



Please reply to:

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Date: 05 January 2022

Notice of meeting

Neighbourhood Services Committee

Date: Thursday, 13 January 2022

Time: 7.00 pm

Place: Council Chamber, Knowle Green, Staines-upon-Thames TW18 1XB

To the members of the Neighbourhood Services Committee

Councillors:

A. Brar (Chairman)	R.D. Dunn	S.C. Mooney
V. Siva (Vice-Chairman)	S.A. Dunn	R.J. Noble
R. Chandler	V.J. Leighton	B.B. Spoor

Substitute Members: Councillors C. Bateson, K.M. Grant, O. Rybinski and J. Vinson

Councillors are reminded that the Gifts and Hospitality Declaration book will be available outside the meeting room for you to record any gifts or hospitality offered to you since the last Committee meeting.

Spelthorne Borough Council, Council Offices, Knowle Green

Staines-upon-Thames TW18 1XB

www.spelthorne.gov.uk customer.services@spelthorne.gov.uk Telephone 01784 451499

Agenda

Page nos.

Terms of Reference

The Committee's terms of reference are attached to assist.

1. Apologies and Substitutes

To receive apologies for absence and notification of substitutions.

2. Minutes

7 - 10

To confirm the minutes of the meeting held on 11 November 2021 as a correct record.

3. Disclosures of Interest

To receive any disclosures of interest from members in accordance with the Members Code of Conduct.

4. Questions from members of the Public

The Chair, or his nominee, to answer any questions raised by members of the public in accordance with Standing Order 40.

Note: the deadline for questions to be considered at this meeting is 5pm on Thursday 6 January 2022.

At the time of publication of this agenda no questions were received.

5. Ward Issues

To consider any issues raised by ward councillors in accordance with Standing Order 34.2

Note: the deadline for ward issues to be notified for consideration at this meeting is 12 noon on Thursday 6 January 2022.

At the time of publication of this agenda no ward issues were received.

6. Cashless Parking - Key Decision

11 - 14

To consider authorising the introduction of Cashless Parking within Spelthorne Borough Council owned car parks.

7. Electric Vehicle Charging Points in Car Parks

15 - 18

To note the report on electric vehicle charging points in Spelthorne Borough Council owned car parks.

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|------------|--------------------------------------------------------------------------------------------------------------------------|------------------|
| 8. | Domestic Abuse Update | 19 - 24 |
| | To note the update on the Domestic Abuse Strategy for inclusion in the review of the Community Safety Strategy for 2022. | |
| 9. | Capital Bids 2022/23 (part of annual budget process) | To Follow |
| | This report will follow. | |
| 10. | Committee Review of Fees and Charges for Service Areas 2022/23 (part of annual budget process) | To Follow |
| | This report will follow. | |
| 11. | Revenue Growth and Savings Bids 2022/23 (part of annual budget process) | To Follow |
| | This report will follow. | |
| 12. | Forward Plan | 25 - 28 |
| | To consider the Forward Plan for committee business. | |
| 13. | Urgent business | |
| | To consider any business deemed as urgent by the chair. | |

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TERMS OF REFERENCE

All Committees will have the following functions in respect of their respective areas:

- To develop the Council's policy, strategy and budget proposals
- To work at meeting the Council's corporate objectives, as set out in the Corporate Plan.
- To encourage performance improvement in relevant services, consistent with Value for Money principles and within the policy and budgetary framework agreed by the Council. This includes responding appropriately to statutory reports on external inspections and service reviews.
- To develop a full understanding of the functions and services within the Committee's remit
- To facilitate and encourage public participation in the Council's activities by engaging key stakeholders in the Council's processes for decision making.
- To oversee the publication of consultation papers on key issues and ensure that there is appropriate public consultation.
- To consider budget priorities and actions on the delivery of Council services within the overall policy and budgetary framework agreed by the Council.
- To consult with local Ward councillors about policy developments or service initiatives which have a specific relevance to the Committee.
- To support positive relationships and practices through co-operative working with staff.
- To commission studies or the collection of information relating to policy issues (Corporate Policy and Resources Committee) or service delivery (Service Committees).
- Each Committee is limited in authority to grant expenditure to £1 million for any particular project without seeking approval from full Council. Any project must be taken as a whole, and the project cannot be sub-divided into its constituent parts with each being authorised separately to avoid this limit set by this rule.

