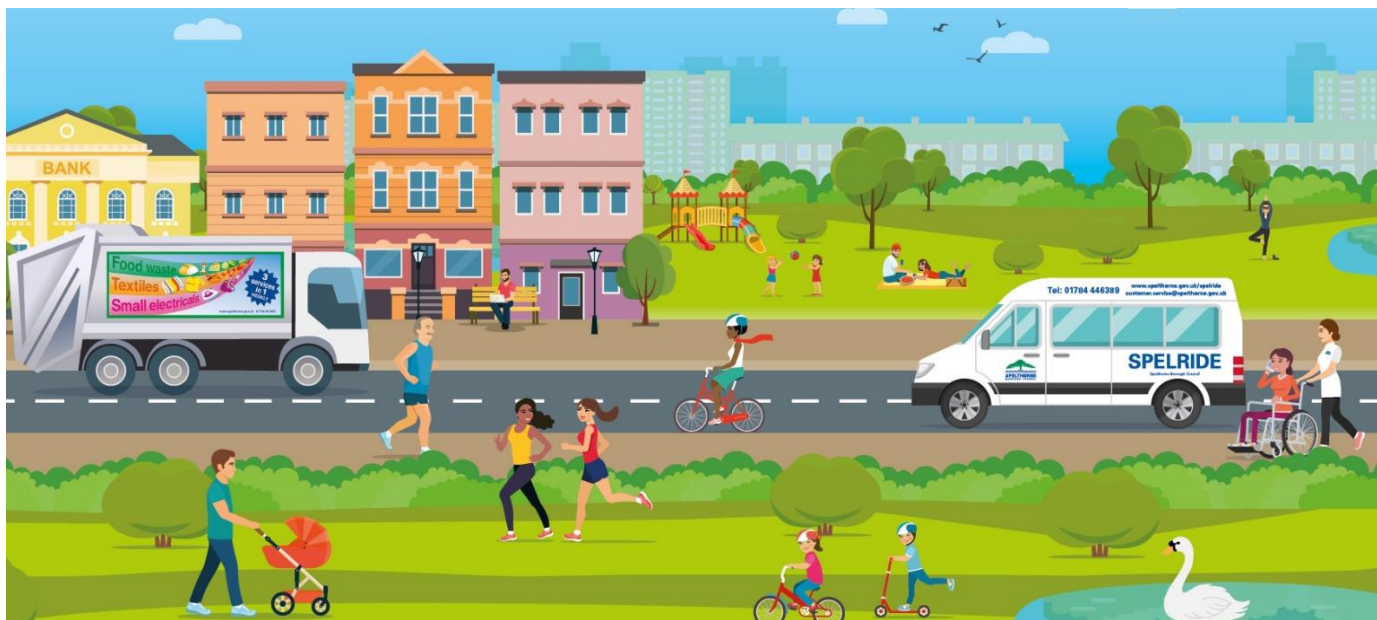


# Putting our residents at the heart of everything we do

Spelthorne's Corporate Plan 2024 - 2028



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“

We are proud to serve Spelthorne and represent our residents. This is why our new Corporate Plan will put **our residents at the heart of everything we do**. We may think big, but we deliver locally.

Our decisions will involve you: **we will inform, listen** and ensure that our key services and objectives are delivered effectively and successfully. This Plan is also about how we will use our **resources** and how we maximise working with other **partners** to deliver our aims and aspirations.

There are **five 'priorities'** in this Corporate Plan, underpinned by **seven 'values'** which collectively add up to making a more sustainable Borough: environmentally, socially, and economically.

There has never been a greater need for **strong local government**. This new Plan demonstrates how this **democratic and inclusive** Council can deliver and advocate for the services and resources that communities need for a **stronger, healthier and safer Borough**.

”

**Cllr Joanne Sexton, Leader of the Council**  
**Daniel Charles Mouawad, CEX**

# Residents' Pledge and Charter



## OUR PLEDGE

At all times we will treat you with respect and care.

