted 5 values, all of which are followed by Environmental Health Staff in the Commercial Team as they do their day-to-day work.



## Values of the Council

1. **Community** – develop strong, thriving cohesive communities
2. **Opportunity** – creating equal opportunities for all our residents
3. **Self-reliance** – supporting ourselves and focus our limited resources on those most disadvantaged and in need
4. **Accountability** – We will develop our economy, keep our Borough clean and safe and help people in need
5. **Tradition** – Committed to providing modern efficient services, but ensure people can continue to access our services in traditional ways should they wish

### 1.2.3 Cross Linkage to other Plans developed by the Authority

We recognise that the work carried out by the food safety service interlinks with other strategic approaches and services. Some key areas where this is the case is:-

#### Regulator's Compliance Code

This Code replaced the previous voluntary "enforcement concordant" in April 2008. All local authorities' Environmental Health and Trading Standards departments have a legal obligation to have regard to the code in the provision of their services to the public and businesses.

#### Local Plan

We recognise the importance of food businesses to the local economy and work closely with Planning Officers to encourage food businesses to 'design out' potential problems in proposed food premises.

#### Licensing

We play an active role in the licensing of a variety of premises including food establishments providing late night refreshment after 11pm, night-clubs, regulated entertainment venues, outdoor events. Officers will ensure that all food safety problems that come to light during visits for other purposes are dealt with without delay.

#### Delivery of Public Health duties

Under the Health and Social Care Act 2012 the public health role, previously delivered by the now abolished NHS PCTs, were transferred across to local authorities in April 2013. Spelthorne, along with other Surrey District Councils will have to work closely with Surrey County Council and Public Health England to ensure the public health of its residents is improved. One area within food safety where public health is being promoted is by encouraging local food businesses to offer

healthy eating options on their menus. This is through the “Eat Out, Eat Well” award scheme, which Spelthorne is signed up to.

### Customer Care

In addition to informal systems for resolving complaints and dissatisfaction, the Council has an open, clear, formal system for dealing with complaints. Clear corporate targets have been established for the speed and quality of response to letters (7 to 10 working days) and telephone calls (respond within 5 rings).

Customer consultation and feedback carried out to support national indicators has been used to set specific customer care standards and response times for work areas across the organisation, these are contained in the Service Plan for Environmental Health and Building Control.

### Economic Development

The policies set out in the local plan seek to achieve a balance between community health and development.

We aim to take a balanced approach to food safety enforcement that safeguards health, but does not act as a disincentive to business.

### Social Inclusion and Diversity

The Food Safety Service provided by the Council is committed to social inclusion and diversity within its communities. This is achieved in the following ways:

- (a) Food hygiene advice leaflets are available in a number of different languages.
- (b) We periodically send out a newsletter to all our food businesses to provide them with information and inviting them to contact us for further advice.
- (c) We will make use of the Council's translation services, where necessary.
- (d) We must have regard to the Regulator's Compliance Code, which requires us to deal with all businesses with fairness and consistency.
- (e) Customer Care Questionnaires are sent out to all food businesses, who have received an inspection, to ascertain levels of satisfaction with the Commercial Section's services.

## **2.0 BACKGROUND**

### **2.1 Profile of Spelthorne**

#### The Borough

- 2.1.1 Spelthorne lies 15 miles west of Central London and sits in the far North West corner of Surrey close to the boundary of Berkshire. The Borough is also bordered by the London Boroughs of Hillingdon, Hounslow and Richmond. The Borough is at the inner edge of the Metropolitan Green Belt, with 45% being urban and the remainder protected as Green Belt.
- 2.1.2 The main centres of population are the towns of Staines-upon-Thames, Ashford, Sunbury-on-Thames, Shepperton and Stanwell.

#### The People

- 2.1.3 Spelthorne's resident population was 95,600 by the end of 2011, based on the 2011 census. This is an increase of over 5,000 compared to the previous census in 2001(90,390)
- 2.1.4 The population is predominantly white with other ethnic groups making up 12.8% of the population compared with the national average (15.5 %). This figure is based on the 2011 census and has shown an increase of 7.1% compared to the census of 2001 (5.7%).

#### The Local Economy

- 2.1.5 The local economy includes manufacturing and service industries, research, agriculture, the professions and many administration sites. A number of large commercial organisations have their main UK offices in the Borough.

### **2.2 Organisational Structure**

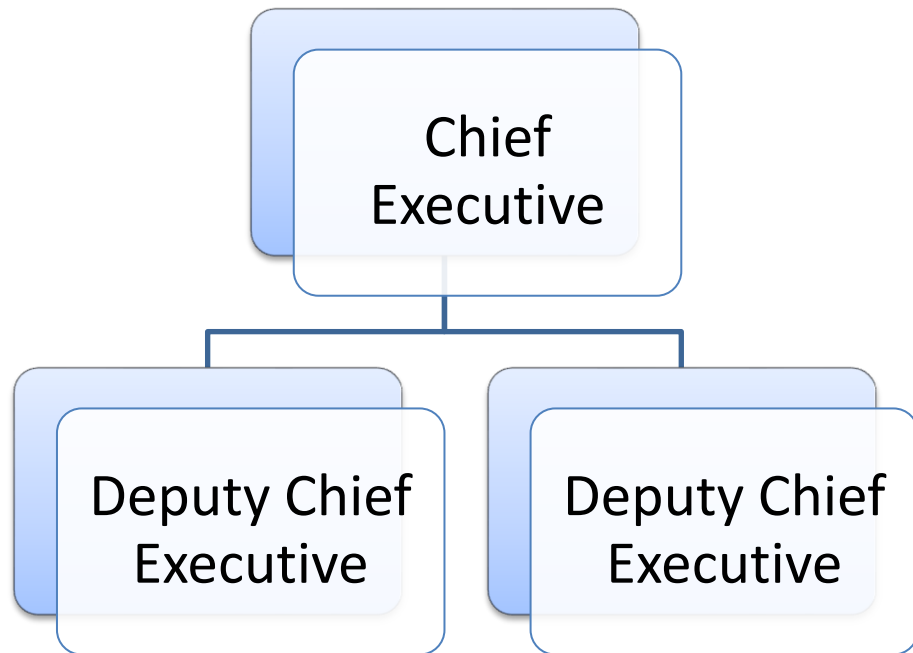
#### The Political Structure

- 2.2.1 The Council implements a 'cabinet' style committee structure.
- 2.2.2 The Cabinet is responsible for deciding matters relating to food and water safety, however the Overview and Scrutiny Committee examines the work we do in relation to food and water safety, monitors progress against targets and makes recommendations to the Cabinet.

#### The Council's Management Team

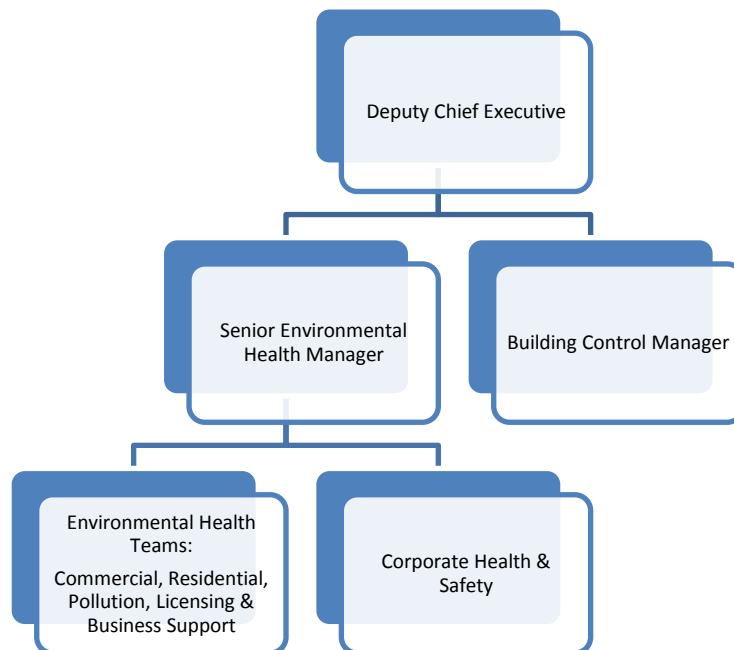
- 2.2.3 The services provided to achieve the Council's strategic objectives are delivered under the direction of the Council's Management Team led

by the Chief Executive. The Management Team comprises the following 3 Senior Officers:



#### 2.2.4 The Environmental Health & Building Control Service

The Department structure is as follows:



The structure within the Commercial and Residential Teams has changed. The Environmental Health Manager left the organisation in September 2015 and in January 2016 a Principal Environmental Health Officer (PEHO) was appointed for each team. The PEHO (Commercial) will have responsibility for the day to day running of the Commercial Team and will work closely with the

Senior Environmental Health Manager to ensure that the aims and objectives of this service plan are met.

## **2.3 Scope of the Food Service**

2.3.1 The Council provides a comprehensive service to food consumers and food businesses in Spelthorne. We have the main responsibility for enforcing the provisions of the Food Safety and Hygiene (England) Regulations 2013 and associated European Community regulations made under the European Communities Act 1972 in all food premises located within the Borough.

The main elements of the service are:-

- a) Food Hygiene Inspections - Regular inspection of our 812 food premises (as of 31 December 2015) to check food safety standards and to promote good hygiene practices.
- b) Food Hygiene Rating Scheme – to participate in the national Food Hygiene Rating Scheme to enable consumers to make informed choices about the places where they eat out or shop for food.
- c) Food Complaint Investigations - Investigation of complaints relating to food safety, including poor hygiene, foreign objects in food (e.g. metal, glass, insects), unfit food, and food alleged to have caused food poisoning.
- d) Infectious Disease Control - Investigation of notifications and outbreaks of food poisoning and gastrointestinal infection to (a) control and prevent further cases from source of disease; (b) identify source and; (c) prevent spread from primary case.
- e) Food Sampling Programme - Sampling of foodstuffs for microbiological examination, on (a) a programmed basis (including participation with Food Standards Agency/Public Health England sampling programme), (b) in response to cases of outbreaks of food poisoning or specific investigations and, (c) in accordance with relevant Commercial Team work procedures and statutory guidance, as detailed in the sampling strategy.
- f) Health Promotion Programme - Provision of accredited food hygiene training courses for food handlers, and food safety advice to managers and proprietors of food businesses and implementation of the Commercial Team's Health Promotion initiatives, e.g. "Eat Out, Eat Well" Award Scheme.
- g) Food Premises Database – We will maintain the database of food premises in the Borough and take steps to ensure that the information is accurate and up to date.

2.3.2 The food safety service is provided by the Commercial Team who also provide a health and safety enforcement service, process, monitor and enforce various licensing/registration regimes, such as all animal licensing and beauty treatments in relevant premises, and implement the Council's Health Promotion Programme across all Environmental Health Services. Commercial team officers also carry out some private sector housing enforcement work, but this is a minor part of their overall duties.

## **2.4 Demands on the Food Service**

2.4.1 We have approximately 812 food premises within the Borough of Spelthorne, with more than half being classed as restaurants and other caterers (73%). Food retailers make up the second most significant group (25%), with food producers, distributors, importers and manufacturers accounting for the remaining 2% of premises.

2.4.2 From 1 April 2014 to 31 March 2015 we had 26 "A" rated premises. These are our highest risk premises and are visited at least every six months as required by the Food Law Code of Practice.

2.4.3 Food premises of significance include three "approved" premises, two of which are in-flight catering companies and the third is a ready meals manufacturer. The third premises is currently closed due to fire damage but it is anticipated that this business will return once all the repair works have been undertaken.

2.4.4 The Borough does not have any "Primary Authority" arrangements with any business. There are 4 food manufacturers in the Borough. Being close to Heathrow, there are 11 enhanced remote transit sheds and 2 remote transit sheds, through which foods of non-animal origin are imported from time to time, located in the Borough. Responsibility for checking and dealing with imported food from our 2 existing remote transit sheds was transferred to Hillingdon Borough Council in 2006.