NEIGHBOURHOOD SERVICES COMMITTEE

Membership

9 members reflecting political balance.

Functions

This committee has responsibility for the following functions of the Council:

- Street cleansing services
- Street Scene
- Parking Services
- Customer Services and consultation
- Building Control
- Cemeteries
- Community safety and crime & disorder
- Civil Enforcement (JET)
- Environmental protection – including food safety & enforcement and infectious disease outbreak control
- Workplace Health & Safety enforcement of businesses in the community
- Licensing matters save for those specifically reserved to the Licensing Committee,
- Environmental health matters with the exception of pollution but including general noise nuisance
- Planning enforcement
- To monitor and review relevant Council policies and strategies and recommend changes or new policies to the Corporate Policy and Resources Committee.
- To review and scrutinise service delivery and in particular ensuring that best value in service delivery is being obtained for the community.
- To undertake scrutiny and monitor the performance of external bodies who deliver services to the community
- To review and scrutinise budget proposals and make recommendations to the Corporate Policy and Resources Committee.

**Minutes of the Neighbourhood Services Committee
11 November 2021**

Present:

Councillor A. Brar (Chairman)
Councillor V. Siva (Vice-Chairman)

Councillors:

R.D. Dunn	S.C. Mooney
S.A. Dunn	B.B. Spoor

Apologies: Councillors V.J. Leighton

In Attendance: Councillors C. Bateson and M. Beecher

532/21 Minutes

The minutes of the meeting held on 9 September 2021 were agreed as a correct record.

533/21 Disclosures of Interest

There were none.

534/21 Questions from members of the Public

There were none.

535/21 Ward Issues

There were none.

536/21 Parking Services Update

The Parking Services Operational Manager presented the parking services update which provided the Committee with an overview of the parking situation within the borough. He explained the car parks within the borough (particularly in Staines Town Centre) usually generated significant income, but this was disrupted due to COVID-19 restrictions. Though there was an

increase of visitors and revenue from recreational ground car parks, this was not enough to cover the losses from the town centre car parks.

The Committee noted the operational costs for car parks and management of residential parking within the borough. The Committee acknowledged that Parking Services faced difficulties as spending, shopping, and travelling habits had evolved during the pandemic. The Committee expressed an interest in options for cashless parking being provided within the borough and looked forward to more information being provided at the next meeting.

The Committee requested more information be provided on what was being done within the Business Improvement District to encourage shoppers to return to Staines Town Centre and use Spelthorne Borough Council owned car parks.

The Committee **resolved** to note the parking services update from the Parking Services Operational Manager.

537/21 Revenue Monitoring Report (Qtr. 2 July-Sept)

The Committee received a revenue monitoring report related to Neighbourhood Services for quarter two of the financial year from the Chief Accountant and welcomed feedback from the Committee. He confirmed there were no further figures to update since the report had been published and explained that the largest variance in the report continued to be due to under recovery of income.

The Committee noted that most income was generated from town centres and discussed what could be done to mitigate any further losses. The Committee noted that incremental changes needed to be made to alleviate losses, but the larger focus would need to be encouraging visitors to return to town centres. The Committee also requested clarification on vacant posts within Neighbourhood Services, and this was provided by the Group Head of Neighbourhood Services.

The Committee requested more information be provided in relation to the variance related to Pollution Control Assessments.

The Committee **resolved** to note the forecast outturn for 2021/22 as at 30 September 2021 and the aggregate variances by cost centre reported in Appendix A of the report.

538/21 Cemetery Capacity

The Group Head of Neighbourhood Services presented the report which provided an update on cemetery capacity within the borough. She reported that the Council had recently undergone a full analysis to ensure all plots available at all cemeteries and burial grounds within the borough were recorded. As a result of this exercise, it was found that there was enough

space to last for the next ten to fifteen years, but these numbers were reviewed periodically.

The Committee noted the timeline for future capacity for both burial and cremated remains as well as alternative options for burial sites.

The Committee **resolved** to note the update on cemetery capacity within the borough given by the Group Head of Neighbourhood Services.