We will be approachable and friendly and explain things clearly.

You can expect a high level of service from us delivered in a timely, courteous, and reliable manner.

Our motto is:

***Putting residents at the heart of everything we do.***

We commit to this pledge.



Daniel Charles Mouawad,  
Chief Executive

Cllr Joanne Sexton,  
Leader of Spelthorne Borough Council

## Welcome to our Residents' Charter

Our aim is to deliver efficient and effective services which meet the changing needs of our residents; adapting to meet new challenges, new ways of working and different ways of interacting with our communities. Our pledge 'putting residents at the heart of everything we do' captures our commitment to improve the quality of life for local people.



### We will:

- be polite, listen and remain professional
- provide you with clear, accurate information
- ensure our employees are skilled, knowledgeable and able to provide high-quality customer care
- give you a clear explanation as to why we have made a particular decision
- endeavour to make Council premises and services accessible to everyone
- treat everyone equally regardless of race, family/marital status, gender, religious belief, age, disability or sexuality
- ensure our information is in a format that can be easily accessed and understood
- provide a single point of contact wherever possible
- provide a consistent, co-ordinated and proactive service
- provide a range of convenient communication channels to contact us
- enable customers to provide feedback

### If you telephone us, we will:

- answer 90% of calls within 15 seconds
- greet you, clearly stating a name and department
- when returning your calls, staff will clearly state their name, department and their reason for calling

### If you write (email/letter) to us, we will:

- send an acknowledgment email within two working days of receipt
- send an acknowledgement to all letters within five working days of receipt
- provide timescales for a full response to be sent
- use plain and correct English
- provide details of the person dealing with the enquiry
- if required, provide information in Braille, in another language, in audio or in large print

### If you visit us, we will:

- keep Council premises clean, tidy, safe, well-signed and welcoming
- wear identification
- undertake to resolve your enquiry as quickly as possible
- respect confidentiality
- endeavour to see you at your appointment time, if there is a delay we will keep you informed

### If we visit you, we will:

- provide details of the person attending and wear identification
- resolve your enquiry as quickly as possible
- endeavour to see you at your appointment time. If however, there is a delay we will keep you informed
- clearly explain the purpose of the visit
- be polite and respect your home
- provide timescales for a full response to be sent
- use plain and correct English

### What you can do to help:

- There are a few things you can do to help ensure your enquiry is resolved as quickly as possible:
- treat Council staff with respect
  - provide the Council with all the information required to resolve your query
  - access the Council's website for services and information if you can
  - notify the Council of any change in your circumstances
  - complete the feedback forms to help us improve our service

### Freedom of Information requests:

- we will supply information requested in Freedom of Information requests within 20 working days, except in exceptional circumstances

### Complaints:

- we aim to reply to all complaints within 10 working days. If we need longer, we will tell you why and confirm who is dealing with your complaint

### How to contact us:

- ✉ In writing: Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB
- 🌐 Website: [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)
- ✉ Email: [customer.services@spelthorne.gov.uk](mailto:customer.services@spelthorne.gov.uk)
- ☎ Telephone: 01784 451499