## **2.5 Accessing the Service**

The service can be accessed by: -

- Calling in person to the Spelthorne Borough Council, Knowle Green, Staines upon-Thames, TW18 1XB. The Offices are open from 9am to 5pm Mondays to Thursdays and 9am to 4.45pm on Fridays. The office is closed in the evenings and at weekends.
- Telephoning the support staff, whose numbers are in the telephone directory.
- Officers have direct line telephone numbers.

- There is an email box which customers can use to contact the Commercial Team regarding food safety: ([EH.commercial@spelthorne.gov.uk](mailto:EH.commercial@spelthorne.gov.uk)). Officers also have individual email addresses.
- Food safety emergencies can be dealt with by telephoning our 24-hour out of hours emergency service where the on-call officer will contact a senior officer from environmental health.
- Information and advice can be accessed via the Council's website ([www.spelthorne.gov.uk](http://www.spelthorne.gov.uk))

## **2.6 Enforcement Policy**

2.6.1 Enforcement will be carried out in a fair, equitable and consistent manner in accordance with the Regulator's Compliance Code and the Environmental Health Department's agreed enforcement policy. The policy was last updated and published in October 2014. It is published and made available to businesses and consumers in printed format, if requested and on the Council's website.

2.6.2 We recognise that most businesses want to comply with the law. We will therefore endeavour to help food businesses and others meet their legal obligations without unnecessary expense, while taking firm action, including prosecution where appropriate, against those who flout the law or act irresponsibly. Enforcement action will always be proportional to the risk to public health.

2.6.3 In considering enforcement action we work with our Legal Team to consider statutory Codes of Practice, the Code for Crown Prosecutors, guidance from the Food Standards Agency, UK or EU Industry Guides to Good Hygiene Practice, and Local Government Regulation guidance and advice. In addition we must also have regard to any relevant guidance produced by the Better Regulation Delivery Office (BRDO).

2.6.4 All authorised officers will follow the policy when making enforcement decisions. Any departure from the policy must be exceptional, capable of justification and approved by the Senior Environmental Health Manager.

2.6.5 The Council's enforcement policy will be regularly reviewed and amended.

## **3.0 SERVICE DELIVERY**

### **3.1 Food Premises Inspections**

3.1.1 Whilst the primary responsibility for identifying food hazards and controlling risks rests with food businesses, food hygiene inspections undertaken by Spelthorne Borough Council's team of environmental health professionals serve the following purposes:

- To establish whether food is being handled and produced hygienically. This includes, as an in-land authority, identifying imported food being sold or used by the food business, and assessing whether or not it has legally entered the UK;
- To establish whether food is, or will be having regard to further processing, safe to eat;
- To identify foreseeable incidences of food poisoning or injury as a consequence of consumption of food.

3.1.2 With this in mind the main objectives of a food hygiene inspection are the:

- Determination of the scope of the business activities and of the relevant food safety legislation that applies to the operations taking place at the premises.
- Thorough and systematic gathering and recording of information, from observations and discussions with food handlers, managers and proprietors.
- Identification of potential hazards and associated risks to public health.
- Assessment of the effectiveness of process controls to achieve safe food.
- Assessment of the food safety management system operated by the business.
- Identification of specific contraventions of food safety legislation.
- Consideration of appropriate enforcement action, (proportionate to risk), to secure compliance with food safety legal requirements.
- Provision of advice and information to food business proprietors and food handlers.
- Recommendation of practical, good food hygiene practices, in accordance with Industry Guides and relevant sector specific codes of practice where appropriate.
- The promotion of continued improvements in food hygiene standards through the adoption of good practice.

3.1.3 EU Food Consolidated Regulations came into force on 1 January 2006. The legislation now used to enforce food hygiene provisions in food businesses comes under the Food Safety and Hygiene (England) Regulations 2013, and associated EC Regulations 852/2004 and 853/2004. The main change was the requirement for all food businesses to have a written food safety system in place, based on HACCP principles. LAs continue to promote a written system to existing small businesses, with no hazard analysis in place, based on Safer Food Better Business (SFBB). This will inevitably continue to impact on officer time during inspection visits, in the forthcoming year.

3.1.4 We aim to undertake 98% of food hygiene inspections of premises within the Borough at a frequency which is in accordance with the



inspection rating system set out within the Statutory Code of Practice made under the Food Safety Act and Food Safety and Hygiene (England) Regulations 2013.

- 3.1.5 All food premises in the Borough are categorised according to potential risk and the frequency that they are inspected depends on this category. The rating system takes account of management practices and past compliance with legislation in determining likely future risk. Premises are inspected within the following minimum frequencies:

<u>Category</u>	<u>Minimum frequency of Inspection</u>
A	At least every 6 months
B	At least every year
C	At least every 18 months
D	At least every 2 years
E	Alternative Enforcement Strategy

In the financial year commencing 1 April 2014 the number of programmed inspections (excluding new business inspections and those risk rated "E") was 132. The risk profile relating to this inspection programme is illustrated in the table below:

<b>Category</b>	<b>No. of Inspections</b>
<b>A</b>	<b>4</b>
<b>B</b>	<b>10</b>
<b>C</b>	<b>58</b>
<b>D</b>	<b>60</b>

- 3.1.6 Risk category "E" premises are not part of the programmed inspection programme, but are included in an "Alternative Enforcement Strategy". As of October 2015 there were 214 food businesses within this risk category. Self-assessment questionnaires were sent out to all these E rated premises in October 2015 and officers are currently working through returned completed questionnaires and will arrange further follow-up with those businesses that have failed to return the questionnaires.
- 3.1.7 The Council recognises that some food businesses present a higher risk to consumers than others. We plan to visit all categories (A – C) of food premises within their due date.
- 3.1.8 Prior notice of an inspection will not normally be given in accordance with the Statutory Code of Practice. Exceptions will be made for home caterers, including childminders, bed and breakfast businesses, charitable groups, church and community centres and certain large organisations in order that key personnel and documents may be available.
- 3.1.9 Food premises will be inspected during normal trading hours. We recognise that certain food businesses operate in the early hours of the

morning, late at night and at weekends and indeed that some businesses are busiest at these times and would therefore benefit from a visit at these times, so the inspections programme will include food hygiene inspections outside of normal working hours.

3.1.10 Food hygiene inspections of all new premises will be undertaken within 28 days of registration. When we become aware of unregistered premises we will send information to require the business to register and if they do not reply, will inspect as soon as possible, subject to other priorities. We receive information regarding change of occupation from business rates on a monthly basis to assist this process.

3.1.11 Wherever it is practicable and appropriate to do so, we will combine a food hygiene inspection with another visit for food hygiene purposes (e.g. food complaint or a request for advice) to help make effective use of resources to prevent duplication of effort and to minimise disruption to business.

In addition, where we discover or are notified of a new food premises, we shall endeavour to undertake an initial health and safety inspection in conjunction with the initial food hygiene inspection, so that new proprietors of businesses are aware of their main priorities.

Wherever it is practicable and appropriate to do so, where a food business is due a programmed food hygiene and programmed health and safety inspection in the current year, we will combine both inspections to help make effective use of resources to prevent duplication of effort and to minimise disruption to business.

3.1.12 We will reschedule our proactive food hygiene inspection programme in exceptional circumstances or if requested to do so by the Food Standards Agency (FSA) in order to take specific urgent action to protect public health. We will co-operate with the FSA and will provide them with any information and assistance as may be necessary.

3.1.13 All food hygiene inspections will be conducted by appropriately qualified and appropriately authorised officers who satisfy the requirements of the Food Safety Act Code of Practice and are fully aware of advice contained in the current Codes of Practice, Industry Guides and BRDO/LGA guidance.

3.1.14 If we identify serious contraventions of food hygiene legislation and/or poor practices during a programmed inspection and formal action is not appropriate as laid out in the enforcement procedure, we will undertake a revisit to the premises after an appropriate time period to check that matters have been attended to. We will revisit to check compliance with all notices served.

3.1.15 The resources required to deliver the programmed food hygiene inspection programme and associated re-visits in 2016/17 are estimated to be **1.3 FTE**.

## **3.2 Food Complaints**

3.2.1 Our policy is to investigate food complaints concerning extraneous matter, chemical or microbiological contamination, unfitness and food alleged to have caused food poisoning, provided that the food was purchased within Spelthorne's area, in accordance with the departmental food complaints procedure and enforcement procedure, last updated in December 2015. We will also investigate, where appropriate, allegations concerning illegally imported food, poor hygiene or food complaints in food premises located within the Borough.

3.2.2 Due to the proximity of Spelthorne to Heathrow Airport we are occasionally notified of food imports that have bypassed the border inspection post and ended up in one of our bonded warehouses (known as External Temporary Storage Facility). These may have to be detained, destroyed or re-exported to the country of origin. However, most imported food consignments from Heathrow that are moved into the Borough for temporary storage go into one of our two Remote Internal Temporary Storage Facilities. These are dealt with, on our behalf, by authorised officers employed by London Borough of Hillingdon.

3.2.3 We will refer any food complaints relating to premises outside the Borough to the relevant food authority. We will refer any complaints regarding food labelling, food allergens or composition to Surrey County Council Trading Standards Department together with any other matter which is their responsibility.

3.2.3 Our main aims in undertaking independent investigations of food complaints on behalf of members of the public are:

- To identify what caused the problem and assess the likely risk to public health;
- To prevent a recurrence of the complaint by securing improvements in food hygiene standards and/or food handling practices and procedures;
- To take enforcement action where appropriate.

3.2.4 We aim to respond to food complaints as soon as possible after receipt, or notification in accordance with our documented procedures and relevant statutory Codes of Practice and LGA guidance.

3.2.5 The depth and scope of investigation required will depend on the nature of the complaint and whether the food was produced within a food premises for which the Council has food safety enforcement

responsibility. If the foodstuff concerned is produced outside Spelthorne Borough, we liaise with our counterparts in the local authority responsible for the premises where the food was manufactured to obtain detailed information about the effectiveness of existing food safety management systems. Should this part of the investigation give cause for concern, a more detailed investigation will be carried out.

- 3.2.6 In certain circumstances, where there is a possibility that formal proceedings may be taken or it is considered in the interests of consumer protection for samples to be formally analysed, we send food complaint samples to the Public Analyst for examination. This service is currently provided by Eurofins, 445 New Cross Road, London SE14 6TA.
- 3.2.7 All complaints are thoroughly investigated and complainants advised of the outcome.
- 3.2.8 If the number of food complaints and enquiries for 2016/2017 is consistent with recent years the human resources required to deliver the service equates to 350 hours of full time equivalent officer time (**0.2 FTE**).

### **3.3 Primary Authority Partnerships**

- 3.3.1 The Primary Authority Principle (PAP) is a formal recognition of the importance of the relationship between a food business and a specific local authority.
- 3.3.2 It is a statutory scheme set up the Better Regulation Delivery Office (BRDO). It means that all local authorities will have to have regard to it when considering enforcement action in relation to a food business which has a number of branches or units in other food authority areas and a decision making base in another area, the relevant "Primary Authority" must be consulted before taking formal action. The only exemption to this requirement is when a local authority needs to take urgent action to avoid a significant risk of serious harm to human health.
- 3.3.3 Prior to undertaking an intervention, an officer must take appropriate steps to find out if the business concerned participates in a PAP and if so the conditions of that partnership. Any inspection plan devised as part of the PAP arrangement must be adhered to.
- 3.3.4 At present there are approximately 8,500 PA arrangements between businesses and local authorities (compared to 2,538 last year), Spelthorne do not have PA arrangements with any business at this time. The current resource for this activity in 2015/16 is **0.02 FTE**.

### **3.4 Advice to Business**

3.4.1 We recognise that the majority of food businesses seek to comply with the law and will provide such advice and assistance as may be necessary.