539/21 Litter Poster Campaign - Verbal Update

The Group Head of Neighbourhood Services provided a verbal update on the litter poster campaign. She confirmed that all signage within the borough had been replaced with posters as part of a single campaign. She also confirmed that there had been an attempt to engage local schools in producing litter posters to place outside their schools, but this hadn't generated much engagement and another attempt would be made in spring.

The Committee requested information on the Spelthorne Litter Pickers, and the Group Head of Neighbourhood Services confirmed she received regular updates and feedback from them.

The Committee **resolved** to note the verbal update on the litter poster campaign.

540/21 Forward Plan

The Group Head of Neighbourhood Services provided the Committee with a summary of the work programme for the Committee at future meetings.

The Committee **resolved** to note the Forward Plan, subject to the following amendments:

1. Parking Services Update be amended to reflect that it was not a key decision;
2. Cashless Parking will be amended to reflect it is a Key Decision;
3. Electric Vehicle Charging Points in Car Parks to be scheduled for the 3 March 2022 meeting;
4. Committee Services to circulate an updated version of the Forward Plan with the minutes.

541/21 Urgent business

There was none.

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Neighbourhood Services Committee

13th January 2022



Title	<i>Cashless Parking</i>
Purpose of the report	Key decision
Report Author	<i>Bruno Barbosa – Parking Services Operational Manager</i>
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>Not applicable</i>
Corporate Priority	Clean and Safe Environment Financial Sustainability
Recommendations	<p>Committee is asked to:</p> <ul style="list-style-type: none"> • Authorise the Group Head of Neighbourhood Services to introduce “Cashless” payment as an approved payment method in The Spelthorne Borough Council (Off-Street Parking Places) Order • Agree for the transaction charges to be paid directly by the customer, in addition to the existing tariff charges. • Authorise the Group Head of Neighbourhood Services to enter into a procurement exercise to tender for a Cashless parking provider. • Delegate the appointment of the contractor to the Group Head of Neighbourhood Services in consultation with the Chair and Vice Chair of the Neighbourhood Services Committee • Authorise the Head of Corporate Governance to complete any legal documentation necessary to implement the new contract.
Reason for Recommendation	<p>With more and more people choosing to pay by card, it is essential that car parks have alternative payment options available</p> <p>A cashless parking system negates the need for excessive handling of cash and frequent use of popular touchpoints, protecting both customer and employees.</p>

1. Key issues

- 1.1 Spelthorne Borough Council currently offers a fully integrated pay and display system that enables payment through coins and card/contactless.

- 1.2 Card/contactless transactions derive a processing fee that is paid per transaction, and the agreement/contract is shared with Customer Services for their card transactions in the Council Offices, over the phone and online.
- 1.3 There is an emergent market for further payment options for parking, mainly through the use of web apps or a personal mobile phone. This is normally called “Cashless”, and mainly differs from the existing options by the verification of payment not being through the display of a Pay and Display ticket and instead the verification is made through an online portal.
- 1.4 A recent soft-market exercise was carried out with major national providers of “Cashless” payment facilities for parking, and that exercise has informed this report in terms of options, consideration, and financial implications.
- 1.5 Since March 2020 (first measures placed by Government to address the Covid-19 pandemic), Card payments became the preferred payment method at our Pay and Display terminals, and since January 2021 this payment method also now accounts for the majority of total income derived from paid parking.
- 1.6 Existing card payment fees amount to a flat £0.10 per transaction, which is paid by Spelthorne Borough Council to the provider.
- 1.7 “Cashless” payment methods carry a service charge per transaction, but the charge can either be paid by Spelthorne Borough Council post-transaction, or paid by the customer separately as an additional charge to the provider.
- 1.8 “Cashless” payment methods have grown in market penetration rates, meaning that they are increasingly a preferred payment method in replacement of other conventional methods, so providers have enhanced their product and offer a wider range of benefits associated with this provision, ranging from enhanced data analysis to integration with other platforms.
- 1.9 All main providers of “Cashless” payment methods are part of large frameworks, so the process of selection of the best provider would be relatively straightforward and less onerous in procurement resources than standard procurement exercises.
- 1.10 “Cashless” payment methods can work alongside existing pay and display facilities, and its fairly common to see all facilities together in pay and display machines across England.
- 1.11 Spelthorne Borough Council has a number of car parks that include a nil charge first hour that would need to be integrated with any new payment method.