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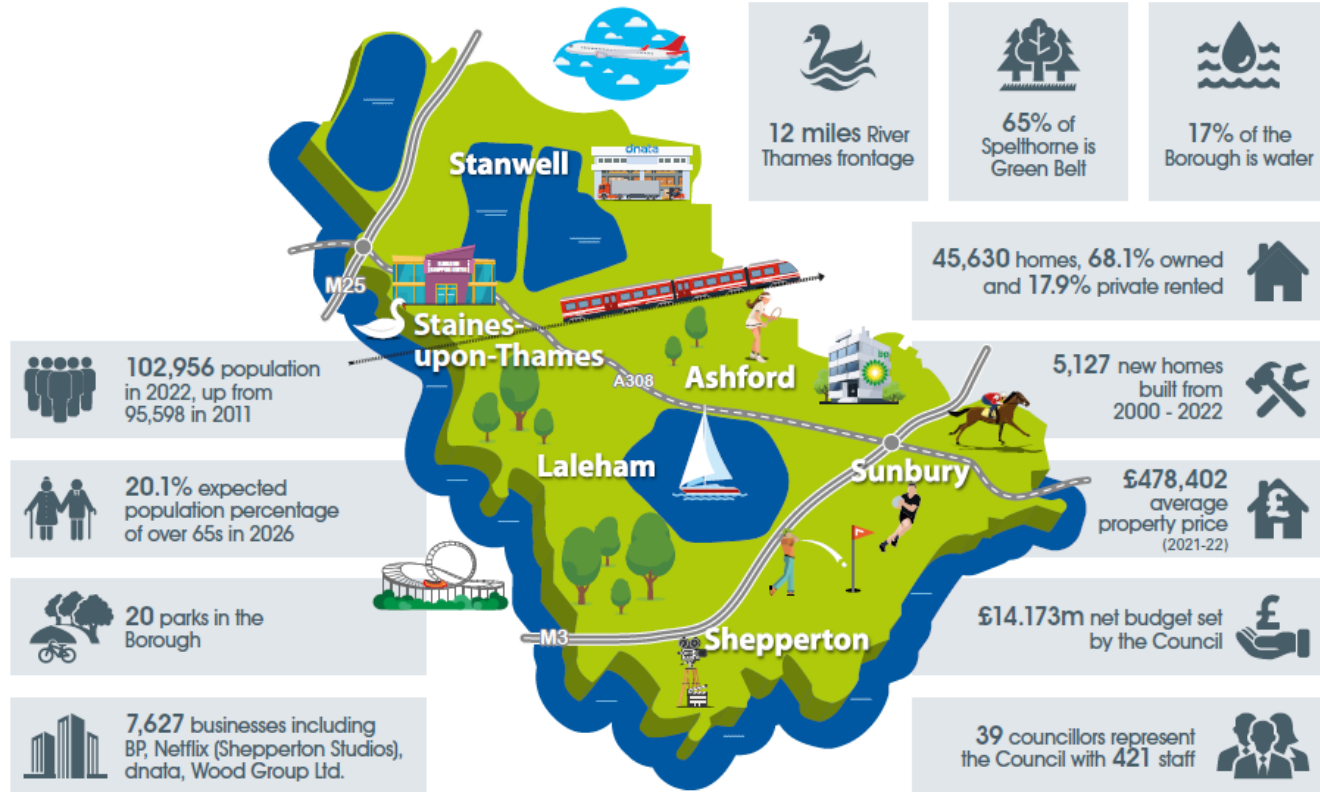


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# Understanding our community

Using data and insights to inform decisions and plans during the next 5 years.