This includes:

- Running food hygiene training courses/seminars.
- Provision of business information sheets, including leaflets detailing other local providers of food hygiene courses, practical advice on hazard analysis and controlling food safety hazards, temperature control and guides to compliance with specific food safety legislation.
- On the spot advice during routine visits and inspections.
- Provision of free telephone advice.
- Provision of a food safety newsletter as appropriate.

3.4.2 The resource required for business advice (excluding training) is **0.02 FTE** per annum.

### **3.5 Food Inspection and Sampling**

3.5.1 Food sampling provides useful information about the microbiological safety of food produced, prepared and sold within the Borough, and constitutes an important element of the intelligence driven side of the food safety enforcement mix.

3.5.2 We will ensure that food is inspected and sampled in accordance with our sampling procedure, relevant legislation, statutory Food Safety Code of Practice and centrally issued guidance to ensure that food meets the food safety requirements.

3.5.3 We will carry out sampling in accordance with our food sampling policy, procedures and programme.

Our approach to food sampling is:

- We will continue to support and participate in the FSA/PHE national sampling programmes, where staff resources allow.
- Where appropriate, samples will be taken during routine inspection and if necessary as part of legal proceedings.
- Food complaint samples will be submitted on an 'ad hoc' basis where appropriate, as they arise.
- We will adopt a policy of re-sampling should any sample result be unsatisfactory, unacceptable or potentially hazardous.

3.5.4 Food samples will be submitted for analysis to Public Health England (PHE) in Porton Down, Salisbury, which currently holds UKAS accreditation for the microbiological examination of food samples.

3.5.5 It is estimated that the proposed food-sampling programme can be delivered by 70 hours of full time equivalent officer time (**0.04 FTE**).

### **3.6 Control and Investigation of Outbreaks and Food Related Infectious Diseases**

3.6.1 Public Health Laboratories and doctors are required by statute to notify cases of particular infectious diseases, including food poisoning, to the relevant Local Authority.

3.6.2 The Council will investigate notifications of food poisoning, suspected food poisoning and laboratory notifications of gastrointestinal infections such as campylobacter, cryptosporidium and giardia, in accordance with relevant central guidance, and the departmental procedures relating to the investigation of communicable diseases.

3.6.3 Our objective is to identify the source, to control and prevent further cases from the source if the suspected source is within the Borough, and to prevent spread from the primary case (e.g. if the case is a food handler, health worker or young child). We will work closely with our colleagues in Public Health England (PHE).

3.6.4 Certain cases will require exclusion, for example healthcare workers or very young children. Many of these cases will require additional faecal sampling and additional coordination with the Public Health England team, the public laboratories and occasionally employers.

3.6.5 We received 132 notifications of food poisoning (including suspected food poisoning) in 2014/2015. The table below shows the numbers of cases reported over the past five years:

2013 - 2014	121
2012 – 2013	123
2011 – 2012	189
2010 - 2011	155
2009 - 2010	194

In 2015/16, up to the 7 January 2015, 98 food poisoning cases have been reported to Spelthorne.

3.6.6 If the number of cases of food poisoning reported to the Council in 2016/2017 is consistent with last year, the service can be delivered in 100 hours of full time equivalent officer time (**0.06 FTE**).

- 3.6.7 In addition to the investigation of sporadic cases of infectious disease, the Council will also investigate outbreaks of infectious disease, such as food poisoning, in accordance with the joint PHE and Local Authority Outbreak Control Plan. The plan identifies action to be taken in order to manage infectious disease control in an outbreak situation and describes the roles and responsibilities of the various agencies concerned, including the Council.
- 3.6.8 In such outbreak situations there is a need for co-ordinated action between the Council, under the direction of the Consultant in Communicable Disease Control (CCDC), at Kent, Surrey and Sussex Public Health England Centre, County Hall North, Chart Way, Horsham, RH12 1XA, the PHE laboratories at Brighton and Porton Down, and other national agencies such as The Communicable Disease Surveillance Centre in Colindale.
- 3.6.9 The number of outbreaks reported to the Council is thankfully small, and averages one or two per year. However, each outbreak does require a significant amount of officer time to investigate, control and to prepare a case for prosecution (where appropriate), depending upon the individual circumstances of the outbreak.
- 3.6.10 Demand for the service in 2016/2017 is impossible to predict, however if a major outbreak occurs, staff will be taken from other Environmental Health duties as appropriate.

### **3.7 Food Safety Incidents**

- 3.7.1 Food alerts notify the public and food authorities to serious problems concerning food that does not meet food safety standards or food that does not meet compositional standards. The way we deal with alerts is outlined in the Food Complaints Procedure.
- 3.7.2 The content of all food alerts received will be assessed by the Principal Environmental Health Officer (Commercial) or the Senior Environmental Health Officer on the Commercial team, and appropriate action will be taken as specified in the notification. Food Alerts issued by the Food Standards Agency fall into two categories, i.e. "For action" and "For information".
- 3.7.3 In relation to 'For Action' alerts the Council is generally required to take action by making direct contact with relevant food businesses by telephone, letter, fax or e-mail, by undertaking visits, or by making indirect contact via the local media. Food will usually be withdrawn from sale or supply through the voluntary co-operation of food businesses. However, the Council may seize or detain the food if food business proprietors refuse to co-operate with voluntary withdrawal of the product.

- 3.7.4 In addition, the Council will promptly notify the Food Standards Agency and all other relevant agencies if any potentially serious incidents are identified locally via food complaints, food sampling, notifications from GPs or manufacturers etc. in accordance with the Code of Practice.
- 3.7.5 In 2014 the Food Standards Agency issued 29 food alerts, of which none required a response from the Service. In 2015, the FSA issued 63 food alerts of which none required a response from our Service. Records are kept of all action relating to food alerts.
- 3.7.6 It is impossible to predict with any degree of accuracy, the number of food alerts that the Council will have to respond to in the next financial year, but recent experience would suggest that the figures for 2014/2015 are representative of the likely demand on the service. It is estimated that this relatively small demand can be met with 40 hours of full time equivalent officer time (**0.01 FTE**).

### **3.8 Liaison with Other Organisations**

- 3.8.1 The Council actively participates in liaison arrangements with a number of other local authorities, agencies and professional organisations in order to facilitate consistent enforcement, to share good practice and to reduce duplicity of effort.

- Surrey Food Liaison and Food Study Group
- Surrey Infection and Environmental Health Group
- Surrey Environmental Health Managers' Group
- Liaison arrangements with Building Control, Planning, Licensing, Legal etc.
- Public Health England
- Surrey County Council Trading Standards
- Surrey CIEH Branch
- Surrey Healthy Eating Award Steering Group

- 3.8.2 The food safety element of these groups accounts for approximately 50 hours, **0.03 FTE officer time**.

### **3.9 Promotion of Food Hygiene Rating Scheme (FHRS)**

- 3.9.1 Section 2 of the Local Government Act 2000 gives local authorities powers to take action which they consider is likely to achieve the promotion or improvement of the economic, social or environmental well-being of their area.
- 3.9.2 Food hygiene ratings are published online at the FSA's website and businesses are encouraged to display their stickers on their premises. As yet, in England there is no statutory requirement for businesses to do so, however this is currently under public consultation.
- 3.9.3 The Information Commissioner has indicated that the food hygiene ratings is the type of information ought to be in the public domain and



that proactive disclosure is consistent with the Freedom of Information Act 2000. By making food hygiene rating information available in the public domain enables consumers to make informed choices about the places where they eat out or shop for food.

- 3.9.4 The scheme incorporates safeguards to ensure fairness to businesses, including an appeals procedure, a right to reply on the website and a mechanism for requesting a re-inspection for the purposes of re-rating when improvements have been made.
- 3.9.5 Since the introduction of the FHRS in Spelthorne there has been a significant increase in the number of premises receiving the top rating, however it has proven more difficult to achieve a consistent improvement among those at the lower end.
- 3.9.6 It is the Council's policy to focus resources on the businesses that fail to satisfy legal requirements. Social media has the power to positively influence the behaviour of these poor performing businesses and this should be maximised.
- 3.9.7 In March 2015 we began on a trial basis to further publicise our five rated businesses, and in April 2015 our zero and one rated businesses on the Council's Facebook and Twitter accounts.
- 3.9.8 Businesses may appeal the rating they have been awarded. Consequently their rating is not published anywhere until the appeal is heard and decided upon. Appeals are reviewed by the Lead Environmental Health Officer (Food) or the PEHO (Commercial) who will thoroughly review the actions taken by the inspecting Environmental Health Officer.
- 3.9.9 Further publicising ratings has had a significant impact on the attitude of businesses towards their rating particularly those receiving low ratings and as a result we have received 4 appeals. In one case the Lead Officer found in favour of the business and the rating was increased from one to two. With the other three cases the rating was unchanged.
- 3.9.10 Discussion with these businesses has made it clear that their main motivation for the appeals was the fear of their rating appearing on social media sites and the subsequent impact on their business. Prior to April 2015 we did not receive any appeals.
- 3.9.11 After a stand-still period of at least three months a re-inspection can be made (this is a FSA ruling). Since April 2015, 13 premises received a rating of zero or one following a programmed inspection. To date, five of these premises have requested a re-inspection and as a result of revisits two of the premises are now rated as four (Good). The Communications Teams were informed and the Council's Facebook and Twitter accounts subsequently updated.
- 3.9.12 The Commercial Team received 8 revisit requests in 2012 /2013, six in 2013/2014, 36 in 2014/2015 and 22 so far in this 2015/2016 financial year.

- 3.9.13 The increase in the number of revisit requests demonstrate that businesses take seriously the information that is available in the public domain. This encourages them to improve and maintain better standards.
- 3.9.14 The number of businesses affected by the use of social media in this manner is small compared to the overall number of businesses who receive regular interventions.
- 3.9.15 Analysis of the ratings is showing that since the ratings have been tweeted the number of premises rated 0s or 1s decreased slightly with the ratings for 2s and 3s increasing slightly. The ratings for 4s and 5s have continued to rise positively. Caution is required in providing a meaningful analysis of these results due to the small numbers of premises involved.
- 3.9.16 Currently Spelthorne is the only authority in Surrey who further publicise lower rated premises. All Surrey authorities participate in the FHRS.
- 3.9.17 The Communications Team has reported that the information provided is very popular and is getting a lot of views/shares/retweets.
- 3.9.18 Due to the positive response from businesses and the general public, it is our intention to continue with this activity.

### **3.10 Food Safety Promotion**

- 3.10.1 In addition to enforcing food safety legislation in food businesses, we have sought for many years to achieve high standards of food safety in the Borough by promoting awareness of good food safety practices through our programme of food hygiene training and health education initiatives and by providing businesses with a regular newsletter of information regarding food safety.
- 3.10.2 In 2014/2015 we trained 34 food handlers to CIEH's Level 2 Award in Food Safety in Catering, generating an income of £2,240. Unfortunately, demand for these courses has continued to marginally fall in 2015/2016, because of the current economic climate and a likely increase in the uptake of cheaper "online" training options. However, we will continue to run these courses in 2016/2017 at current prices and with more promotion in order to improve attendance numbers.
- 3.10.3 We routinely put articles in the Borough Bulletin to provide members of the public with information and advice on food hygiene matters. In 2015/16 we included one article promoting the national food hygiene rating scheme, which contains information about food hygiene of food businesses in our Borough.
- 3.10.4 To assist food businesses, particularly small and medium sized businesses, to comply with legislation and improve hygiene standards, we will continue to provide a wide range of advisory information in the

form of free leaflets, handbooks and posters. We also will continue to ensure that the advisory information which can be used on our website is up to date and relevant in 2016/17.

3.10.5 A press release is issued following each prosecution action to ensure that an effective deterrent is set for local food businesses. This also keeps the public and other businesses informed.

3.10.6 We will assess the effectiveness of the programme by using a variety of methods, including customer questionnaires and surveys.

3.10.7 The resources required delivering this programme of training and health education initiatives in 2015/2016 will be about **0.17** of full time equivalent officer time.