2. Options analysis and proposal

- 2.1 The Committee is asked to choose one of the following options, with option a) being the recommendation:
 - (a) Authorise the Group Head of Neighbourhood Services to introduce “Cashless” payment as an approved payment method in The Spelthorne Borough Council (Off-Street Parking Places) Order, and for the transaction charges to be paid directly by the customer, in addition to the existing tariff charges;

- i) Analysis: This option has minimal to no costs to Spelthorne Borough Council to implement, and delivers a potential saving in transaction fees compared to existing payment methods. By the processing fee being additional to the tariff, the customer would in effect pay more for their parking session through this method than by using the other payment methods, but the presumed benefit/convenience of “Cashless” as a payment method can be construed as added value to the customer that can be charged accordingly by the supplier.
- (b) Authorise the Group Head of Neighbourhood Services to introduce “Cashless” payment as an approved payment method in The Spelthorne Borough Council (Off-Street Parking Places) Order, and for the transaction charges to be paid directly by Spelthorne Borough Council per transaction;
 - i) This option bears significant additional upfront costs per transaction for Spelthorne Borough Council (Ring Go charges payable by a client per transaction can amount to as much as £0.25 per transaction, plus a 3% merchant fee, for example), compared to the current flat fee of £0.10 payable for card transactions at the Pay and Display terminal. If this payment was to become the preferred by customers, Spelthorne Borough Council could see the tariff net income reduced by as much as £75k per year and the tariff would be likely to require a proportionate increase to compensate for the additional costs of this payment method.
- (c) Reject the introduction of “Cashless” payment as an approved payment method in The Spelthorne Borough Council (Off-Street Parking Places) Order, with the current payment methods being considered sufficient and proportionate to the needs of its customers.
 - i) This option means no change to the current provision.

3. Financial implications

- 3.1 Parking Services has a historic peak average of around 420k yearly card transactions, and a current monthly average of around £37k card transactions for parking. Assuming a 40% penetration rate of this new payment method (meaning that 40% of all transactions become cashless instead of cash/card at the terminal) for each of the above 3 options, below are the estimated financial implications for a full financial year:
 - (a) £92k transaction fees and £19k in merchant fees, in an estimated total tariff income of £626k for this payment method.
 - (b) £0.00 (nil) transaction fees and £0.00 (nil) in merchant fees, in an estimated total tariff income of £626k for this payment method (estimated total additional fees paid by customers of £92k, across a total of 368k transactions).

(c) No additional fees or charges applicable.

4. Other considerations

- 4.1 Introducing an additional payment method adds an additional step to the enforcement of payment, with officers having to check the physical payment on the dashboard, then using either an assigned device purely to check online for payment against a specific registration or through an integrated function on their existing handheld devices used for enforcement.
- 4.2 To add a payment method for parking in our car parks, an amendment needs to be made to the existing Parking Order, which would need to be approved by the relevant executive and elected bodies, followed by a period of public consultation that legally must be for a minimum of 21 days.
- 4.3 Once a “Cashless” payment method is added to a Parking Order, the timeframe of implementation would depend solely on the length of time required for the procurement exercise, followed by the length of time required for physical roll-out of the scheme by a provider (indicative timeframes of physical roll-out were estimated by one supplier to be as little as 4 to 5 weeks).

5. Equality and Diversity

- 5.1 The provision of an additional payment method is not presumed to have a negative impact on any protected characteristics, and it's in fact presumed to have a positive impact on accessibility and inclusion by adding options to customers that rely on alternative interaction methods based on their personal devices.

6. Sustainability/Climate Change Implications

- 6.1 If this additional payment method has a significant adoption, it will contribute to a reduction in consumables used by existing Pay and Display machines (paper tickets). Main providers of these services also have schemes to contribute to carbon neutrality, such as local tree planting schemes.

7. Timetable for implementation

- 7.1 For implementation of the recommendation, a Legal revision of the Parking Order would be initiated, which normally takes a minimum of 6-8 months, including consultation. The procurement of a provider, as a call-out from a framework, can take around 3 months for selection and drafting of Terms. Physical roll out of the scheme was estimated by suppliers to take between 1-2 months. Total estimated implementation timeframe would this be between 8 and 12 months, depending if the procurement and roll-out can be concurrent with the Parking Order Legal revision.