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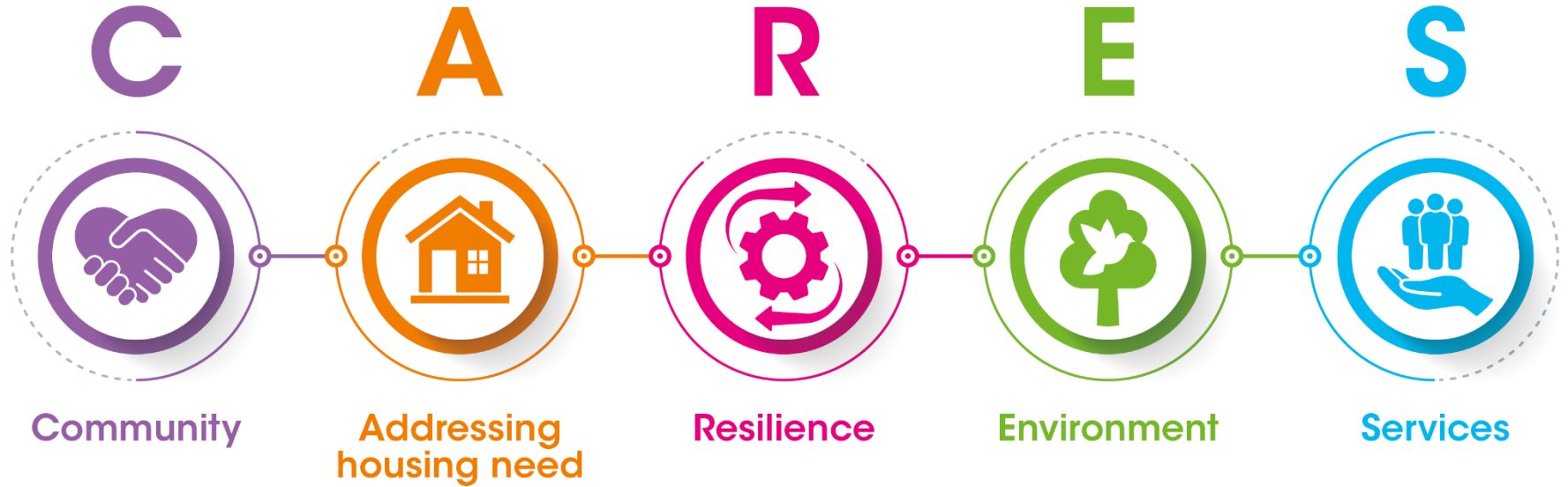
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# PRIORITIES



# VALUES



P

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E

Pride in  
our Council,  
communities  
and  
Borough

Responsive  
and  
respectful

Open  
and  
accountable

Value  
for money

Integrity

Dependable

Empowering  
and inclusive



# An inclusive Authority and Borough



...Putting our communities first and committing to improving the quality of life for all and strive to improve the active participation of all in the economic, educational, cultural, social and community life of the borough. (EDI Statement, 2022)

# Making a difference in Spelthorne

In Surrey we have a two-tier local government system which means that some services are looked after by Spelthorne Borough Council and some are the responsibility of Surrey County Council.

## Spelthorne Borough Council

- Planning & Building Control
- Housing and housing benefits
- Pavement cleaning
- Council Tax and business rates
- Rubbish and recycling
- Parks and leisure
- Trees in parks
- Environmental health and food safety
- Car parks
- Elections
- Fly tipping
- Community Centres
- Meals on Wheels
- Leisure Centres

## Surrey County Council

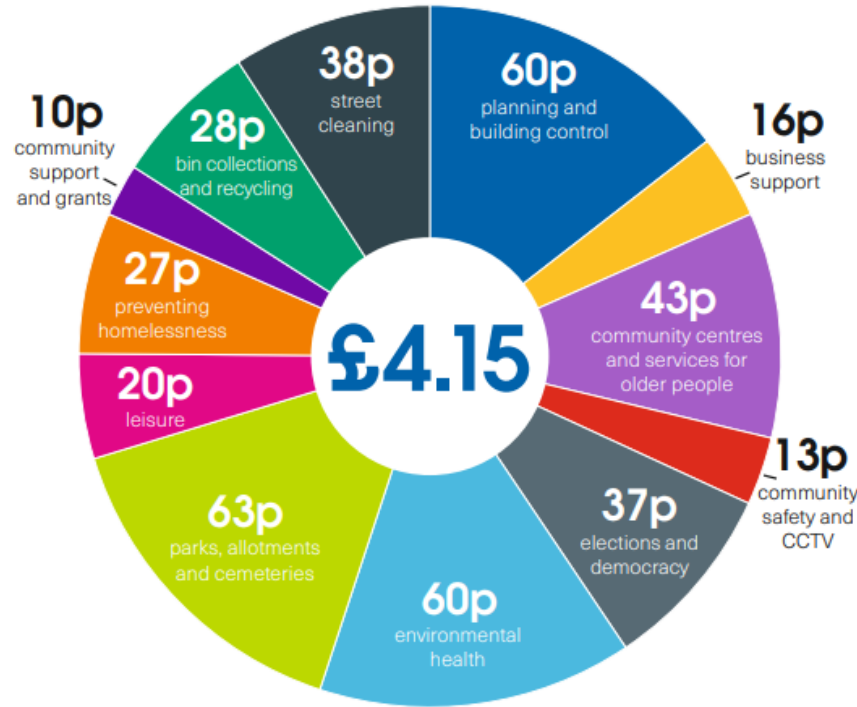
- Roads and drains
- Potholes
- Pavement repair and footpaths
- On-street parking
- Bus passes
- Disabled parking badges
- Trees on pavement/road
- Education and libraries
- Social Services
- Verge cutting
- Birth/death/marriage registration
- Street lighting
- Trading standards
- Fire and rescue