## 4.0 RESOURCES

### 4.1 Financial

4.1.1 The gross cost of providing the food safety service, i.e. staff and budgetary expenses in 2015/2016 is £111,900. The budget for 2016/17 has yet to be finalised. It should be noted that the three Environmental Health Officers continue to carry out expanded roles across the Environmental Health service, i.e. undertaking some private sector housing complaint work and an increased workload due to the loss of the Environmental Health Manager post. It is anticipated that officers from the Residential team will begin to work on food controls in 2016/17.

### 4.2 Staffing Allocation

#### Staffing Allocation for Food Safety Enforcement

NAME/ JOB TITLE	F.T.E	QUALIFICATIONS	FOOD SAFETY ENFORCEMENT EXPERIENCE
Fidelda Harding Principal EHO (Commercial)	0.50	BSc (Hons) in Environmental Health,	10 years
Liz England Senior EHO	0.50	BSc (Hons) Environmental Health Corporate Member of the C.I.E.H NEBOSH Diploma Part 2.	32 years
Goga Sheppard EHO Officer	0.50	Bsc (Hons) in Environmental Health; Higher Certificate in Food Premises Inspection.	13 years
Administrative Support	0.35		
<b>Total:</b>	<b>1.85</b>		

This total of 1.85 FTE includes time spent on inspections, complaints, advice to businesses, sampling, food poisoning investigations, food

safety alerts, food safety promotion, primary authority work and liaison with other agencies.

In addition, **0.1 FTE of EHO** staff time is spent on duties such as checking notices, detailed investigations, small outbreaks and preparation for prosecutions etc. The team will also be delivering the Level 2 Award in Food Safety in Catering courses.

### **4.3 Staff Training and Development**

4.3.1 We recognise the need for all officers engaged in food safety work to be trained, not only to the level required by law, but also to a level commensurate with the work they carry out. We also recognise the need to develop the personal skills needed in order to work effectively in the field and for EHOs' to meet the requirements of the Chartered Institute of Environmental Health Continuing Professional Development (CPD) scheme.

The Food Standards Agency Framework Agreement on Local Authority Food law Enforcement requires Local Authorities to appoint a sufficient number of authorised officers to carry out food enforcement work and that they shall have suitable qualifications, training and experience consistent with their authorisation and duties in accordance with the relevant Food Safety Code of Practice.

The Food Safety Code of Practice requires the Local Authority to ensure that every officer receives structured on-going training, which is managed, assessed and recorded. The minimum on-going/update training for each officer should be at least 20 hours per year, of which at least 10 hours must be food based.

4.3.3. Each member of staff receives one appraisal and bimonthly one to one meetings per year at which development needs are identified and a plan agreed to address these.

4.3.4 Training and development is provided by a range of methods including:-

i) Post Entry Training

Nominations for formal training courses/qualifications are considered annually and in appropriate cases members of staff are sponsored on formal academic and practical courses.

ii) Short Course Training

Where appropriate, short courses, seminars and workshops can provide valuable updates for staff. We support attendance at such events through the Council's short courses training budget. .

- iii) In-house Training  
We encourage in-house training as this helps to develop individual's presentation skills as well as cascade information to other members of staff.
- v) Cascade Training  
Staff are encouraged/required to cascade information skills and knowledge they possess or have gained through attendance at Seminars and short courses to other members of staff at in-house training sessions.
- vi) Peer Review  
Through the use of peer review, during joint visits, and in monitoring work performance we encourage exchange of expertise and skills between staff.
- ix) Team Meetings  
These provide useful forum for exchange of information and experience amongst team members, and assist in achieving a uniformity of approach to food safety issues.

4.3.5 We will ensure that the Council's training plan is used effectively to identify general and personal training and development needs for all members of staff and ensure that these are addressed through the officers' appraisal scheme.

## **5.0 QUALITY ASSESSMENT**

### **5.1 Internal Monitoring**

5.1.1 We have set up a number of documented internal monitoring procedures to monitor compliance with the statutory Code of Practice and our own internal procedures and policies. The Principal Environmental Health Officer (Commercial) occasionally checks post-inspection risk score (where risk ratings are lowered from "A" or a "B") and correspondence that is sent out. Buddy visits are carried out each quarter along with internal monitoring of letters, complaints etc. Customer Care Questionnaires are sent out to all food businesses that have received an inspection, to ascertain levels of satisfaction with the service.

5.1.2 Between April 2015 to September 2015, 20 Customer Care questionnaire forms were returned from businesses who had received either a food hygiene or health & safety inspection. In terms of whether they were treated fairly by the EHO, 100% of respondents either strongly agreed or agreed.

The following comments were also made:

*“We received excellent service and advice, the Inspector gave advice that was very useful and helped us improve our standard”*

*“All good – thanks for your service”*

*“Nice lady – made us feel at ease”*

*“Very helpful and was very supportive during the visit”*

*“The most courteous, helpful, professional civil servant I have met in England”*

*“Helpful service and clear instruction”*

*“We were dealt with very professionally”.*

## **5.2 External Monitoring**

### Food Standards Agency (FSA)

5.2.1 Our food safety enforcement service was externally audited by the FSA in October 2014. No significant areas of concern were identified and the Audit identified a number of strengths within the team including service planning and review and the management of the food premises database. Following the FSA’s Final Audit Report an action plan was devised to address any matters requiring our attention. We provided an update to the FSA in November 2015 and the final action remaining is to provide them with evidence that the changes we outlined in our update are implemented effectively. This will be done before 1 February 2016.

5.2.2 We currently submit a significant amount of additional information on our food safety service on an annual basis to the FSA. This is a requirement for all Local Authorities.

5.2.3 We were audited in December 2015 as part of an inter-authority audit organised by the Surrey Food Liaison Group and funded by the Food Standards Agency. The audit examined our arrangements for consistent operation and implementation of the FHRS looking at relevant aspects of service planning, food premises database/website management, FHRS procedures, food premises interventions, officer training and internal monitoring. We are waiting for their final report however we received an initial draft on 21 December 2015. The audit highlighted one of our strengths as having experienced, professional staff with a good level of training. We will work through the recommendations made in the final report in 2016/2017.

## **6.0 REVIEW**

### **6.1 Review against the Service Plan**

6.1.1 This section should be read in conjunction with the Environmental Health's Performance review.

6.1.2 Both this document and the local key performance indicators set by Spelthorne are used to determine individual and team targets through the annual appraisal process and performance is reviewed through a variety of mechanisms. These include:

- i) Bimonthly 1-2-1 meetings with individual officers
- ii) Environmental Health service meetings every two months and monthly commercial team meetings
- iii) Peer Review

6.1.3 Four principal performance measures are used. These are:-

- i) Performance against the food safety inspection programme targets. Our target is to achieve 98% of inspection targets for all food premises.
- ii) Percentage ratio of businesses scoring a food hygiene rating of between 3-5 compared to 0-2 (92.0:8.0 in 2014/15) and percentage of food businesses with food hygiene rating scores of 0 -1 (4% in 2014/15). In 2016/17 we shall aim to improve this ratio and set a new target of 94:6.
- iii) Performance against local response targets for Food Safety service requests. Our target is to respond to 95% of service requests within 6 working days.
- iv) Number of reports sent out within target times (7 working days from date of visit). Our target is to send out 95% of reports within 7 working days.

**Table 1: Commercial Team Performance 2011-2015**

Performance Measure	2011/12	2012/13	2013/14	2014/15
<b>Food Safety Inspection Programme</b>				
Target % - for Programmed Inspection (achieved % in brackets)	98% (99%)	98% (87%)	98% (87%)	98% (95%)
Rating A-C - No. planned inspections carried out	199	177	147	243
Rating A-C - % inspections carried out	100%	90%	90%	98%
Rating D - No. inspections carried out	52	55	46	101
Rating D - % inspections carried out	98%	90%	70%	95%
No. of new/unplanned inspections carried out	70	66	63	103
<b>Response to Commercial Enquiries</b>				
Target - to respond to within 6 working days	95%	95%	95%	95%
Number Investigated	161 *	174*	183*	158*
% Responded to within 6 working day target (Average across the Commercial team for food related functions carried out)	99%	98%	98%	93%

\* These figures only relates to the number of Food Hygiene/Safety related service requests.

#### 6.1.5 Commercial Team Performance against Target – 2014/15

Food Safety Inspection Programme - The team did not reach the performance target of 98% of the planned inspection programme as we carried out 95% of our programmed inspection, however this is an improvement on 2013/14 where we achieved 87%. One of the main reasons we did not reach the performance target was due to the increase in the number of unplanned or new food business inspections. In addition the preparation of two prosecution files has a significant impact on the workloads of all officers working in the team.

Response to Commercial Enquiries - The team received a total of 158 service requests relating to food hygiene/safety matters for 2014/2015. They responded to 93% of these service requests within the target time of 6 working days. The reason for this slight drop in response time is mainly due to the additional officer time required to address the actions required following the FSA audit in October 2014.

Reports following inspections – In 2014/15 the team provided a total of 224 written reports following food hygiene and health and safety inspections. 99% of these reports were sent out within 7 working days of the date of inspection.



#### 6.1.6 Other achievements

- a. It is essential that the Service complies with all new legislative requirements imposed upon local authorities regarding the enforcement of food safety legislations. The Commercial team has managed to keep pace with all main legislative requirements in 2014/15 and so far in 2015/16.
- b. The FSA's national FHRS has continued to prove effective in sustaining improvements in food hygiene standards in local food businesses. The number of 5 and 4 rated premises (very good and good, respectively) increased from 262 and 134, at the start of the scheme (April 2012), to 360 and 155, respectively, by the December 2015.
- c. The Commercial Team has taken two successful food hygiene prosecutions against food businesses for persistent non-compliance with minimum legal standards. The first case was heard before Redhill Magistrates Court on 14 April 2015 and the food business operators received fines and costs of £25,800. The second case was heard before Redhill Magistrates Court on 20 October 2015 and the food business operator received fines and costs of £12,816.

#### 6.1.7 Comments on Commercial Team Performance

Overall, 2014/2015 had been a very busy year for the section, however the team had performed well and managed to maintain a high level of service delivery.

We continue to prioritise interventions to our highest risk food businesses and target those businesses who consistently fail to comply with food law.

#### 6.1.7 Update for 2015/16

From 1 April 2015 until 11 January 2016 the team had completed 207 food hygiene interventions, and at the time of writing this service plan a further 95 existing businesses (A – D) were due a routine inspection before the end of March 2016.

In September 2015 the Environmental Health Manager left the organisation. In January 2016, two Principal Environmental Health Officers (PEHO) were appointed within the service, one on the Commercial Team and one on the Residential Team. The PEHOs will take on additional responsibilities for the day to day running of their teams and will work closely with each other and the Senior Environmental Health Manager. The new structure will result in an increase in officer workloads as work is distributed across the teams and we shall continue to prioritise work based on risk. However there is currently one unfilled post on the residential team and, as a result of

the restructure, another 0.8 post will be advertised shortly. The successful candidates will be expected to work across both teams, thus increasing resilience across the service.

In October 2015, 214 self-assessment questionnaires were sent out to our low risk food businesses as part of our alternative enforcement strategy. At the time of writing we have received back approximately 150 completed self-assessment questionnaires. The team is reviewing these questionnaires to identify any businesses that require a follow-up visit and to issue a desk top rating where appropriate. It is anticipated that the first phase of this work should be completed by April 2016 and in 2016/17 further visits will be made to those who require it and those businesses who have failed to return the questionnaires.

## **6.2 Identification of any variation in the Service Plan**

During 2014/15 and into 2015/16 officer time was allocated to reviewing and updating our documented procedures and significant progress has been made with this. This work shall be completed in 2016/17.