Background papers: There are none.

Appendices:
There are none

Neighbourhood Services Committee

13th January 2022



Title	<i>Electric Vehicle Charging Points in Car Parks</i>
Purpose of the report	To note
Report Author	<i>Bruno Barbosa – Parking Services Operational Manager</i>
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>Not applicable</i>
Corporate Priority	Clean and Safe Environment Financial Sustainability
Recommendations	Committee is asked to: <i>Note the report</i>
Reason for Recommendation	<i>Not applicable</i>

1. Key issues

- 1.1 In a context of the United Kingdom applying a ban on the sale of new vehicles that are not at least partially electric and rechargeable from 2030, and a requirement for all new vehicles sold in the UK from 2035 not being powered by fossil fuels, all parking operators must consider adapting their parking offer to include some form of option for charging of vehicles in their car parks. This is particularly pressing since one of the main factors still preventing mass adoption of electric vehicles is the lack of public charging facilities and range concerns.
- 1.2 Spelthorne Borough Council currently has 8 charging points in its whole regulated car park estate, which amounts to 0.004% of all regulated spaces in Staines-upon-Thames, and 0.003% of the total regulated spaces by Spelthorne in the borough. Of these 8 spaces, 2 are in a car park that is currently closed to the public (Tothill MSCP), so in effect we only provide 6 charging points for vehicles (options are being considered regarding the relocation of the charging assets to a location where they can be more immediately usable)
- 1.3 Electric vehicle charging points are heavily dependent on infrastructure, often requiring an upgrade of the current provision and an associated cost with the Electricity provider.
- 1.4 Funding options are varied in nature, ranging from self-funding from the property owner, to part-funding using specific grants from government, to zero

cost by means of leasing land to a supplier who then exacts the income themselves from the exclusive use of that land.

- 1.5 Spelthorne Borough Council fully funded the existing charging points and absorbing the full administrative costs as well of operating and maintaining the terminals, whilst any use of the chargers bears a fee to the user, which Spelthorne uses towards compensating for the operating costs and the capital investment for their installation.
- 1.6 Government grants have specific conditions, and the only one applicable currently provides up to 75% funding of the overall costs if there is a residential element to the parking asset. This is not a guarantee (application based and with a limited national funding pool of £20m for 2021 and 2022), and Government specifically advise that the grant is aimed at parking on street, but it does allow applications that meet very specific criteria.
- 1.7 Current experience with the self-funding approach has not been positive overall, with the main issues arising from the limited income generated by the use of the charge points and the significant administrative burden of its management and maintenance.
- 1.8 A feasibility study was commissioned by the Sustainability Officer, with a particular focus on exploring the capital depreciation and return on investment based on different funding approaches. With a very modest number of total new charging points proposed in the study (total of 16 across 6 car parks), the estimated return on investment (point at which the income generated covers the full capital investment) on a fully funded model is on average 9 years.
- 1.9 Last quote requested for a charging station was around £35k for the charger and the associated infrastructure (capable of charging up to 3 vehicles at the same time). This is mostly in line with the current market prices, so a rough estimation of total capital investment necessary can be calculated by multiplying the number of spaces by one third of £35k.
- 1.10 The current challenging circumstances around developments in Spelthorne, or lack thereof, make it difficult to envisage interest from investors or providers that would be prepared to self-fund, since it would require significant confidence on the interest and income to be generated by the spaces, as well as requiring long leases to achieve the return on investment. Currently Spelthorne Borough Council is unable to outline any area where this lease approach is viable.
- 1.11 If Spelthorne Borough Council fails to enhance its electric vehicle charging facility provision to its customers in the near future, there will be an inevitable loss of customers to competitors that have better or more convenient provisions.

2. Options analysis and proposal

- 2.1 Since this report is informative in nature only, the following points are merely considerations to be put forward to the Committee so a consensus can be achieved in the short term on the future of this provision in Council car parks:
 - (a) As means to address the emerging need for electric charging facilities, the utmost priority is the encouragement and (if legally possible) requirement for existing and future residential properties to have a

minimum provision set, whether through national law, or through local planning terms (e.g., a Masterplan).