# How residents' money is spent on services

Spelthorne's proportion of the Council Tax for 2023/24 is £4.15\* per week (based on a Band D property).



\* will be updated in March to include 2024/25 figures



### Clean and safe borough

Making our borough a great place to live  
Keeping our borough safe  
Encouraging communities to take pride in their area



### Healthier communities

Addressing the causes of health inequalities  
Promoting more active and healthier lifestyles  
Promoting our parks and open spaces  
Seeking to influence and facilitate better local and responsive health infrastructure



### Empowered communities

Communicating and engaging with residents  
Listening and inclusive Council  
Sustaining our Community Centre Network



## More homes/better quality

Joint ventures to deliver new homes for local need  
Tackling homelessness and addressing the causes of homelessness  
Improving the quality and safety of housing stock



## Affordability

Maximising the provision of affordable homes through the planning process  
Securing nomination rights for new development schemes  
Working with partners to increase the range and affordability of housing  
Supporting the delivery of social housing



## Living independently

Helping residents to stay in their own homes with the right tools and technology  
Working with partners to seek solutions and pathways to maximise opportunities  
Assisting homeless people into sustainable tenancies



## Financial resilience of the Council

Effective prioritisation and use of resources  
Making best use of our assets  
Sustainable delivery models (partnership/collaborative working)  
More effective governance structure



## Economic resilience of the borough

Maintaining the vitality of our towns  
Promoting our borough  
Supporting business investment and start-ups  
Helping our residents into employment



## Preparing for the effects of climate change

Maintaining our preparedness and response to emergencies



## Our Council's journey to Net Zero 2030

Climate Change Action Plan and decarbonisation  
Sustainable practices and procurement  
New Leisure Centre and promoting Passivhaus standards



## Protecting and enhancing our environment

Improving air quality  
Enhancing biodiversity across the borough  
Working with partners to deliver a greener future



## Championing local action

Supporting residents and businesses to lower their carbon footprint  
Promoting development of community environmental groups



## Community focused services

Putting residents at the heart of everything we do  
Listening, responding and thanking residents  
Developing a Residents' Charter  
Measuring output and success



## Digitally enabled and accessible services

Empowering customer experience  
Using customer insights for smarter service delivery  
Enabling remote accessibility to increase customer choice



## Supporting staff

Maintaining a safe and healthy working environment  
Training and developing our workforce



# Aims and objectives

- Delivered over **5-year** term
- Priorities and Values to **embody** all decisions and ways of working
- Objectives to be **measured**, published and reviewed as part of **Annual Report**
- Plan will deliver priorities while recognising **budget challenges**
- Councillors and Officers are **ambassadors** for the Corporate Plan
- Priorities may need to be **adapted** to take account of changing needs



# Timetable

**If agreed by Committee, this Outline Plan will be presented to Full Council on 14 December 2023 for adoption**



**If adopted by Council, the Outline Plan will be used to formulate the Detailed Plan in parallel with the budget setting process and this will be recommended for adoption at February 2024 Council**



**Progress with the plan would be reported yearly when the Annual Report is published.**