## **6.3 Areas of Improvement**

6.3.1 As well as continuing to review and update our operational procedures, many of which are due their annual review, the following actions will be taken during 2016/2017 to ensure continuing improvement against the objectives:

- a. Ensure that we continue to improve the service provided to local businesses. This will be delivered by continuing to provide staff with relevant training and guidance. We will also act on any feedback we received from our satisfaction surveys, provide improved information on the Council's website.
- b. Ensure that the Service is inclusive and is provided to hard to reach groups. This will include continuing to provide Safer Food Better Business information in other languages to relevant food businesses when this information.
- c. To ensure that a 100% of our Food Safety Services remain "e-enabled" we will ensure that any new services introduced comply with this requirement. We already participate in the FSA's National Food Hygiene Ratings Scheme to ensure as many of our residents and visitors know how to use it to find out food hygiene information about local food businesses.

6.3.2 In order to ensure that we meet our relevant food safety enforcement objectives for 2016/2017 we will undertake the following:

- a. The Service Management Team will continue to carry out performance monitoring meetings to ensure that service standards and service objectives are being met and to discuss any staff issues.
- b. Development needs of all staff will be considered during regular staff appraisals and they will be provided with training and support to enable them to meet service objectives.
- c. The food service will use the allocated expenditure budget for the purpose of providing a quality, cost effective service. This budget will be monitored regularly to ensure that expenditure does not exceed that allocated.
- d. The service will ensure that technology is used efficiently to record information necessary to deal with customer queries, provide FSA returns, provide information on service available to customers in an electronic format and to integrate with other departments to improve service to customers.

## **APPENDIX I - Glossary Of Terms**

<b>CCDC</b>	-	Consultant in Communicable Disease
<b>CIEH</b>	-	Chartered Institute of Environmental Health
<b>TO</b>	-	Technical Officer
<b>EHO</b>	-	Environmental Health Officer
<b>FSA</b>	-	Food Standards Agency
<b>FHRS</b>	-	Food Hygiene Ratings Scheme
<b>LGA</b>	-	Local Government Regulation
<b>PHE</b>	-	Public Health England
<b>HACCP</b>	-	Hazard Analysis Critical Control Point
<b>LAs</b>	-	Local Authorities
<b>BRDO</b>	-	Better Regulation Delivery Office
<b>SFBB</b>	-	Safer Food Better Business

# **Spelthorne Borough Council**

## **Health and Safety at Work Service Plan**

**2016/17**

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## **Executive Summary**

The Health and Safety Service provided in 2014/15, and so far in 2015/16 was successful for a number of reasons. These were as follows:

- (a) The Commercial team carried out a total of 125 health and safety visits/inspections in 2014/15.
- (b) The Commercial team served 9 health and safety improvement notices and 3 prohibition notices on businesses to secure compliance with health and safety at work legislation.
- (c) The service achieved a high level of satisfaction based on the customer care questionnaires returned by local businesses visited by our enforcement officers.
- (d) We participated in one national priority initiative relating to gas safety at catering establishments and mobile food traders.
- (e) We continued to target businesses where local or national intelligence indicate an intervention may be appropriate.
- (f) We continued to provide free advice to businesses within the borough.
- (g) In September 2015 we lost a senior member of staff when the Environmental Health Manager left. We have since restructured the team and in January 2016 a Principal Environmental Health Officer was appointed from within the team. In the time before the permanent appointment, officers within the team took on additional responsibilities and an increased workload. The new structure will also result in increased officer workloads.

In 2016/17 the Commercial team are committed to continue improving the health and safety service provided to the local communities. Our main aims are as follows:

- (a) To carry out all full health and safety inspections in accordance with the frequencies set out in the Health and Safety Executive's Local Authorities National Enforcement Code launched in April 2013.
- (b) To participate in two national/regional priority initiatives in 2015/16. They are likely to be gas safety in catering premises and mobile traders, and health and safety in swimming pools.
- (c) To continue participating in the Surrey authorities flexible warranting scheme across the seven boroughs in the county.
- (d) To respond to at least 90% of service requests within six working days.

(e) To ensure that the remote working practices implemented within the service is a continued success in terms of improving the level of service provided to our customers.

(f) To undertake a review our procedures.



## **1.0 SERVICE AIMS AND OBJECTIVES**

### **1.1 Service Aim**

- 1.1.1 The aim of the Spelthorne Community Plan 2005-2015, which was supported by a partnership of local organisations from the public, voluntary, business and community sectors, was to:

'make Spelthorne a safe, healthy, inclusive, prosperous and sustainable community'.

Particular themes of the Plan included Healthy Spelthorne, Thriving Spelthorne and Young People's Spelthorne. The Food Safety Service Plan will assist in achieving the aims of the Community Plan by improving the standard of food produced and sold in the Borough and by promoting a healthy diet to residents and visitors.

- 1.1.2 Our Health & Safety at Work enforcement objectives will be incorporated into the wider Environmental Health Service Plan. For 2016/17 the objectives which may be transferred into specific targets for the section are outlined as follows:
- a) To achieve 100% of programmed Category "A" health and safety inspections in accordance with frequencies set out in HSE's Local Authorities National Enforcement Code.
  - b) To participate in the flexible warranting scheme with other Surrey local authorities across the county and agree, where appropriate, joint projects to deliver under the scheme.
  - c) To comply with all new legislative requirements imposed on the Borough regarding the enforcement of Health & Safety at Work. This includes any relevant guidance, codes of practice, etc., published by the HSE or the Better Regulation Delivery Office (BRDO).
  - d) To ensure authorised officers within the Commercial team have completed the Regulators Development Needs Assessment (RDNA).
  - e) To actively participate in selected national/regional priorities along with other Surrey LAs and HSE.
  - f) To ensure that the service provided is that desired by the local community and other customers, including hard to reach groups.
  - g) To ensure that the remote working practices implemented within the service is a continued success in terms of improving the level of service provided to our customers.
  - h) To respond to at least 90% of service requests (e.g.: complaints, accident notifications) within six working days.

- i) To continue enforcing smokefree legislation, which bans smoking in most workplaces and public buildings and working with our partners on smokefree initiatives such as the ongoing Smokefree Playgrounds Project with Surrey County Council and other Surrey LAs.
- j) To undertake a review of our procedures.

## 1.2 Links to Corporate Objectives and Plans

1.2.1 This strategy is a detailed part of the Service Plan for the Environmental Health Service, which in turn forms part of the corporate Performance Plan.

1.2.2 The health and safety at work enforcement service, as part of the overall Environmental Health Service, plays an important role in meeting the social, economic and environmental strategic objectives of the Council, which are set out within the Council's 'Mission Statement', and the 'Strategic Priorities' and 'Core Values' as outlined in the Performance Plan. The Council's mission statement is:

**“Delivering quality, best value for money services that matter most to our residents”**

In order to achieve this ambition, the Council has outlined a number of elements to delivering its vision, one of which is to enable and facilitate a better life for our community. In addition, the authority has adopted 5 values, all of which are followed by Environmental Health Staff in the Commercial Team as they do their day-to-day work.

### Values of the Council

1. **Community** – develop strong, thriving cohesive communities
2. **Opportunity** – creating equal opportunities for all our residents
3. **Self-reliance** – supporting ourselves and focus our limited resources on those most disadvantaged and in need
4. **Accountability** – We will develop our economy, keep our borough clean and safe and help people in need
5. **Tradition** – Committed to providing modern efficient services, but ensure people can continue to access our services in traditional ways should they wish

### 1.2.3 Cross Linkage to other Plans developed by the Authority

We recognise that the work carried out by the health and safety at work enforcement service interlinks with other strategic approaches and services.

Some key areas where this is the case is:

### Regulator's Compliance Code

This Code replaced the previous voluntary "enforcement concordant" in April 2008. All local authorities' Environmental Health and Trading Standards departments have a legal obligation to have regard to the code in the provision of their services to the public and businesses.

### Local Plan

We recognise the importance of businesses to the local economy and work closely with Planning Officers to encourage businesses to 'design out' potential problems in commercial premises, for example safe means of access to mezzanine floor storage areas.

### Licensing

We play an active role in the licensing of a variety of premises such as:  
- food establishments providing late night refreshments after 11.00pm, pet shops, riding establishments, boarding establishments, acupuncture, night-clubs, regulated entertainment venues, and outdoor events etc. Officers will ensure that any health and safety problems that come to light during licensing inspections are dealt with without delay.

### Delivery of Public Health duties

Under the Social Care Act 2012 the public health role was transferred from the now abolished Primary Care Trusts to local authorities in April 2013. The newly created "Public Health England" will oversee these changes. Spelthorne, along with other Surrey District Councils will have to work closely with Surrey County Council to ensure the public health of its residents is improved. One of the targets particularly relating to health and safety is to reduce the prevalence of smoking in Surrey. Local authorities can indirectly contribute to this aim through their responsibility to enforce the smokefree legislation. All 11 Surrey authorities continue to work in partnership with Surrey County Council and Surrey Smokefree Alliance to tackle this issue.

### Customer Care

In addition to informal systems for resolving complaints and dissatisfaction, the Council has an open, clear, formal system for dealing with complaints. Clear corporate targets have been established for the speed and quality of response to letters (7 to 10 working days) and telephone calls (respond within 5 rings).

Customer consultation and feedback carried out to support national indicators has been used to set specific customer care standards and

response times for work areas across the organisation, these are contained in the Service Plan for Environmental Health and Building Control.

### Economic Development

The policies set out in the Local Plan seek to achieve a balance between community health and development.

We aim to take a balanced approach to enforcing health and safety legislation in businesses we visit. We will safeguard the health, safety and welfare of their employees and visitors. However, we will not intentionally act in ways that lead to disincentive in businesses.

### Social Inclusion and Diversity

The Health and Safety Service provided by the Council is committed to social inclusion and diversity within its communities. This is achieved in the following ways:

- (a) Customer Care Questionnaires are sent out to all businesses who have received an inspection to ascertain levels of satisfaction with the Commercial Section's services.
- (b) We periodically send out a newsletter to our businesses to provide them with Health & Safety information and advice and inviting them to contact us for further advice.
- (c) We will make use of the Council's translation services, where necessary.
- (d) We must have regard to the Regulator's Compliance Code, which requires us to deal with all businesses with fairness and consistency.

## **1.3 Links to the HSE's Strategy – National Local authorities' Enforcement Code**

The HSE's National Local authorities' (LAs) Enforcement Code was launched in April 2013. This followed the Government commissioned review of health and safety legislation lead by Professor Lofstedt. One of his recommendations was to give the HSE a stronger role in directing LA health and safety inspection and enforcement activities. One of the main changes this new Code brought in was to limit proactive health and safety inspections that local authority officers carried out to work places risk rated "A" only. Previously, local authorities were required to inspect those workplaces risk rated "A" and "B1". The Code also outlines the list of high risk work activities which should inform local authorities where to focus their limited resources.

Spelthorne Borough Council (Environmental Health Service's – Commercial Section), having responsibilities for the enforcement of Health and Safety legislation, have an important role as a stakeholder in the delivery of this new National Code.

Spelthorne Borough Council will need to contribute to these new targets through: -

- Raising the profile of occupational health;
- Improving health and safety performance in key risk areas;
- Increasing the engagement of others and promoting full participation in improving health and safety;
- Improving openness and accountability.
- Contribute towards the development and implementation of a partnership approach to health & safety enforcement work with HSE, both locally and within Surrey and BDRO.

## **1.4 Links to Local Authorities and HSE Working Together**

### **1.4.1 Operational Objectives**

In order to meet national/regional priority objectives, Spelthorne Borough Council intend to participate in a number of agreed Surrey-Wide projects in 2016/17.