- (b) Spelthorne Borough Council should consider the creation of a formal strategy that sets a clear goal in percentage of parking spaces in the borough having electric vehicle charging facilities available, with the possibility of variations depending on the purpose of the spaces (residential, commercial and public).
- (c) Given the scale of the shift in habits that are expected within the next 10 years, regardless of capital availability, at least 20% of all public parking spaces need to have some sort of electric vehicle charging facilities, otherwise the national and international policy approach is likely to systematically fail its intended goals.
- (d) In a context of lack of capital investment availability, and reduced alternative self-funding options, authorities are increasingly reliant on private funding models to enhance the electric charging provision, but this relies on fostering good relationships with private firms, and a planning context that gives them confidence that their investment is secure and provides return on investment through long leases.

3. Financial implications

3.1 This report includes no key decision or consideration that bears a set cost to agree or income to project, but the following are relevant financial considerations/notions to note:

- (a) If Spelthorne was to convert, for example, 20% of its regulated parking spaces into spaces where electric vehicles can charge (around 500 spaces in total), a fully funded capital investment of roughly £6m would be expected, and the return on the investment could take as long as 10 years.
- (b) Total budgeted income from Parking is currently £1.931m, so a reduction in demand of around 20% (which is the reasonable impact of loss of customers due to lack of electric vehicle charging facilities after 2030) is estimated to equal a loss of around £390k in a year, amounting to around £3.9m across 10 years (this is a merely a rough projection and does not take into consideration variables such as inflation).
- (c) In the medium term, if the Government policy achieves its goal of 100% of vehicles in the UK being fully electric, then 100% of public parking is likely to require electric charging facilities, and our current estate of 2469 regulated parking spaces would require a capital investment of around £30m to achieve that.

4. Other considerations

4.1 No other considerations at this stage, since this report is only to note.

5. Equality and Diversity

5.1 This report is merely to note, and no measurable impacts on Equality and Diversity are noted. The existence or enhancement of electric vehicle charging provision has the potential to have positive impacts on mobility and accessibility.

6. Sustainability/Climate Change Implications

6.1 All parking provisions aim to improve sustainability and impacts on climate, by encouraging healthy transport habits and discouraging behaviours considered to have a negative impact on the environment. We currently have a limited provision of electric vehicle charging points in one of our car parks, but remain committed to explore all options to increase that provision.

7. Timetable for implementation

7.1 Not applicable at this stage since the report is only to note.

Background papers: There are none.

Appendices:
There are none

Neighbourhood Services Committee



Date of meeting 13 January 2022

Title	Review of Domestic Abuse Strategy
Purpose of the report	To note
Report Author	Will Jack – Community Safety Officer Neighbourhood Services
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>n/a</i>
Corporate Priority	Clean and Safe Environment
Recommendations	Committee is asked to: Note the update for inclusion in the review of the Community Safety Strategy for 2022
Reason for Recommendation	This report seeks to provide an update on the activities of the Spelthorne Safer Stronger Partnership & plans in response to the Domestic Abuse Act 2021 (receiving Royal Assent).

1. Key issues

- 1.1 Spelthorne Borough Council has prioritised Domestic Abuse within the Community Safety Strategy. To ensure that we are providing the best possible service to survivors we welcome the introduction of the new Domestic Abuse Act 2021.

The Domestic Abuse Bill received Royal Assent creating the Domestic Abuse Act 2021. This has introduced new legislation and changed the way in which partners manage some areas of domestic abuse. As such we seek to adapt our current Community Safety Strategy to comply with the updated legal requirements to provide a better service to our community.

2. The Strategy to date

- 2.1 Our current strategy relies heavily upon three key principles:

- Education – Raising awareness of specialist support across all media platforms to meet the needs of our community and encourage reporting.
- Working together – strengthening partnerships between key agencies to prevent offending, protect survivors and prosecute offenders.
- Reducing Harm - Identifying and responding to the source of the problem through early intervention.

The Spelthorne Borough Council Website contains important information regarding identifying domestic abuse as well as providing both local and national support information.

<https://www.spelthorne.gov.uk/article/18472/Domestic-abuse>

3. The Domestic Abuse Act 2021

3.1 This new Act will make greater provision in relation to Domestic Abuse.

- to make provision for and in connection with the establishment of a Domestic Abuse Commissioner
- to make provision for the granting of measures to assist individuals in certain circumstances to give evidence or otherwise participate in civil proceedings
- to prohibit cross-examination in person in family or civil proceedings in certain circumstances
- to make further provision about orders under section 91(14) of the Children Act 1989
- to provide for an offence of threatening to disclose private sexual photographs and films with intent to cause distress
- to provide for an offence of strangulation or suffocation
- to make provision about circumstances in which consent to the infliction of harm is not a defence in proceedings for certain violent offences
- to make provision about certain violent or sexual offences, and offences involving other abusive behaviour, committed outside the United Kingdom
- and for connected purposes

3.2 Tackling Domestic Abuse and Hate Crime (Key Challenges)

The lead agency of Domestic Abuse Surrey Police. Over the period reported (April 2020 – March 2021) Spelthorne borough has seen a 2% increase in Domestic Abuse. This equates to 171 offences, compared to 160 in the previous reporting year (April 2019 – March 2020). Reasons for the increase may be attributed to Covid Lockdown as has been the case throughout the country whereby the office of national statistics (ONS) reports a 12% increase nationally. Under-reporting of both Domestic Abuse and Hate Crime remains a significant concern for all.



4. Total Crimes DV

< <

March 2021

FYtD	CRIME				Solved Outcomes (inc Resolutions)				Solved Outcome Rate		
	Last Year	This Year	#	%age	Last Year	This Year	#	%age	Last Year	This Year	%age
Borough											
Epsom & Ewell	664	673	9	1.4%	86	90	4	4.7%	13.0%	13.4%	0.4%
Mole Valley	711	667	-44	-6.2%	113	100	13	-11.5%	15.9%	15.0%	-0.9%
Reigate & Banstead	1417	1372	-45	-3.2%	192	153	39	-20.3%	13.5%	11.2%	-2.4%
Tandridge	786	740	-46	-5.9%	129	142	13	10.1%	16.4%	19.2%	2.8%
Elmbridge	1129	988	141	12.5%	133	124	-9	-6.8%	11.8%	12.6%	0.8%
Runnymede	929	883	-46	-5.0%	138	117	21	-15.2%	14.9%	13.3%	-1.6%
Spelthorne	1120	1047	-73	-6.5%	160	171	11	6.9%	14.3%	16.3%	2.0%
Guildford	1046	1072	26	2.5%	130	113	17	-13.1%	12.4%	10.5%	-1.9%
Surrey Heath	672	719	47	7.0%	86	88	2	2.3%	12.8%	12.2%	-0.6%
Waverley	756	738	-18	-2.4%	108	98	10	-9.3%	14.3%	13.3%	-1.0%
Woking	985	1030	45	4.6%	119	119	0	0.0%	12.1%	11.6%	-0.5%
Force	10215	9929	286	-2.8%	1394	1315	79	-5.7%	13.6%	13.2%	-0.4%

5. Tackling Domestic Abuse and Spelthorne Borough Councils response

- Spelthorne Borough Council will ensure that up-to-date and relevant advice will be advertised on Council websites with the contact details for all local and national support agencies.
- Seek to educate partners and the community regarding key legislative changes e.g. The Domestic Abuse Act 2021.
- Spelthorne Borough Council will comply with the Domestic Abuse Commissioner's Strategic Plan.
- Spelthorne Borough Council is carrying out a review of the housing allocation process to ensure that the new requirements of the Domestic Abuse Act are met for the expedited housing of survivors.
- We will ensure that Spelthorne Borough Council is represented on the Surrey Domestic Abuse Executive Group.
- Spelthorne Borough Council will continue to support the 'Ask Me' North Surrey domestic abuse service.
- Key messages will be shared on social media to encourage active reporting to provide a more proactive approach.
- Multi-agency work underpins the support around Domestic abuse and is managed via the Community Harm and Risk Management Meeting (CHaRMM) and fortnightly Multi-Agency Risk Assessment Conference (MARAC) meetings. Key partners (Surrey Police Spelthorne Borough Council Surrey Adult Social Care Community Mental Health Team A2Dominion Housing MTVH Housing) are tasked with individual responsibilities to ensure that that Domestic Abuse survivors' needs are managed via this forum. The CHaRMM retains the ability to invite relevant agencies e.g. North Surrey Domestic Abuse Service.