These projects are as follows:-

- Consider joint initiatives under the “flexible warranting” scheme for Surrey – We will work with other participating Surrey local authorities in this scheme in determining any joint project work, where appropriate.
- Gas safety in catering premises and mobile traders – Continued targeted inspection throughout 2016/17 of catering businesses and mobile traders to assess risks from cooking appliances and boilers to employees and/or customers. This project is now well established and continues to result in the identification of poor equipment and installation and unqualified gas engineers.
- Swimming Pool & Plant Safety – we will run a targeted information campaign followed by visits where appropriate to our local swimming pools. This project follows a number of incidents around Surrey including accidental releases of chlorine gas, in one instance resulting in the near-drowning of a swimmer, injuries from poor maintenance, infection control problems from

inadequate cleaning and disinfection, and concerns about pool supervision.

#### **1.4.2 Priority programmes within HSE's National Enforcement Code for local authorities**

Taking into account the special characteristics of the LA enforced sector, the HSE has decided that it will be necessary for Local Authorities to develop prioritise the following hazards:-

- Explosion caused by leaking LPG – premises with buried metal LPG pipework. These are notified to us by the HSE as they become aware of potentially problematic sites within our area. While other Surrey LAs have received such notifications, to date we have not.
- Workplace transport.
- Legionella infection from premises with cooling towers/evaporative condensers. We currently do not have any such cooling towers on our register.
- Violence at work.
- Falls from height.

Where local authorities have such above mentioned risks/work activities then these should receive proactive inspection visits if these hazards are inappropriately managed. Furthermore, where reported work related accidents involve any of the above activities local authorities will be expected to fully investigate them.

The priority areas of potentially most relevance to Spelthorne include workplace transport and falls from height.

#### **1.5 Links to the HSE Section 18 – Guidance to Local Authorities**

LA's are responsible for the enforcement of the Health and Safety at Work etc. Act 1974 (HSW Act), to the extent as defined and prescribed in the Health and Safety (Enforcing Authority) Regulations 1998.

Section 18 (4) of the HSW Act requires LA's to perform their duties in accordance with guidance from the Health and Safety Executive (HSE). The "Section 18 Guidance" is therefore mandatory.

Section 18 (4) of the HSW Act states 'it shall be the duty of every local authority to:-

- I. Make adequate arrangements for the enforcement within their area of the relevant statutory provisions; and
- II. To perform the duty imposed on them by (a) above and any other functions confirmed on them by any of the relevant statutory provisions in accordance with such guidance as the commission may give them.

The guidance notes issued by the HSE under section 18 (4) contain the broad principles which they wish LAs' to adopt in enforcing health and safety legislation. They provide a framework with which LAs' should operate so that the HSE can be confident that the LA are making adequate arrangements for enforcement.

Spelthorne Borough Council will refer to this relevant guidance and subsequent revisions when considering compliance with their duties under section 18 of the HSW Act.

The HSE considers the following elements are essential for a LA to adequately discharge its duty as an Enforcing Authority:-

- A clear published statement of enforcement policy and practice;
- A system for prioritised planned inspection activity according to hazard and risk, and consistent with any advice given by the HSE and HELA;
- A Service Plan detailing the LA's priorities and its aims and objectives for the enforcement of health and safety;
- The capacity to investigate workplace accidents and to respond to complaints by employees and others against allegations of health and safety failures;
- Arrangements for benchmarking performance with peer LAs;
- Provision of a trained and competent inspectorate; and
- Arrangements for liaison and co-operation in respect of the Primary Authority Partnership Schemes.

LAs need to ensure that they devote sufficient resources to the health and safety enforcement to comply with their duties under section 18 (4) of the HSW Act. HSE will take a view on the performance of LA enforcement and promotional activities, in accordance with its strategy using information supplied by Authorities as requested (e.g. Annual LAE1 returns) and by reviewing the reports of inter-authority audits carried out using the HELA protocol.

If a LA fails to meet its legal obligation under Section 18 of the HSW Act, the Secretary of State may, after considering a report submitted by the HSE, cause a local enquiry to be held. If the Secretary of State is satisfied by such an enquiry that a LA has failed to perform any of its enforcement function, he may make an order declaring the Authority to be in default. The order may direct the LA to perform their enforcement functions in a specified manner within a specified period of time.

If the defaulting LA fails to comply with such an order, under Section 45 of the HSW Act, the Secretary of State may enforce the order, or make an order transferring the enforcement functions of the defaulting LA to the HSE, in which case the HSE's expenses are paid by the defaulting authority.

## **2.0 BACKGROUND**

### **2.1 Profile of Spelthorne**

#### The Borough

- 2.1.1 Spelthorne lies 15 miles west of Central London and sits in the far North West corner of Surrey close to the boundary of Berkshire. The Borough is also bordered by the London Boroughs of Hillingdon, Hounslow and Richmond. The Borough is at the inner edge of the Metropolitan Green Belt, with 45% being urban and the remainder protected as Green Belt.
- 2.1.2 The main centres of population are the towns of Staines-upon-Thames, Ashford, Sunbury-on-Thames, Shepperton and Stanwell.

#### The People

- 2.1.3 Spelthorne's resident population was 95,600 by the end of 2011, based on the 2011 census. This is an increase of over 5,000 compared to the previous census in 2001(90,390)
- 2.1.4 The population is predominantly white with other ethnic groups making up 12.8% of the population compared with the national average (15.5 %). This figure is based on the 2011 census and has shown an increase of 7.1% compared to the census of 2001 (5.7%).

#### The Local Economy

- 2.1.5 The local economy includes manufacturing and service industries, research, agriculture, the professions and many administration sites. A number of large commercial organisations have their main UK offices in the Borough.

### **2.2 Organisational Structure**

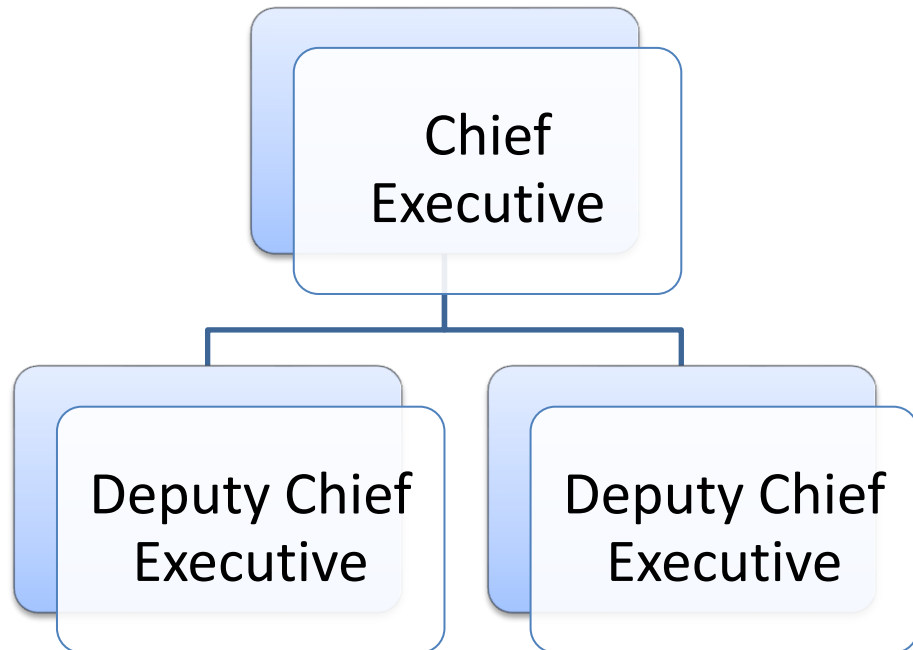
#### The Political Structure

- 2.2.1 The Council implements a 'cabinet' style committee structure.
- 2.2.2 The Cabinet is responsible for deciding matters relating to food and water safety, however the Overview and Scrutiny Committee examines the work we do in relation to food and water safety, monitors progress against targets and makes recommendations to the Cabinet.



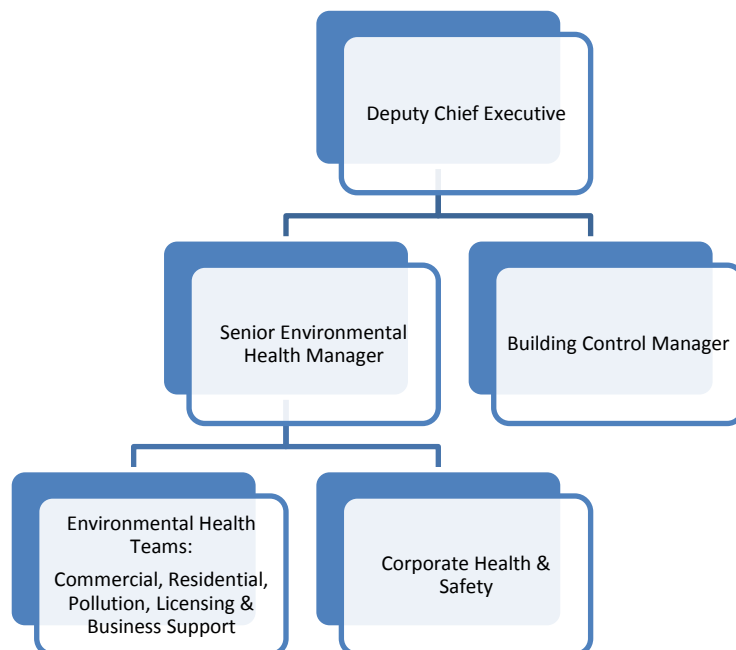
## The Council's Management Team

2.2.3 The services provided to achieve the Council's strategic objectives are delivered under the direction of the Council's Management Team led by the Chief Executive. The Management Team comprises the following 3 Senior Officers:



## **2.2.4 The Environmental Health & Building Control Service**

The Department structure is as follows:



The structure within the Commercial and Residential Teams has changed. The Environmental Health Manager left the organisation in September 2015

and in January 2016 a Principal Environmental Health Officer (PEHO) was appointed for each team. The PEHO (Commercial) will have responsibility for the day to day running of the Commercial Team and will work closely with the Senior Environmental Health Manager to ensure that the aims and objectives of this service plan are met.

## **2.3 Scope of the Health and Safety at Work Enforcement Service**

2.3.1 The Council provides a comprehensive service to both employers and employees of commercial premises, and the general public who may be affected by work activity within Spelthorne Borough Council. The responsibility for health and safety enforcement within commercial premises in the Borough, is shared between the Health and Safety Executive and the Local Authority. This responsibility is determined by statutory legislation (The Health and Safety (Enforcing Authority) Regulations 1998) and is established on the basis of the “main activity” carried out at the premises (HELA LAC 23/15 provides guidance on the allocation of premises).

Spelthorne Borough Council has the responsibility for enforcing the provisions of the Health and Safety at Work etc. Act 1974, and health and safety regulations made under the Act in approximately 1238 (as of January 2016) commercial premises located within the Borough.

An example of premises in which we are responsible for health and safety enforcement are detailed as follows:

- Sale or storage of goods for retail or wholesale distribution (e.g.: retail shops and warehouses);
- Offices;
- Residential accommodation in Non-Domestic premises (e.g.: residential care homes);
- Consumer services provided in a shop (e.g.: tool hire, hairdressers);
- Care, treatment, accommodation of animals (e.g.: pet shops, boarding establishments);
- Pre-school childcare, playschool or nurseries (excludes educational establishments);
- Cosmetic services and therapeutic services (e.g.: sauna, massage, skin piercing).

The main elements of the service are:-

- a. Programmed Health and Safety Inspections - Regular inspection of all our commercial premises, rated in the "A" category to check on health and safety standards to promote safe practices and secure compliance with the law, whilst having regard to the national/regional priority programmes. Commercial premises

rated “B1”, “B2” or “C” categories, will not form part of the planned inspection programme. However, these category premises will be subject to other “Intervention strategies” such as planned, local or national campaigns/initiatives on topic based issues (e.g. Gas safety initiative and European Health and Safety Week on slips and trips). The inspections are carried out in accordance with the adopted Health and Safety Inspection Procedure. Enforcement is focused on particular hazards or sectors where the greatest action will be necessary, to contribute to the HSE’s overall strategy.