Spelthorne have recently started attending the Multi-Agency Tasking and Coordinating (MATAC) meetings where perpetrators are discussed and harm minimised.
- Spelthorne Borough Council will ensure that our responsibilities are fully met regarding the management of Domestic Homicide Reviews and the requirement to co-operate with the Domestic Abuse Commissioner as outlined in the new legislation.
- Spelthorne Borough Council will work in partnership with Surrey County Council to deliver the Surrey Against Domestic Abuse Strategy.
- Spelthorne Borough Council will actively support the Surrey Police Violence Against Women and Girls Strategy 2021.

6. Financial implications

- 6.1 The new Act is an additional commitment for both lower and upper tier Authorities. Surrey County Council has been given £1.5 million to provide additional supported accommodation. Spelthorne has received £36,000.

7. Equality and Diversity

- 7.1 This is a strategy that recognises that many, if not most Domestic Abuse situations are complex. It recognises that domestic violence and abuse takes many forms, and can happen to anyone, regardless of age, sex, income, ethnicity, geography or status.

8. Timetable for implementation

- 8.1 The Domestic Abuse Act 2021 was passed in April 2021. This is now an act of Parliament and is currently utilised as existing legislation. As such Spelthorne SSP is already complying with the act.

Background papers:

Spelthorne Community Safety Strategy

<https://www.spelthorne.gov.uk/sssp>

Domestic Abuse Act 2021

<https://www.legislation.gov.uk/ukpga/2021/17/contents/enacted>

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Spelthorne Borough Council

Services Committees Forward Plan and Key Decisions

This Forward Plan sets out the decisions which the Service Committees expect to take over the forthcoming months, and identifies those which are **Key Decisions**.

A **Key Decision** is a decision to be taken by the Service Committee, which is either likely to result in significant expenditure or savings or to have significant effects on those living or working in an area comprising two or more wards in the Borough.

Please direct any enquiries about this Plan to CommitteeServices@spelthorne.gov.uk.

Spelthorne Borough Council

Service Committees Forward Plan and Key Decisions for 1 January 2022 to 30 April 2022

Anticipated earliest (or next) date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Neighbourhood Services Committee 13 01 2022	Capital Bids 2022/23 (part of annual budget process)	Non-Key Decision	Public	Paul Taylor, Chief Accountant
Neighbourhood Services Committee 13 01 2022	Cashless Parking	Key Decision	Public	Bruno Barbosa, Parking Services Manager
Neighbourhood Services Committee 13 01 2022	Committee Review of Fees and Charges for Service Areas 2022/23 (part of annual budget process)	Non-Key Decision	Public	Paul Taylor, Chief Accountant
Neighbourhood Services Committee 13 01 2022	Domestic Abuse Update	Non-Key Decision	Public	Will Jack, Community Safety Officer, Paul Smith, Community Safety Officer
Neighbourhood Services Committee 13 01 2022	Electric Vehicle Charging Points in Car Parks	Non-Key Decision	Public	Bruno Barbosa, Parking Services Manager
Neighbourhood Services Committee 13 01 2022	Revenue Growth and Savings Bids 2022/23 (part of annual budget process)	Non-Key Decision	Public	Paul Taylor, Chief Accountant
Neighbourhood Services Committee 03 03 2022	Capital Monitoring Report Q3 (Oct-Dec 2021)	Non-Key Decision	Public	Paul Taylor, Chief Accountant
Neighbourhood Services Committee 03 03 2022	Customer Charter	Non-Key Decision	Public	Roy Tilbury, Deputy Group Head, Customer Services

Date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Neighbourhood Services Committee 03 03 2022	JET Environmental Crime Policy	Key Decision	Public	Martin Cole, Neighbourhoods Manager
Neighbourhood Services Committee 03 03 2022	Planning Enforcement Plan	Key Decision It is significant in terms of its effect on communities living or working in an area comprising two or more wards	Public	Esme Spinks, Planning Development Manager
Neighbourhood Services Committee 03 03 2022	Revenue Monitoring Report Q3 (Oct-Dec 2021)	Non-Key Decision	Public	Anna Russell, Deputy Chief Accountant

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