- b. Special/Other Health and Safety Inspections – To undertake visits as necessary having regard to the priority programmes within HSE’s Strategy, focusing our enforcement on particular hazards or sectors where the greatest action will be necessary.
- c. Health and Safety Investigations - Investigation of complaints relating to health and safety received from employers, employees and the general public. In 2014/15, 31 such investigations were carried out.
- d. Accident Investigation - Investigation of accident notifications received via the RIDDOR notification online system. This system is managed by the HSE and the PEHO (Commercial) or, in her absence the SEHO, checks the database on a daily basis.

Accidents are investigated in accordance with the adopted Accident Investigation Procedure. The table below shows the numbers of notifiable accidents reported to this Council over the last 4 years:

2014/15	47
2013/14	61
2012/13	63
2011/12	99

As of 12 January 2016, we have received 32 accident notifications from 1 April 2015.

- e. Health and Safety Initiatives - To develop initiatives to focus on issues within the national/regional Priority Programmes outlined in paragraph 1.4.1 in this service plan.
- f. Non-Food Premises Database - we will maintain the database of non-food premises allocated to us under the Health & Safety (Enforcing Authority) Regulations 1998, in the Borough and take steps to ensure that the information is accurate and up-to-date. Ad hoc special surveys and monitoring of monthly releases of new businesses registered with the Council’s Business Rents Team are examples of how this will be achieved.

2.3.3 The health and safety at work enforcement service is provided by the Commercial Team who also provide a food safety enforcement service, and animal licensing in relevant premises.

## **2.4 Demands on the Health and Safety at Work Enforcement Service**

2.4.1 As of January 2016 there were approximately 1238 commercial premises within Spelthorne Borough Council.

## **2.5 Accessing the Service**

The service can be accessed by: -

- Calling in person to the Spelthorne Borough Council, Knowle Green, Staines upon-Thames, TW18 1XB. The Offices are open from 9am to 5pm Mondays to Thursdays and 9am to 4.45pm on Fridays. The office is closed in the evenings and at weekends.
- Telephoning the support staff, whose numbers are in the telephone directory.
- Officers have direct line telephone numbers.
- There is an email box which customers can use to contact the Commercial Team regarding health and safety at work: ([EH.commercial@spelthorne.gov.uk](mailto:EH.commercial@spelthorne.gov.uk)). Officers also have individual email addresses.
- Emergencies can be dealt with by telephoning our 24-hour out of hours emergency service where the on-call officer will contact a senior officer from environmental health.
- Information and advice can be accessed via the Council's website ([www.spelthorne.gov.uk](http://www.spelthorne.gov.uk))

## **2.6 Enforcement Policy**

2.6.1 Enforcement will be carried out in a fair, equitable and consistent manner in accordance with the Regulator's Compliance Code and the Environmental Health & Building Control Services Enforcement Policy. The policy was last updated in October 2014 to take account of the Regulator's Compliance Code and minor changes, such as change to staff personnel. It is published and made available to businesses and customers in printed format if requested, and is available on the Council's website. Officers shall provide proprietors and managers of commercial premises with the new Spelthorne leaflet entitled "Enforcement Policy – Advice to Businesses" during health and safety inspections.

2.6.2 We recognise that most businesses want to comply with the law. We will therefore endeavour to help businesses and others meet their legal obligations without unnecessary expense, whilst taking firm action, including prosecution where appropriate, against those who flout the

law or act irresponsibly. Enforcement action will always be proportional to the risk to public health.

- 2.6.3 In considering enforcement action we work with our Legal Team to consider the Home Office Circular 30/2005, The Code for Crown Prosecutors, and the HSE Enforcement Policy. We will also seek advice offered in relation to the current Primary Authority Partnership scheme that will replace it in the near future. We must also have regard to any relevant guidance produced by BRDO.
- 2.6.4 All authorised officers will follow the policy when making enforcement decisions. Any departure from the policy must be exceptional, capable of justification and approved by the Senior Environmental Health Manager.
- 2.6.5 The Environmental Health & Building Control Services Enforcement Policy will be regularly reviewed and amended.

### **3.0 SERVICE DELIVERY**

#### **3.1 Health and Safety Inspections/Visits**

- 3.1.1 Whilst the primary responsibility for identifying hazards and controlling risks rests with proprietors and managers of businesses, there are several categories of health and safety visits undertaken by Spelthorne Borough Council's team of Environmental Health professionals:

##### Programmed Health and Safety Inspections

Inspections of premises involving a full health and safety inspection, where all aspects of the work throughout the premises are looked at, or a general overall assessment of health and safety is carried out, in accordance with frequencies set out in HSE's National Enforcement Code for Local authorities.

##### Special Surveys/Other Visits for Enforcement Initiatives

To undertake visits as necessary having regard to regional/national priority programmes, focusing our enforcement on particular hazards or sectors where the greatest action may be necessary to contribute to the HSE's Strategy

##### Other Visits - Health and Safety Investigations

Investigation of all complaints relating to health and safety received from employers, employees and the general public, including advice and/or complaint visits.

### Other Visits - Accident Investigation

Investigation of accident notifications received via the online RIDDOR notification system, including visits to premises to investigate the scene/cause of the accident

### Revisits

Revisits are carried out to premises to check if specific action has been taken to remedy faults found at a previous inspection/visit. In 2014/15 14 revisits were undertaken.

3.1.2 The main objectives of a health and safety inspection are:

- a) determination of the scope of the business activities and of the relevant health and safety legislation that applies to the operations taking place at the premises thorough and systematic gathering and recording of information, from observations and discussions with employees, managers and proprietors;
- b) identification of potential hazards and associated risks to employee/public health, safety and welfare;
- c) assessment of the effectiveness of controls to achieve safe;
- d) identification of specific contraventions of health and safety legislation;
- e) consideration of appropriate enforcement action, (proportionate to risk), to secure compliance with health and safety legalisation;
- f) provision of advice and information to employees, employers, managers and proprietors of commercial premises;
- g) recommendation of practical, good health and safety practices, in accordance with subject specific codes of practice where appropriate;
- h) the promotion of continued improvements in health and safety standards through the adoption of good practice.

3.1.3 We aim to undertake 100% of our programmed health and safety inspections (i.e. those risk rated "A" ) of premises within the Borough at a frequency which is in accordance with the inspection rating system set out within HSE's National Enforcement Code for Local authorities.

3.1.4 All commercial premises in the Borough are categorised according to potential risk and the frequency that they are inspected depends on this category. In 2014/15 we inspected 100% of our programmed inspections for this year (i.e. businesses risk rated "A"). The rating system takes account of management practices and past compliance with legislation in determining likely future risk.

Premises are inspected within the following minimum frequencies:

Category	Minimum Frequency of Inspection
A	At least every year
B1 & B2	Use non-intervention methods, e.g. reactive intervention following accidents, complaints or other reason for visit (inspect new food business)
C	As above

- 3.1.5 The Council recognises that some commercial businesses present a higher risk than others. We plan to visit all Category “A” premises within their due date. Additional resources will also be targeted at specific premises to focus our attention on issues within the priority programmes contained within HSE’s National Enforcement Code for local authorities
- 3.1.6 Prior notice of a programmed inspection will not normally be given to proprietors and managers unless they are not normally available at the premises to discuss health and safety issues, and ensure that relevant personnel and documentation will be made available.
- 3.1.7 Commercial premises will be inspected during normal trading hours. We recognise that certain businesses operate in the early hours of the morning, late at night and at weekends and indeed that some businesses are busiest at these times and would therefore benefit from a visit at these times, so the inspections programme will include health and safety inspections outside of normal working hours where appropriate.
- 3.1.8 Health and Safety inspections of all new catering premises and inherently “high risk” new non-food premises will be undertaken at the same time as the initial food hygiene inspection, and generally within 3 months of opening.
- 3.1.9 During special survey initiatives we will send a self-assessment checklist designed to enable both the business and the officers to identify whether or not the business complies with the law. We receive information regarding change of occupation from business rates on a regular basis to assist this process.
- 3.1.10 When special survey initiatives are carried out the targeted employers shall be required to return the self-assessment checklist; failure to do so may result in a visit by an officer. A sample of 5% of all premises returning the self-assessment checklists shall be visited in order to validate responses, however this percentage may alter depending on the survey being undertaken. In addition, officers shall assess the Risk

Category of the business based on the information provided. Businesses shall receive feedback as may be necessary on our conclusions as a result of assessing the form and would be sent any relevant information, which they required. In addition they shall be visited where it was obvious that this was necessary. If new businesses do not reply, we will inspect the premises as soon as possible, subject to other priorities.

3.1.11 Wherever it is practicable and appropriate to do so, we will combine a health and safety inspection with another visit (e.g. complaint, or a request for advice, or if the premises is due a food/licensing inspection etc.) to help make effective use of resources and to minimise disruption to business.

3.1.12 We will reschedule our programmed health and safety inspection programme in exceptional circumstances and if requested to do so by HSE. We will co-operate with the HSE and will provide them with any information and assistance as may be necessary.

3.1.13 All health and safety inspections will be conducted by appropriately qualified officers who satisfy the requirements of the relevant legislation and HSE Section 18 Guidance to Local Authorities.

3.1.12 If we identify serious contraventions of health and safety legislation and/or poor practices during a programmed inspection and formal action is not appropriate as laid out in the enforcement policy, we will undertake a revisit to the premises after an appropriate time period to check that matters have been attended to satisfactorily. We will revisit to check compliance with all formal notices served.

## **3.2 Health and Safety Complaints**

3.2.1 Our policy is to investigate health and safety complaints made within Spelthorne Borough Council, in accordance with our policies and procedure notes, whilst having regard to our Enforcement Policy. The investigation of some complaints can be a lengthy process, it is expected that officers will ensure a first response within 6 days of the complaint being received.

3.2.2 Our main aims in undertaking independent investigations of health and safety complaints on behalf of members of the public or employees are:

- The identification of potential hazards and associated risks to employee/public health, safety and welfare;
- The assessment of the effectiveness of existing controls;
- The identification of specific contraventions of health and safety legislation;
- To prevent a recurrence of the complaint by securing improvements in health and safety standards, including practices and procedures;



- Provision of advice and information to employees, employers, managers and proprietors of commercial premises;
- Recommendation of practical, good health and safety practices, in accordance with subject specific codes of practice where appropriate
- Appropriate enforcement action, (proportionate to risk), to secure compliance with health and safety legislation where necessary.

3.2.3 We aim to respond to health and safety complaints within 6 days after receipt, or in accordance with our documented procedures and relevant HSE guidance.

3.2.4 The depth and scope of investigation required will depend on the nature of the complaint and whether the complaint arose within premises for which the Council has health and safety enforcement responsibility.

3.2.5 All complaints are thoroughly investigated and complainants advised of the outcome.

### **3.3 Accident Investigation**

3.3.1 Our policy is to appropriately investigate accident notifications received via the online RIDDOR notification system within Spelthorne Borough Council, in accordance with the departmental policies and Accident Investigation procedure notes, whilst having regard to our Enforcement Policy and HSE's National Enforcement Code for local authorities.

3.3.2 Our main aims in undertaking independent investigations of accident notifications on behalf of members of the public or employees are:

- To prevent a recurrence of the accident by securing improvements in health and safety standards, including practices and procedures;
- The assessment of the effectiveness of existing controls;
- The identification of specific contraventions of health and safety legislation;
- The identification of potential hazards and associated risks to employee/public health, safety and welfare;
- Provision of advice and information to employees, employers, managers and proprietors of commercial premises;
- Recommendation of practical, good health and safety practices, in accordance with subject specific codes of practice where appropriate
- Appropriate enforcement action, (proportionate to risk), to secure compliance with health and safety legislation where necessary.

3.3.3 We aim to respond to accident notifications within 6 days after receipt, or in accordance with our documented procedures and relevant HSE guidance.

3.3.4 The depth and scope of investigation required will depend on factors such as the nature and seriousness of the accident and whether the accident arose within premises for which the Council has health and safety enforcement responsibility.

3.3.5 RIDDOR Accident notifications shall be investigated in accordance with the Accident Investigation procedure.

#### **3.4 Asbestos Notifications**

Asbestos notifications are received via a portal on the Health and Safety Executive's website. Contractors and others are required by law to notify the relevant enforcing authority of their intention to carry out both licensed and unlicensed work on asbestos. The PEHO (Commercial) or in her absence the SEHO, checks this portal three times a week.

In 2014/15 we received no notifications of works.

#### **3.5 Advice to Business**

We recognise that the majority of businesses seek to comply with the law and during 2014/2015 we have endeavoured to provide such advice and assistance as may be necessary. This includes:

- providing businesses with details of our Enforcement Policy. This may be through a leaflet either left at premises during routine visits or sent with inspection reports.
- developing and providing business information sheets, leaflets, practical information and other guides as necessary to simplify legislation and aid compliance with specific health and safety legislation;
- providing on the spot advice during routine visits and inspections;
- provision of free telephone advice;
- the publication of a health and safety information pack/guide for new businesses;
- the provision of a health and safety newsletter once or twice yearly;
- Health and Safety initiatives.

#### **3.6 Primary Authority Partnerships**

3.5.1 The Primary Authority Principle (PAP) is a formal recognition of the importance of the relationship between a food business and a specific local authority.

3.5.2 It is a statutory scheme set up the BRDO. It means that all local authorities will have to have regard to it when considering enforcement action in relation to a food business which has a number of branches or units in other food authority areas and a decision making base in another area, the relevant "Primary Authority" must be consulted before taking formal action. The only exemption to this requirement is when a

local authority needs to take urgent action to avoid a significant risk of serious harm to human health.

- 3.5.3 At present there are approximately 8,500 PA arrangements between businesses and local authorities (compared to 2,538 last year), Spelthorne do not have PA arrangements with any business at this time.
- 3.5.4 Prior to undertaking an intervention, an officer must take appropriate steps to find out if the business concerned participates in a PAP and if so the conditions of that partnership. Any inspection plan devised as part of the PAP arrangement must be adhered to.

### **3.7 Liaison with Other Organisations**

3.6.1 The Council actively participates in liaison arrangements with a number of other local authorities, agencies and professional organisations in order to facilitate consistent enforcement, to share good practice and to reduce duplicity of effort.

- Surrey Occupational Health and Safety Study Group
- Surrey Environmental Health Managers' Group
- Health and Safety Executive
- Local Government Regulation
- Liaison arrangements with Building Control, Planning, Solicitors
- Public Health England
- Surrey CIEH Branch

## **4.0 RESOURCES**

### **4.1 Financial**

4.1.1 The gross cost of providing the health and safety service, i.e. staff and budgetary expenses, in the current financial year (2015/2016) is £84,400. The budget for 2016/17 has yet to be finalised. The majority of the costs are made up from staff costs, incorporating salaries. It is anticipated that the proportion of Full time Equivalents (FTEs) allocated to this service may decrease from 1.35 in 2015/16 to 1.15 in 2016/17. This is mainly because of the reduced resource from the three Environmental Health Officers due to their expanded role across the Environmental Health service, i.e. undertaking some private sector housing complaint work and an increased workload due to the loss of the Environmental Health Manager post. As part of a review of the service it was identified that this area of work would become increasingly important and more resilience/resources would be needed to address this fact.

## 4.2 Staffing Allocation

### Staffing Allocation for Health and Safety Enforcement

NAME/ JOB TITLE	F.T.E	QUALIFICATIONS	FOOD SAFETY ENFORCEMENT EXPERIENCE
Fidelma Harding Principal EHO (Commercial)	0.20	BSc (Hons) in Environmental Health,	10 years
Liz England Senior EHO	0.20	BSc (Hons) Environmental Health Corporate Member of the C.I.E.H NEBOSH Diploma Part 2.	32 years
Goga Sheppard EHO Officer	0.20	BSc (Hons) in Environmental Health; Higher Certificate in Food Premises Inspection.	13 years
Technical Officer Support	0.2		
Administrative Support	0.35		
<b>Total:</b>	<b>1.15</b>		

In addition, **0.1 FTE of EHO** staff time is spent on duties such as checking notices, detailed investigations and preparation for prosecutions etc.

## 4.3 Staff Training and Development

4.3.1 We recognise the need for all officers engaged in the health and safety service to be trained, not only to the level required by law, but also to a level commensurate with the work they carry out. We also recognise the need to develop the personal skills needed in order to work effectively in the field, and for EHOs to meet the requirements of the CIEH Continuing Professional Development (CPD) scheme.

4.2.2 All staff are regularly appraised, development needs are identified and records of all training to be undertaken is formally recorded. Follow-up evaluation of the usefulness of the training is formally undertaken immediately following the course and three months later.

4.2.3. Each member of staff receives one appraisal and development meeting per year at which development needs are identified and a plan agreed to address these.

4.2.4 Training and development of staff is provided by a range of methods including:

- i) Post Entry Training  
Nominations for formal training courses/qualifications are considered annually and in appropriate cases members of staff are sponsored on formal academic and practical courses.

- ii) Short Course Training  
Where appropriate, short courses, seminars and workshops can provide valuable updates for staff. We support attendance at such events through the Departments short courses training budget.
- iii) In-house/cascade Training  
We carry out in-house training sessions as this helps to develop an individual's presentation skills, as well as cascading information to other members of staff following attendance at seminars and short course. They also assist in maintaining consistency of enforcement and the competency of Officers.
- iv) Peer Review  
We use peer review, e.g.: joint visits, to monitor work performance; encourage exchange of expertise and skills between staff; achieve consistency in enforcement; to strive for continual improvement in service delivery.
- v) Commercial Team Meetings  
These monthly meetings provide a useful forum for exchange of information and experience amongst team members, and assist in achieving a uniformity of approach to health and safety enforcement. Health and Safety is a standing item on the agenda for these meetings.

4.2.5 We will ensure that the Council's appraisal scheme and training plan is used effectively to identify general and personal training and development needs for all members of staff. These are addressed through each member of staff's agreed appraisal personal development plan.

## **5.0 QUALITY ASSESSMENT**

### **5.1 Internal Monitoring**

We have set up a number of documented internal monitoring procedures to monitor compliance with HSE strategies and guidance, and our own internal procedures and policies.

- a. Officers carry out joint visits with each other twice a year to ensure consistency between officers (Peer Review).
- b. The Principal Environmental Health Officer (Commercial) checks a selection of post-inspection risk scores and correspondence that is sent out.

- c. The Principal Environmental Health Officer (Commercial) shall carry out joint visits with each officer twice a year to ensure consistency between officers.
- d. Customer questionnaires are sent out to all businesses, who have received a visit and the results are collated and discussed at team meetings every six months.

Between April 2015 to September 2015, 20 Customer Care questionnaire forms were returned from businesses who had received either a food hygiene or health & safety inspection. In terms of whether they were treated fairly by the EHO, 100% of respondents either strongly agreed or agreed.

The following comments were also made:

*“We received excellent service and advice, the Inspector gave advice that was very useful and helped us improve our standard”*

*“All good – thanks for your service”*

*“Nice lady – made us feel at ease”*

*“Very helpful and was very supportive during the visit”*

*“The most courteous, helpful, professional civil servant I have met in England”*

*“Helpful service and clear instruction”*

*“We were dealt with very professionally”.*

## **5.2 External Monitoring**

Our health and safety enforcement at work service receives peer review as part of the local Surrey Districts inter-authority audit scheme. The health and safety at work enforcement service was first audited in 1994.

We participated in an Inter-Authority audit organised by the Surrey Health & Safety Study Group in accordance with both the HSC Section 18: Guidance to Local Authorities, which was issued in September 2001, and the revised HELA Audit Protocol (issued in January 2002). The audits were carried out in May/June 2004. Our Health & Safety Service was audited on 29 June 2004.

While there are no confirmed plans in place, the Surrey Health and Safety Study group is working towards undertaking inter-authority

audits focussing on particularly sections of health and safety enforcement. These plans may be finalised in 2016/17 or 2017/18.

### Health and Safety Executive

- 5.2.1 We currently submit annual statistical returns to the HSE in respect of our health and safety enforcement activity. We may need to develop additional reports in conjunction with our software suppliers IDOX solutions, to provide such information in a form that is acceptable to the HSE.

## **6.0 REVIEW**

### **6.1 Review against the Service Plan**

- 6.1.1 This Service Plan should be read in conjunction with the Environmental Health Service Plan.

- 6.1.2 Both documents are used in setting individual and team targets through the annual appraisal process.

Performance is reviewed through a variety of mechanisms. These include:

- i) Periodic performance monitoring during Service management meetings.
- ii) Commercial Team Meetings.
- iii) Bimonthly case load review meetings with officers and “Cascade” training days
- iv) Monitoring of correspondence sent out by officers (e.g. letters, reports, notices etc).
- v) Peer Review (Accompanied inspections).

- 6.1.3 Four principal performance measures are used. These are:

- i) Performance against programmed health and safety inspection targets. Our target is to achieve 98% of inspection targets for commercial premises.
- iii) Performance against service response targets for health and safety service requests.
- iii) Performance against service response targets for accident notifications.

- iv) The Number of reports (e.g. letters/informal notices) sent out within the target time (no later than 7 days after the date of visits).

#### 6.1.4 Commercial Team Performance in 2011/2014

<b>Performance Measures</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
<b>Target for Programme Inspection (achieved % in brackets)</b>	98% (100%)	98% (100%)	98% (100%)
<b>Rating A number of planned inspections carried out</b>	1	4	1
<b>Rating B1 number of interventions carried out</b>	2	2	10
<b>Rating B2 and C number of interventions carried out</b>	12	3	34
<b>Number of non-inspection interventions carried out</b>	20	46	74
<b>Target to respond to within six working days</b>	95%	95%	95%
<b>Number of health and safety related service requests</b>	90	67	59
<b>Percentage responded to within six working days target</b>	98%	94%	93%

#### 6.1.5 Commercial Team Performance against Target – 2014/15

The team achieved 100% of the planned inspection programme (risk rated categories “A”) and it carried out a total of 125 health and safety visits in 2014/15 (all types of health and safety related work).

The team received a total of 59 health and safety service requests for 2014/15. This was an increase of 16% from the previous year.

In 2014/15 the team produced a total of 46 reports following health and safety inspections.

#### 6.1.6 Update for 2015/16

Up to the 12 January 2016 the team had completed 12 health and safety inspections. So far 12 follow up food hygiene/health and safety reports have been sent out after inspection visits.

#### 6.2 **Identification of any variation in the Service Plan**

A report will be submitted to the Cabinet in 2017 following a review of performance against this service plan to identify any improvements or variations from the Plan.



### 6.3 **Areas of Improvement**

The National Local Authority Enforcement Code has resulted in a decrease to the number of proactive inspections carried out this year. This has a knock-on effect on the competency of officers as they undertake fewer inspections. To offset this risk, we ensure that officers routinely attend training events and cascade the crucial points of these events to their team.

We use the Regulators Development Needs Assessment as a tool for officers to self-assess their competency and to identify potential areas for improvement.

## **APPENDIX I - Glossary Of Terms**

<b>CCDC</b>	-	Consultant in Communicable Disease
<b>CIEH</b>	-	Chartered Institute of Environmental Health
<b>TO</b>	-	Technical Officer
<b>EHO</b>	-	Environmental Health Officer
<b>FSA</b>	-	Food Standards Agency
<b>FHRS</b>	-	Food Hygiene Ratings Scheme
<b>LGA</b>	-	Local Government Regulation
<b>PHE</b>	-	Public Health England
<b>HSE</b>	-	Health and Safety Executive
<b>LAs</b>	-	Local Authorities
<b>BRDO</b>	-	Better Regulation Delivery Office
<b>SFBB</b>	-	Safer Food Better Business
<b>RIDDOR</b>	-	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations