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Date: 26 September 2023

## **Notice of meeting**

### **Neighbourhood Services and Enforcement Committee**

**Date:** Thursday, 5 October 2023

**Time:** 7.00 pm

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

#### **To the members of the Neighbourhood Services and Enforcement Committee**

Councillors:

J.T.F. Doran (Chair)

K. Rutherford (Vice-Chair)

S. Bhadye

M. Bing Dong

T. Burrell

J. Caplin

D. Clarke

N. Islam

J.R. Sexton

Substitute Members: Councillors C. Bateson, J. Button, S.M. Doran and J.Turner

*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**

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# Agenda

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- 1. Apologies and Substitutes**

To receive apologies for absence and notification of substitutions.
- 2. Minutes** **5 - 8**

To confirm the minutes of the meeting held on 22 June 2023 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 their nominee, to answer any questions raised by members of the public in accordance with Standing Order 40.

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

At the time of publication of this agenda no ward issues were received.
- 6. Spelthorne Borough Council - Environmental Health & Building Control Enforcement Policy** **9 - 60**

To consider a report on the adoption of the Environmental Health & Building Control Enforcement Policy (2023-2026)
- 7. Review of Community Safety 2023** **61 - 104**

To note the 2023 review of Community Safety.
- 8. Q and A with Borough Commander**

To allow members to put any relevant questions to the Borough Commander.
- 9. Play Area Improvements** **105 - 108**

To consider the report on the procurement of play area equipment.

- |            |  |                  |
|------------|--|------------------|
| <b>10.</b> | <b>Road Channel Sweeping</b>                         | <b>109 - 128</b> |
|            | To note the report on Road Channel Sweeping.         |                  |
| <b>11.</b> | <b>Forward Plan</b>                                  | <b>129 - 130</b> |
|            | To consider the Forward Plan for committee business. |                  |

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**Minutes of the Neighbourhood Services and Enforcement Committee  
22 June 2023**

**Present:**

Councillor J.T.F. Doran (Chair)  
Councillor K. Rutherford (Vice-Chair)

**Councillors:**

M. Bing Dong

J. Caplin

N. Islam

T. Burrell

D. Clarke

J.R. Sexton

**Apologies:** Councillor S. Bhadye

**In Attendance:** Councillors C. Bateson and M. Beecher

**19/23 Apologies and Substitutes**

Apologies were received from Councillor Bhadye.

**20/23 Minutes**

The minutes of the meeting held on 29 March 2023 were agreed as a correct record.

**21/23 Disclosures of Interest**

There were none.

**22/23 Questions from members of the Public**

There were none.

**23/23 Ward Issues**

There were none.

**24/23 Joint Enforcement Team- Environmental Crime Enforcement Policy**

The Group Head – Neighbourhood Services presented the report on the Environmental Crime Enforcement Policy which would bring together various acts of legislations and by-laws and make the process of prosecuting offenders more streamlined.

The Committee queried what powers the JET Team had and were advised that they were able to issue fixed penalty notices and if necessary take an offender to court.

The Committee queried the process for a resident to report an issue related to environmental crime. The Committee were informed that there were links to the relevant forms on the Spelthorne Borough Council website. The Committee suggested that it could be clearer for residents and it was agreed that the Group Head – Neighbourhood Services would discuss the matter with the Communications team.

The Committee **resolved** to adopt the Joint Enforcement Team – Environmental Crime Enforcement Policy.

### **25/23 240m Boardwalk down the Eastern Bank of the River Ash Improvement Site**

The Group Head – Neighbourhood Services presented the report on the tendering process for the procurement of the proposed boardwalk on the River Ash.

The Committee enquired whether recycled plastic would be the best material to build the boardwalk from and whether wood could be a better option. The Group Head – Neighbourhood Service advised that wood was more vulnerable to vandalism and would deteriorate quickly.

The Committee asked how residents would be able to report an issue with the boardwalk and were advised that it would be possible to include plaques on the handrail with details of how to report any incidents of vandalism.

The Committee **resolved** to

1. Authorise the Group Head of Neighbourhood Services to go out to tender for the procurement of the River Ash Boardwalk
2. Delegate authority to the Biodiversity Officer, Group Head of Neighbourhood Services and Chair of Neighbourhood Services and Enforcement committee to select the chosen supplier
3. Authorise the Group Head of Corporate Governance to enter into the contract with the selected supplier.

### **26/23 Forward Plan**

The Committee queried whether it was possible for the forward plan to include a link to previous iterations of a report that had been before the Committee, specifically in relation to the item on Road Channel Sweeping.

The Committee Manager advised that the Forward Plan was to advise Councillors of those reports coming to future meetings rather than what had previously been presented. It was agreed that the previous report on Road Channel Sweeping would be e-mailed to members of the Committee.

The Group Head – Neighbourhood Services advised the Committee that the report on Road Channel Sweeping that was presented on 29 March 2023, would be the same report that would be presented at the Committee meeting of 5 October 2023.

The Committee **noted** the forward plan.

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# Neighbourhood Services & Enforcement Committee

Thursday 5 October 2023



<b>Title</b>	Spelthorne Borough Council - Environmental Health & Building Control Enforcement Policy
<b>Purpose of the report</b>	To make a decision
<b>Report Author</b>	Tracey Willmott-French, Senior Environmental Health Manager
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	NA
<b>Corporate Priority</b>	Service delivery
<b>Recommendations</b>	<p><b>Committee is asked to:</b></p> <ol style="list-style-type: none"> <li>1. Adopt the Environmental Health &amp; Building Control Enforcement Policy (2023-2026)</li> <li>2. Give approval that minor changes can be made to the Policy with the approval of Deputy Chief Executive with responsibility for Place, Protection and Prosperity.</li> <li>3. To note Spelthorne Borough Council's Environmental Health 'Procedure for Setting Financial Penalties - Banding the Offence and Determining Appropriate Sanctions'</li> </ol>
<b>Reason for Recommendation</b>	<ul style="list-style-type: none"> <li>• The Policy is important because it sets out the principles of good enforcement and details how issues of enforcement will be dealt with by the Council's Environmental Health and Building Control Services.</li> <li>• The Council's aim is to deliver regulatory enforcement functions in an enabling and supportive style, helping businesses and others meet their legal duty without unnecessary expense. However, where necessary and appropriate the Council will take firm action, including prosecution.</li> <li>• This Policy ensures that enforcement is carried out in a consistent and fair manner.</li> </ul>

## 1. Summary of the report

- 1.1 This report seeks Committee approval for the adoption of the Environmental Health and Building Control Enforcement Policy (2023-2026). The Policy is attached at **Appendix A**.

- 1.2 The Policy sets out the principles of good enforcement and details how issues of enforcement will be dealt with by the Council's Environmental Health and Building Control Services (EHCB).
- 1.3 This policy will be applied in accordance with the principles set out in section 21 of the Legislative and Regulatory Reform Act 2006, so that decisions about enforcement action will be transparent, accountable, proportionate, consistent, and targeted only at cases where action is needed.
- 1.4 Full regard has been given to the Regulators Code (2014) made under the Legislative and Regulatory Reform Act 2006 in the development of this policy. Full regard will also be given to the Code by EHBC services in the development of operational practices that guide their regulatory activities, and when carrying out their day-to-day practice.
- 1.5 In carrying out its regulatory functions, as required by the Code, EHBC will take a graduated approach to enforcement action unless the sufficient reason not to.
- 1.6 The EHBC Enforcement Policy contains information about civil penalties, rent repayment orders, and banning orders, and how the Council is planning to use them. It considers the statutory guidance entitled "Civil Penalties" that was issued by the Government under section 23(10) schedule 1, and Schedule 9 of the Housing and Planning Act 2016.
- 1.7 Consideration has also been given to section 23 in respect of financial penalties for banning orders, schedule 1 with regards to breach of banning orders, and schedule 9 in respect of financial penalties for certain offences under the Housing Act 2006. This Enforcement Policy should be read in conjunction with the primary legislation, statutory guidance, and Environmental Health's procedure for 'Determining Appropriate Sanctions Procedure and Setting Civil Penalties', which is attached at **Appendix B**.

## **2. Key issues**

- 2.1 In carrying out the enforcement of environmental health and building control legislation and when developing enforcement policies, local authorities need to take account of government policy, government agency, and initiatives at a national level.
- 2.2 EHBC services have systematically documented its enforcement policies in relation to each of the various pieces of legislation they enforce.
- 2.3 There will be occasions when parts of the proposed policy will need to be amended to reflect changes in legislation. To avoid the need of reporting every such amendment to this Committee, it is requested that Committee delegates authority to the Deputy Chief Executive with responsibility for Place, Protection and Prosperity to carry out this function.

## **3. Options analysis and proposal**

- 3.1 It is proposed that the enforcement policy is approved.
- 3.2 The proposal to approve the Enforcement Policy will enable officers to work to an up-to-date framework and make accurate decisions about the most suitable course of action. It will also ensure that the services are less vulnerable to potential legal challenges to its decisions from solicitors defending clients that we may prosecute for serious contraventions of environmental health or building control legislation.

- 3.3 The proposed Enforcement Policy is available for Members in the Members' Room.
- 3.4 There is an option for members to propose amendments to the policy, but it has been developed based on government and legislative guidance. Changes made by members may not meet this guidance.
- 3.5 If members do not approve the proposed policy, then the service, as stated in 3.2, will be open to legal challenges to any decisions it makes to prosecute offenders.
- 4. Financial implications**
- 4.1 There are no financial considerations arising from this report. Implementation of regulatory enforcement is day-to-day EHBC practice which is accounted for within existing budgets.
- 5. Risk considerations**
- 5.1 The risks associated with not approving the proposed Enforcement Policy are outlined in paragraph 3.2 of the report.
- 6. Procurement considerations**
- 6.1 There are no procurement considerations arising from the report.
- 7. Legal considerations**
- 7.1 The relevant legislative requirements are contained within the body of the documents.
- 7.2 Legal has been consulted during the development of this policy and their comments have been taken on board.
- 8. Other considerations**
- 8.1 There are no other considerations.
- 9. Equality and Diversity**
- 9.1 The adoption of this proposed Policy will facilitate the Council's aim to achieve a level playing field of regulatory compliance within the Borough of Spelthorne, thereby reducing health inequalities by tackling the cause of ill-health, promoting, and protecting health, and promoting social justice and safer communities.
- 10. Sustainability/Climate Change Implications**
- 10.1 The adoption of this proposed Policy will support Environmental Health & Building Control's regulatory enforcement work, which will in turn support those sustainability and climate change issues that maybe negatively impacted by regulatory non-compliance.
- 11. Timetable for implementation**
- 11.1 If Committee approves the proposed Enforcement Policy, it will be published on the Council's website and implemented for immediate use.
- 12. Contact**
- 12.1 Tracey Willmott-French (t.willmott-french@spelthorne.gov.uk)

**Background papers:** There are none.

**Appendices: -**

- **Appendix A** - Environmental Health & Building Control Enforcement Policy (2023-2026)
- **Appendix B** - Banding the Offence and Determining Appropriate Sanctions Procedure

**SPELTHORNE BOROUGH COUNCIL**  
**ENVIRONMENTAL HEALTH & BUILDING CONTROL**  
**ENFORCEMENT POLICY**

**EXECUTIVE SUMMARY**

This policy sets out the general principles that inform the enforcement element of Environmental Health and Building Control Services.

Our aim is to achieve a level playing field of regulatory compliance within the Borough of Spelthorne.

We will achieve this through education, providing advice and by regulating activities. Providing clear advice and guidance will be our main approach to securing compliance; however, securing compliance by using enforcement powers is an important and sometimes necessary part of achieving this aim.

Where informal advice and guidance has not worked or where a breach of regulatory compliance is so serious as to cause harm to our communities, we will take formal enforcement action against businesses and / or members of the public.

When we do take enforcement action we will do so efficiently and effectively, and in a way which is open, clear, and helpful to those against whom action is taken. We will also ensure fair and objective enforcement in accordance with the Council's equality and diversity policy.

We believe that publishing information on our enforcement activities, where appropriate, raises awareness of the need to comply. Therefore, we will issue press releases and other publicity relating to offences and offenders, proportionate to the sanctions.

This policy will be reviewed every five years, or earlier, if necessary, in light of any legislative changes.

There is a separate 'Local Planning Enforcement Policy' which sets out Planning Enforcement matters. The latest version of that policy was adopted on 3 March 2022 and is available to download from on the Council website at: <https://www.spelthorne.gov.uk/enforcement>.

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## **1.0 Introduction**

- 1.1 Spelthorne Borough Council aims to secure regulatory compliance.
- 1.2 Fair and effective enforcement is essential to protect the health, safety, and welfare interests of the residents, visitors, businesses, and employees in the district of Spelthorne.
- 1.3 We recognise that most individuals, businesses, and other groups want to comply with the law. Our aim is to deliver regulatory enforcement functions in an enabling and supportive style, helping businesses and others meet their legal duty without unnecessary expense. However, we will take firm action, including prosecution where appropriate.
- 1.4 The Environmental Health and Building Control Services' principal focus will be on those activities that give rise to the most serious risks to the safety and health of the public and/or the environment, or where the duty-holder seeks a commercial advantage by breaking the law.
- 1.5 This policy outlines the Environmental Health and Building Control Services' approach to securing regulatory compliance, along with the options available within the legislation covered by the remit of the services for achieving this.
- 1.6 Decisions about enforcement action can have serious implications for all involved. By applying the same principles, everyone involved in the process is helping to treat stakeholders fairly but effectively. This policy will be applied so that decisions about enforcement action will be transparent, accountable, proportionate, and consistent.

## **2.0 Approval**

- 2.1 This policy was approved by the Neighbourhood Services & Enforcement Committee of Spelthorne Borough Council on the 5 October 2023, Committee Minute Reference: **xxxx**.
- 2.2 Minor changes to this policy can be made with the approval of the Deputy Chief Executive with responsibility for the Environmental Health and Building Control Services.

## **3.0 Scope**

- 3.1 This policy applies to all legislation enforced by the Environmental Health and Building Control Services.
- 3.2 In relation to most areas of Environmental Health and Building Control legislation, the choice of action will be based on an assessment of the risk that the contravention poses to the health, safety, or welfare of the public, and/or employees, and/or the environment.
- 3.3 Enforcement, in the context of this policy includes action carried out in the exercise of or against the background of statutory enforcement powers. This is not limited to formal enforcement action such as prosecution and civil penalties but includes for

example the inspection of premises to check compliance with relevant acts and regulations, and the provision of advice to help duty-holders achieve compliance.

The term "duty-holder" has a wide meaning and applies to those persons on whom the law places duties (e.g. employers, self-employed, employees, and others).

- 3.4 Enforcement action will consider the full range of enforcement options available under the relevant legislation.
- 3.5 The Legislative and Regulatory Reform Act 2006 (section 22) requires regulators to have regard to the 'Code of Practice' when developing policies and operational procedures that guide their regulatory activities. The Code seeks to promote the above through the development of transparent effective dialogue, and understanding between regulators and those they regulate.
- 3.6 The Act (Section 21) imposes a duty on regulators to have regard to the five principles of good regulation so that regulatory activities are carried out in a way that is transparent, accountable, proportionate, consistent, and should be targeted at cases where action is needed.
- 3.7 We believe that prevention is better than cure and that we should actively work with businesses, consumers, and other groups to advise and assist with compliance.
- 3.8 We undertake our regulatory and enforcement activities fairly and without bias. We look to minimise bureaucracy and red tape, provide help to those who need it, but take firm action against people who flout the law.

#### **4.0 The Regulators' Code - General Principles of Enforcement**

- 4.1 Carry out our work so that it supports economic growth for compliant businesses. We will:
- Avoid imposing unnecessary burdens through our regulatory activities and choose proportionate approaches to those we regulate.
  - Support or enable economic growth for compliant businesses.
  - Ensure our officers have the necessary knowledge and skills to support those they regulate.
  - Ensure our officers understand the legal principles of good regulation.
- 4.2 Provide simple and straightforward ways to engage with those we regulate and hear their views. We will: -
- Consider the impact on business and engage with business representatives.
  - In responding to non-compliance, officers will clearly explain: -
    - what the non-compliant item/activity is
    - what actions are required to achieve compliance
    - what advice is being given
    - the decisions taken and reasons for these.
  - officers will also provide an opportunity for dialogue, ensuring that they are acting in a way that is proportionate and consistent.



This paragraph does not apply where the officer can show that immediate enforcement action is required.

- Provide an independent and clearly explained route to appeal against a regulatory decision, or a failure to act in accordance with this policy.
- Provide a timely explanation in writing of any right to representation or right to appeal. This will be in plain language and include practical information on the process involved.
- Make available a clearly explained complaints procedure, so that complaints can easily be made about the conduct of an officer.
- Use a range of methods to receive and take on board customer feedback (e.g. customer satisfaction surveys).

4.3 Base our regulatory activities on risk. We will:

- Take an evidence-based approach to determine our priorities and allocate our resources where they would be most effective in addressing our priorities.
- Consider risk at every stage of our decision-making processes.
- Consider the compliance record of businesses, including earned recognition and external verification approaches when assessing risk.
- Periodically review the effectiveness of our chosen activities in delivering the desired outcomes and make any necessary changes.

4.4 We will use discretion in deciding what issues will be investigated. To maintain a proportionate response, most resources available for investigation of incidents will be devoted to the more serious circumstances. It is neither possible nor necessary to investigate every instance of non-compliance with the law. In selecting which incidents to investigate and in deciding the level of resources to be used, the following factors will be taken into consideration:

- the severity and scale of potential or actual harm/or nuisance
- the seriousness of any potential breach of the law
- knowledge of the duty holder's past performance
- the enforcement priorities
- the practicality of achieving results
- the wider relevance of the event, including serious public concern.

4.5 Sharing information about compliance and risk. We will:

- Follow the principle of “collect once, use many times” when requesting information.
- The requirements of the General Data Protection Regulations 2018 will be considered prior to the sharing of data.
- Where appropriate, we will share information, in a secure manner, with other regulators about those we regulate.

- As a public body the Council is subject to the regulations governing the provision of information under the 'Freedom of Information Regulations' and the 'Environmental Information Regulations'. This means that the Council must share information unless it is prohibited or exempt under other legislation.
- When providing information under the 'Environmental Information Regulations' permitted reasonable charges will be applied.

4.6 Clear information, guidance, and advice. We will:

- When providing advice and guidance, clearly distinguish between legal requirements and good practice.
- Produce guidance and information in a clear, accessible, concise format, written in plain language.
- Periodically review the guidance we produce to ensure it meets the needs of those we regulate.
- Provide reliable and sound advice to those we regulate.
- Where appropriate, work collaboratively with other regulators and have regard to their advice in reaching decisions.

4.7 Ensure transparency in our approach. We will:

- Set and publish clear service standards so those we regulate know what to expect from us.
- Regularly publish details of our performance against our service standards (including results of customer feedback).
- Our service standards will include clear information on the following issues: -
  - a) How we communicate with those we regulate and vice versa.
  - b) Our approach to providing information, guidance, and advice.
  - c) Our approach to checks on compliance (e.g. inspections, audits, monitoring and sampling visits and test purchases).
  - d) Our enforcement policy, explaining how we will respond to non-compliance.
  - e) Our fees and charges and how they have been calculated.
  - f) How to comment or make a complaint against service provided and ways to appeal.

4.8 Environmental Health and Building Control Services' staff must be fair, independent, and objective. They must not let any personal views about the suspect, victim, witness, or offender influence their decisions. Such issues would include age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, sex, religion or beliefs, political views, or sexual orientation.

4.9 The Environmental Health & Building Control Service is a public authority for the purposes of the Human Rights Act 1998. Environmental Health & Building Control Services' staff must apply the principles of the European Convention on Human Rights in accordance with the Act.

- 4.10 Environmental Health and Building Control Services' staff must not be affected by improper or undue pressure from any source.
- 4.11 Each case is unique and must be considered on its own merits. However, there are general principles that apply in the way each case is approached; these are laid out in this Enforcement Policy.
- 4.12 The work we do must be carried out in ways that are **transparent, accountable, proportionate, and consistent**, and should be **targeted** at cases in which action is needed: -

- **Proportionality** means relating enforcement action to the risks (in this policy 'risk' is defined broadly to include a source of possible harm, the likelihood of that harm occurring, and the severity of any harm).

The action taken by Environmental Health & Building Control Services to achieve compliance with the law should be proportionate to any risks to health and safety, and to the seriousness of any breach, including actual or potential harm arising from the breach.

- **Consistency:** The consistency of approach does not mean uniformity. It means taking a similar approach in similar circumstances to achieve similar ends.

- **Transparency:** Transparency means helping duty holders to understand what is expected of them and what they should expect from the enforcing authority.

It also means making clear to duty holders not only what they have to do, but also where relevant what they do not have to do. This means distinguishing between "statutory requirements" which are their legal obligations, and "recommendations" which is generally advice or guidance given in terms of what is desirable but not compulsory.

- **Targeting:** Targeting means making sure that visits/inspections carried out are targeted primarily on those activities or premises that give rise to the most serious risks or where hazards are least well controlled, and that action is focused on the duty holder.

- **Accountable:** Regulators are accountable to the public for their actions. This means that the Council must have policies and standards (such as the four enforcement principles above) against which we can be judged, and an effective and easily accessible mechanism for dealing with comments and handling complaints. The Council's procedure for handling complaints is available on the Council website and will be made available to any duty holder on request; further information is available at section 17.10 below.

## 5.0 Training, Competency, and Authorisation

- 5.1 Only officers who are competent by training, qualification, and/or experience will be authorised to take enforcement action. Authorised officers will also have sufficient training and understanding of the departmental policies and procedures to ensure a consistent approach to service delivery. The Senior Environmental Health Manager (SEHM) will maintain a list of current authorisations for Environmental Health.

5.2 Officers who undertake criminal investigations will be conversant with the provisions of the Police and Criminal Evidence Act 1984, the Criminal Procedure and Investigations Act 1996, and the Regulation of Investigatory Powers Act 2000.

## **6.0 The Code for Crown Prosecutors - Deciding the action to take**

6.1 Based upon the Code for Crown Prosecutors there are two issues to determine: -

- The first is what level of enforcement action to take, and
- where the decision is to take formal enforcement action, the second is whether that action is viable and appropriate.

6.2 There are two stages in determining whether formal enforcement action is viable and appropriate. These are: -

- Stage 1: the evidential test
- Stage 2: the public interest test

6.3 If the case **does not** pass the evidential test, it must not go ahead, no matter how important or serious it may be. If the case **does** meet the evidential test, depending on the type of formal action being considered (e.g. prosecution, civil penalty) the Council's Legal Service will decide if formal enforcement action is needed in the public interest.

6.4 Paragraphs 6.5 to 6.8 below detail how this policy applies to the consideration of taking a prosecution. The principles outlined apply equally to the other types of formal enforcement action that are available.

### **6.5 The Evidential Test**

6.5.1 The Council's SEHM and Legal Services must be satisfied that there is enough evidence to provide a 'realistic prospect of conviction' against each defendant on each charge.

6.5.2 A realistic prospect of conviction is an objective test. It means that a jury or bench of magistrates, properly directed in accordance with the law, is more likely than not to convict the defendant of the charge alleged. This is a separate test from the one that the criminal courts themselves must apply. A jury or magistrates' court should only convict if satisfied it is sure of a defendant's guilt.

6.5.3 When deciding whether there is enough evidence to prosecute, the SEHM and Legal Services must consider whether the evidence can be used, if it is reliable, and if it would be admissible as evidence in a court of law.

### **6.6 The Public Interest Test**

6.6.1 Deciding on the public interest is not simply a matter of adding up the number of factors on each side. The Council's Legal Services must decide how important each factor is in the circumstances of each case and go on to make an overall assessment.

6.6.2 The public interest must be considered in each case where there is enough evidence to provide a realistic prospect of conviction. A prosecution will usually take place unless there are public interest factors tending against prosecution that clearly outweigh those tending in favour. Although there may be public interest factors

against prosecution in a particular case, often the prosecution should go ahead, and those factors should be put to the court for consideration when sentence is being passed.

6.6.3 The Council's Legal Services must balance factors for and against prosecution carefully and fairly. Public interest factors that can affect the decision to prosecute usually depend on the seriousness of the offence or the circumstances of the suspect. Some factors may increase the need to prosecute but others may suggest that another course of action would be better.

6.6.4 Detailed below are some of the common public interest factors that can generally be considered, both for and against prosecution, these are not exhaustive. The factors that apply will depend on the facts in each case.

## **6.7 Some common public interest factors in favour of prosecution.**

6.7.1 The more serious the offence, the more likely it is considered that a prosecution will be needed in the public interest. A prosecution is likely to be required if: -

- A conviction is likely to result in a significant sentence.
- The offence was committed against a person serving the public, e.g. an officer was obstructed whilst attempting to carry out his/her duties.
- The defendant was in a position of authority or trust.
- The evidence shows that the defendant was a ringleader or an organiser in the offence.
- There is evidence that the offence was premeditated.
- There is evidence that the offence was carried out by a group.
- The victim of the offence was vulnerable, has been put in considerable fear, or suffered personal damage, or disturbance.
- The offence was motivated by any form of discrimination against the victim's age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or beliefs, sex, sexual orientation, or if the suspect demonstrates hostility towards the victim based on any of those characteristics.
- There is a marked difference between the actual or mental ages of the defendant and the victim, or if there is any element of corruption.
- The defendant's previous convictions or cautions are relevant to the present offence.
- The defendant is alleged to have committed the offence whilst under an order of the court.
- There are grounds for believing that the offence is likely to be continued or repeated, for example, by a history of recurring conduct.
- The offence, although not serious in itself is widespread in the area where it was committed.
- The extent to which the defendant has benefitted from the criminal conduct.
- The circumstances of and harm caused to the victim, and the impact on the community.

6.7.2 Where inspectors are assaulted, enforcing authorities will seek police assistance, with a view to seeking the prosecution of offenders.

## **7.0 What level of enforcement action to take**

7.1 Aside from taking prosecution proceedings, and out of court disposal may take the place of a prosecution, if it is an appropriate response to the offender and or the seriousness and consequences of the offending. Regard will be had to any relevant guidance, when deciding whether an alternative disposal, such as a simple caution, civil penalty or other appropriate regulatory proceedings should be administered.

7.2 Enforcement action can be one or more of the following actions: -

- a. Prosecution
- b. Civil penalties
- c. Simple Caution
- d. Closure powers
- e. Banning Order
- f. Rent Repayment Orders
- g. Management Orders (Empty Dwelling Management Orders, Interim Management Orders, Final Management Orders)
- h. Refusal, review, variation, suspension and/or revocation of licences, permits, consents, approval, and penalty points.
- i. Seizure, Detention or Destruction
- j. Works in default
- k. Formal Enforcement Notices & Orders (e.g. Improvement and Prohibition Notices)
- l. Fixed penalty notices
- m. Informal Notice (written warning and advice)
- n. Informal verbal warning and advice
- o. Revisit of premises
- p. No action

7.3 Not all regulatory provisions covered by EH Services have access to each of the above-mentioned enforcement actions. For example, there are no current powers available to officers under the Licensing Act 2003 to serve formal notices such as Improvement or Prohibition notices.

7.4 The enforcement options available in each area of Environmental Health and Building Control's work are listed in appendices 3 to 10, these cover the environmental health areas of food hygiene; health and safety; licensing; housing; statutory nuisance; public health, land contamination; pollution prevention and control; and building control, respectively.

7.5 A brief explanation of each enforcement action is given in **appendix 1**.

## **8.0 Liaison**

8.1 The enforcement services (eg: noise pollution, licensing etc) within the Environmental Health and Building Control Services will co-ordinate their

enforcement activity to maximise the effective enforcement of any matters that are related to more than one of the services.

- 8.2 Where an enforcement matter affects a wide geographical area beyond the Borough's boundaries or involves enforcement by one or more other local authorities or organisations (e.g. Fire Authority, Police, Trading Standards, etc); all relevant authorities and organisations will be informed of the matter as soon as possible and all enforcement activity co-ordinated with them.
- 8.3 Where appropriate, the matter will be first discussed with the relevant 'Primary Authority' (if the business has a relevant Primary Authority Partnership arrangement in place) or other regulatory body before proceeding.
- 8.4 The SEHM or Building Control Manager (BCM) shall carry out monitoring (as appropriate) to ensure that appropriate and full liaison is being undertaken.

## **9.0 Death at Work**

- 9.1 Where there has been a breach of the law leading to a work-related death, officers must consider whether the circumstances of the case might justify a charge of manslaughter.
- 9.2 To ensure that decisions on investigation and prosecution are closely co-ordinated following a work-related death, the HSE, the Association of Chief Police Officers (ACPO), Local Government Association and the Crown Prosecution Service (CPS) have jointly agreed and published "Work-related deaths: A protocol for liaison". We must therefore take account of the protocol when responding to work-related deaths.
- 9.3 In which case, officers shall liaise with the Police, Coroners and Crown Prosecution Service (CPS), and if they find evidence suggesting manslaughter, pass it on to the police. If the Police or the CPS decide not to pursue a manslaughter case, the officer will normally bring a health and safety prosecution in accordance with the HSE Enforcement Policy

## **10.0 Considering the best course of formal action**

- 10.1 The best course of formal action to be taken will: -
- reflect the seriousness of the offence(s)
  - give the court adequate sentencing powers
  - pass the evidential and public interest tests, and
  - enable the offence(s) to be presented in a clear and simple way
- 10.2 The agreement of the SEHM or BCM (as appropriate) must be obtained before cases are put forward for enforcement actions 7.1(a) to 7.1(j) as listed above.

## **11.0 Considering the views of those affected by offences**

- 11.1 Environmental Health and Building Control Services undertake enforcement on behalf of the public at large and not just in the interests of any particular individual or group. However, when considering the public interest test (see section 6 above), the consequences for those affected by the offence, the decision whether or not and

how to take enforcement action, and any views expressed by those affected, will be taken into account.

11.2 Those people affected by the offence will be told about any decision that makes a significant difference to the case in which they are involved.

## **12.0 The interests of the Spelthorne's customers**

12.1 Where particular local circumstances dictate, enforcement activity will where practicable, take account of those circumstances to minimise any adverse effects of enforcement activity on legitimate businesses and individuals.

## **13.0 Re-starting a Prosecution**

13.1 People should be able to rely on enforcement decisions taken by the Council. Normally, if a suspect or defendant is advised that there will not be a prosecution, or that the enforcement action has been stopped, that will normally be the end of the matter and the case will not start again. Occasionally there are special reasons why enforcement action will re-start, particularly if the case is serious. These reasons include:

- Rare cases where a new look at the original decision shows that it was clearly wrong and should not be allowed to stand.
- Cases which are stopped so that more evidence that is likely to become available in the fairly near future can be collected and prepared. In these cases, the defendant will be told that the enforcement action may well start again.
- Cases that have been stopped because of a lack of evidence but where more significant evidence is discovered later.
- Cases involving a death in which a review following the findings of an inquest concludes that a prosecution should be brought, notwithstanding any earlier decision not to prosecute



## **14 Power of Entry**

- 14.1 Environmental Health staff are provided with specific powers of entry by a wide range of legislation. This gives them a right (usually in the form of delegated authority from the Council to named officer/s) to legally enter defined premises, such as businesses, vehicles, or land for specific purposes. Powers of entry include enabling officers to undertake inspections and investigations for a wide range of regulatory responsibilities including food safety, health and safety, environmental protection, and housing legislation, in addition to dealing with emergencies or searching for evidence during those investigations.
- 14.2 Often, the power to enter is accompanied by what are known as ‘associated powers’, which set out what the officers are allowed to do once they have entered the premises. This might include, for instance, conducting a search, seizing relevant items, or collecting samples.
- 14.3 In certain cases, such as under Housing Act legislation, where entry is required to a residential property, then a period of notice is usually required to be given to the owner or occupier of the property before entry can be gained.
- 14.4 Officers also have the option to obtain a warrant from a magistrate and enter, at any time by force if necessary to ascertain if an offence has been committed, to gather evidence or to undertake emergency remedial work or works in default.
- 14.5 Officers of Environmental Health will have regard to the Code of Practice - Powers of Entry (issued under section 48 of the Protection of Freedoms Act 2012) when exercising any functions to which the Code relates. The purpose of the Code is to ensure greater consistency in the exercise of powers of entry and greater clarity for those affected by them while upholding effective enforcement.

## **15 Enforcement Policy Implementation**

- 15.1 Officers must abide by this enforcement policy when making all enforcement decisions. Any departure from the policy must be exceptional, capable of justification, and be fully considered by the SEHM or BCM (as appropriate) before a decision is taken, unless it is considered that there is sufficient risk in delaying the decision, under which circumstances the officer must take the most appropriate course of action, as they see fit.
- 15.2 Should any departure from the policy result in an officer considering taking enforcement action that may be inconsistent with action being taken by other authorities then this will be discussed with the SEHM or BCM (as appropriate). Where appropriate the matter will be discussed with relevant primary authority and/or other regulator, if necessary, before proceeding.
- 15.3 Scheduled internal performance review meetings will be undertaken to ensure that all enforcement activity is carried out in accordance with this policy.
- 15.4 Instances of non-compliance with this policy will be recorded and reported to the SEHM or BCM (as appropriate), who will instigate appropriate action.
- 15.5 Where legislation permits financial charges will be made for formal enforcement action taken (e.g. The Housing Act 2004 – service of notices, and recovery of costs).

## **16.0 Guidance Documents**

- 16.1 This policy considers various Guidance and Approved Codes of Practice issued by Central Government departments, and national regulators such as the Health and Safety Executive and the Food Standards Agency.
- 16.2 The Council fully acknowledges and endorses the rights of individuals and will ensure that all enforcement action occurs in strict accordance with the Police and Criminal Evidence Act 1984, the Human Rights Act 1998, the Equalities Act 2010, and other relevant legislation and guidance.
- 16.3 Directed covert surveillance will only be used in relation to the investigation of serious offences, defined as those with a penalty of six months imprisonment or more.
- 16.4 This policy has been written with regards to the content of the takes account Regulators' Code 2014 and all the relevant parts of the Code for Crown Prosecutors 2018; the Ministry of Justice's Simple Caution for Adult Offender guidance 2015; the Criminal Procedures and Investigations Act 1996; the Regulation of Investigatory Powers Act 2000.

## **17.0 Publicity**

- 17.1 The Council may publicise cases of businesses, licensees, landlords, and individuals it successfully prosecutes for relevant offences as well as those it rewards for implementing very high standards. Names of companies and individuals convicted of offences may be published on the Council's website or through social media. Cases subject to an active appeal will not usually be published until the applicable appeals process has elapsed.
- 17.2 Information related to enforcement notices issued by the Council may appear on the Council's website or social media outlets. Notices that are withdrawn or subject to an active appeal will not be published.

## **18.0 Further Information**

- 18.1 The Code for Crown Prosecutors - (The Code) is issued by the Director of Public Prosecutions under section 10 of the Prosecution of Offences Act 1985. It sets out the basic principles Crown Prosecutors should follow when they make case decisions. It is a public document, and although it's written for members of the Crown Prosecution Service it is widely used by others to understand the way in which Crown Prosecutors make decisions. The Code for Crown Prosecutors can be downloaded on the crown prosecution website at:  
[http://cps.gov.uk/publications/code\\_for\\_crown\\_prosecutors/index.html](http://cps.gov.uk/publications/code_for_crown_prosecutors/index.html)
- 18.2 The Regulators' Code is available for download from  
<https://www.gov.uk/government/publications/regulators-code>
- 18.3 Ministry of Justice - Simple Caution for Adult Offender guidance is available for download from <https://www.gov.uk/government/publications/simple-cautions-guidance-for-police-and-prosecutors>

- 18.4 Guidance Powers of entry: code of practice. The code provides guidance and sets out considerations that apply to the exercise of powers of entry including, where appropriate, the need to minimise disruption to business. It will ensure greater consistency in the exercise of powers of entry, and greater clarity for those affected by them, while upholding effective enforcement. Available for download from [Powers of entry: code of practice - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/554214/powers-of-entry-code-of-practice.pdf)
- 18.5 Ministry of Housing, Communities and Local Government - Statutory Guidance (April 2018), Civil penalties under the Housing and Planning Act 2016
- 18.6 Ministry of Housing, Communities and Local Government - Statutory Guidance (April 2017), Rent repayment orders under the Housing and Planning Act 2016
- 18.7 Ministry of Housing, Communities and Local Government – Non-statutory guidance (April 2018, Banning orders for landlords and property agents under the Housing and Planning Act 2016.
- 18.8 Ministry of Housing, Communities and Local Government – Statutory Guidance (April 2019), Database of rogue landlords and property agents under the Housing and Planning Act 2016
- 18.9 This Enforcement Policy is available on the Council’s website at: [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk), and can be viewed in hardcopy at the Council offices.
- 18.10 Leaflet entitled "Enforcement Policy - Advice to Businesses". Spelthorne Borough Council's Environmental Health Service has produced a leaflet that provides basic information about the enforcement policy, and the range of enforcement actions available to enforcement officers. This leaflet is given out routinely by all officers to proprietors/managers of commercial premises when carrying out inspections and is available on the Council’s web site at [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk) and in hardcopy at the Council’s offices. It can be ordered by telephoning 01784 446291, emailing [environmental.health.commercial@spelthorne.gov.uk](mailto:environmental.health.commercial@spelthorne.gov.uk), or by writing to the Environmental Health Service at Spelthorne Borough Council Offices, Knowle Green, Staines-Upon-Thames, TW18 1XB.
- 18.11 The Council’s complaint procedure is available on the Council’s web site at [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk). It can be ordered by telephoning 01784 446291, emailing [environmental.health.commercial@spelthorne.gov.uk](mailto:environmental.health.commercial@spelthorne.gov.uk), or by writing to the Environmental Health Service, at Spelthorne Borough Council Offices, Knowle Green, Staines-Upon-Thames, TW18 1XB.

## **APPENDIX 1 - ENFORCEMENT ACTION OPTIONS**

The Openness of Local Government Bodies Regulations 2014 requires certain decisions made to be available to the public. Such decisions include the issued licences, permits and enforcement notices. Information made available includes: -

- the date the decision was taken
- details of the decision taken along with the reasons for the decision
- details of alternative options, if any, considered and rejected
- where the decision falls in the paragraph 7(2)(a) of the regulations, the names of any member of the relevant local government body who has declared a conflict of interest in relation to the decision.

Enforcement officers must seek to secure compliance with the law. Most of their dealings with those on whom the law places duties (businesses, landlords, occupiers, and individuals) are informal – officers offer information, advice, and support, both verbally and in writing.

Enforcement Officers may also use formal enforcement mechanisms as set out in law, including fixed penalty notices; enforcement notices where a contravention needs to be remedied; prohibition notices where there is a risk of serious personal injury, damage to the environment, or injury to health; revocation of authorisations; withdrawal of approvals; refusal of registration; variations of licences or conditions or of exemptions; or ultimately caution, prosecution, and injunction.

### **1. Prosecution**

This involves offender(s) being summoned by Spelthorne Council to a criminal court to answer a charge(s) for a breach(es) of legislation enforced by this department.

When consideration is given to prosecute, regard shall be taken of the guidance contained within this Enforcement Policy, the Code for Crown Prosecutors, applicable Acts and Regulations, and relevant guidance produced by national regulators (such as the Health and Safety Executive, Food Standards Agency, Environment Agency, or specific government department).

Officers must exercise their discretion in deciding whether to initiate a prosecution. Prosecution without warning and recourse to alternative sanctions may be appropriate in certain circumstances.

In terms of the Public Interest Test, the list of factors stated in section 6.7 of this policy will be considered when making a decision.

For non-payment of certain licence fees, or where the Council has not received payment of costs for carrying out works to remove a serious imminent risk or remedy pollution, it will pursue debts through the appropriate court, and where appropriate it will suspend/cancel the licence.

### **2. Civil Penalties**

The Housing and Planning Act 2016 provides powers permitting local authorities to impose a civil penalty of up to £30,000 per offence as an alternative to prosecution for a range of specified offences under the Housing Act 2004, and where a landlord or property agent has breached a banning order under the Housing and Planning Act 2016.

Ministers have made it clear that they expected this power to be used robustly as a way of clamping down on rogue landlords.

Civil penalties can be used against landlords who are in breach of one or more of the sections of the Housing Act 2004 relating to: -

- Failure to comply with an improvement notice
- Offences in relation to the licensing of a House in Multiple Occupation (HMO)
- Offences in relation to selective licensing under part 3 of the Housing Act 2004
- Contravention of an overcrowding notice
- Failure to comply with management regulations for HMOs Compliance Code
- Breach of a banning order (section 21 of the Housing and Planning Act 2016)

The same criminal standard of proof (beyond reasonable doubt) is required for the issuing of a civil penalty as for prosecution. Before taking issuing a civil penalty, Environmental Health Services will satisfy itself that if the case were to be prosecuted there would be a realistic prospect of conviction. To this end, Environmental Health will work with the Council's Legal Service as set down in section 6.0 of this report.

Where a civil penalty is imposed the recipient has the right of appeal through the First-tier Tribunal. Environmental Health Services would defend their decision with a view to demonstrating beyond reasonable doubt that the offence had been committed.

In determining an appropriate level of penalty, local housing authorities will have regard to the statutory guidance issued by the Ministry of Housing, Communities, and Local Government (MHCLG) (Civil penalties under the Housing and Planning Act 2016 - Guidance for Local Housing which sets out the factors to consider when deciding on the appropriate level of penalty, however, the following factors will be considered when deciding on the amount: -

- Severity of the offence
- Culpability and track record of the offender
- The harm caused to the tenant
- Punishment of the offender
- Deter the offender from repeating the offence
- Deterring others from committing similar offences
- Remove any financial benefit the offender may have obtained as a result of committing the offence

Environmental Health Service will have regard to the requirements of the statutory guidance issued by the Ministry of Housing, Communities, and Local Government (MHCLG) (Civil penalties under the Housing and Planning Act 2016 - Guidance for Local Housing Authorities).

### **3. Closure powers**

The powers to close certain premises, both commercial and domestic, or prohibit processes, are available to authorised officers under various legislation enforced by the Services. This option is taken when there is a serious and imminent risk to health or safety to the occupants, neighbouring premises' occupants, employees, customers, or visitors.

Decisions of this nature will be based on the professional judgement of authorised officers and relevant legislation and government guidance. All cases are to be discussed with the SEHM.

### **4. Rent Repayment Orders**

Local authorities and tenants can apply to the First-tier Tribunal<sup>1</sup> for repayment of up to 12-months' rent, housing benefit, or universal credit where they can prove beyond reasonable doubt that the landlord is guilty of one of the qualifying offences, as listed below: -

- Using violence to secure entry
- Illegal eviction or harassment of tenants
- Failure to comply with an improvement notice
- Failure to comply with a prohibition order
- Control or management of unlicensed house/HMO
- Breach of banning order

Rent repayment orders are limited to money paid by the body or person making the application.

A rent repayment order can be applied for when the landlord has committed an offence regardless of whether or not the landlord has been convicted of the offence. Where an application for a rent repayment order is made and the landlord has not been convicted of the offence the First-tier Tribunal will need to be satisfied beyond reasonable doubt that the landlord has committed the offence.

If successful and the tenant paid their rent themselves, then the rent will be repaid to the tenant. If rent was paid through housing benefit or through universal credit, then the rent will be repaid to the local housing authority. If the rent was paid partially by the tenant with the remainder paid through housing benefit/universal credit, then the rent would be repaid on an equivalent basis.

Environmental Health Services and the Local Housing Authority will have regard to the requirements of the statutory guidance issued by the MHCLG (Rent repayment orders under the Housing and Planning Act 2016 - Guidance for Local Housing Authorities).

### **5. Banning Orders**

The Housing and Planning Act 2016 (Banning Order Offences) Regulations 2018 makes provision for housing authorities to apply to the First-tier Tribunal for a banning order

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<sup>1</sup> The Residential Property Tribunal

against a person who has been convicted of banning order offence. The Schedule of Offences to the Regulations lists the offences; these include-

- Illegally evicting or harassing a residential occupier in contravention of the Protection from Eviction Act 1977
- Using violence to secure entry under the Criminal Law Act 1977
- Offences under the Housing Act 2004
- Offence under the Health and Safety at work Act 1974, and the Gas Safety (Installation and Use) Regulations 1998 (r.36)
- Offence under the Regulatory Reform (Fire Safety) Order 2005 (a.32)

Banning orders are designed to tackle the most serious and prolific offenders by preventing them from being involved in renting out or management of housing in the private rented sector. Banning orders are made for a minimum period of 12-months; there is no upper limit on the length of a banning order.

Environmental Health Services and the Housing Services will have regard to the requirements of the statutory guidance issued by the MHCLG.

## **6. Property Management Orders**

Part 4 of the Housing Act 2004 provides local authorities with duties and powers to make an Interim Management Order (IMO) in respect of residential property. Their functions can be exercised where a landlord (or their managing agent) fails to obtain a licence, or where it is necessary due to the hazardous condition of the property. Upon the expiry of an IMO the local authority can make an application to the Residential Property Tribunal to make a Final Management Order and take over the management of the property for a period of up to 5 years. This disables the landlord's ability to manage the property and can also have a significant financial impact on its operation.

Interim Management Orders - Local authorities are under a statutory duty to make an IMO under s.102 Housing Act 2004 where:

- a) The property is a House in Multiple Occupation (HMO) or other licensable dwelling, and the relevant person has failed to obtain a licence and the LA considers that there is no reasonable prospect of it being licensed in the near future.
- b) It is necessary for the purposes of protecting the health, safety or welfare of persons occupying the property (s.104).

An IMO can be in place for up to 12-months after which it ceases to have effect unless it is revoked before the end of the period. The IMO allows the local authority to:

- Have the right to possession of the property.
- Have the right to do, in relation to the property, anything that a person having an estate or interest in the property would be entitled to do such as repairs and collection of rent etc.
- To spend monies received through the collection of rent for carrying out its responsibilities of management and administration.
- To create new tenancies (with the consent of the landlord).

Final Management Orders - On expiry of an Interim Management Order the local authority has the power to make a Final Management Order (FMO) under s.113 Housing Act 2004 by application to the RPT. Once the FMO is made, it usually takes effect for a period of up to 5-years. This means that the landlord has no control of the property for duration of that period. The general effects of an FMO are similar to those of an IMO. IMOS and FMOs have extensive consequences on the management of a landlord's property, the most noticeable effect will be the financial consequences of the order as the landlord will not directly receive rental income from the property for that period. Rental monies can be used by the local authority to subsidise any relevant expenditure that is reasonably incurred in connection to it performing its duties under the legislation.

Through the duration of the FMO the LA must periodically review the operation of the order and the management scheme and consider whether keeping the order in force is the best alternative available to it.

## **7. Database of rogue landlords and property agents**

A database of criminal landlords and letting agents has been created and will be held by the MHCLG. The database will be updated by local authorities. Landlords or letting agents who receive banning orders will automatically be listed on the register.

## **8. Review, variation, suspension and/or revocation of licences or permits.**

These powers are contained in legislation where local authorities issue licences or permits to businesses. Examples include the Licensing Act 2003, the Gambling Act 2005, the Pollution Prevention and Control Regulations 1999, and the Local Government (Miscellaneous Provisions) Acts 1982 and 1976.

Powers to review, suspend, or revoke licences or permits are contained in the Council's "Delegations to Officers". These are generally held by the Council's Licensing Sub-committees. In terms of deciding to review, vary, suspend, or revoke licences or permits, one or more of the following non-exhaustive criteria will be used:

- a) The operator or personal licence holder has been convicted of a relevant offence(s).
- b) The potential for considerable harm.
- c) The seriousness of the offence(s).
- d) The history of compliance of the offender(s), i.e. apparent reckless disregard to the law, persistent poor standards, repeated breaches, etc.
- e) A person/organisation has been engaged in fraudulent activity.
- f) The operation is no longer being managed by a technically competent person.
- g) Failure of the operator, licence holder, to pay the Council any annual or subsistence fee.
- h) Where a licensed premises has been temporarily closed by the Police or Council for related reasons.
- i) Where a successful prosecution has been obtained for a breach(es) of licence condition(s).

## **9. Seizure, detention, destruction powers**



Authorised officers have powers to formally seize items, such as food, and equipment (including musical systems) which will or could cause an imminent risk to health, safety, or a nuisance to any person(s).

Decisions of this nature will be based on the professional judgement of authorised officers and relevant legislation and government guidance.

We will always give full details of our actions to the offender(s) when we exercise this power.

## **10. Works in default**

This power exists where an authorised officer considers a relevant and serious issue requires urgent work to be carried out. This can occur in relation to statutory nuisances, actual or imminent risks of serious environmental pollution, public health issues or serious housing defects where non-compliance exists and persists.

## **11. Simple caution**

This option is used as a formal warning and as an alternative to prosecution. Guidance has been issued by the Ministry of Justice entitled 'Simple Cautions or Adult Offenders' (April 2015). For a formal caution to be issued the following criteria must be satisfied: -

- a) Sufficient evidence must be available to prove the case.
- b) The offender must admit the offence.
- c) The offender must agree to be cautioned.
- d) The offence must not have been committed by the offender before.

If the offender commits a further offence within 3-years of receiving a formal caution, this may influence our decision to take a prosecution. If during the time the caution is in force the offender pleads guilty to, or is found guilty of, committing another offence anywhere in England or Wales, the caution may be cited in court, and this may influence the severity of the sentence that the court imposes.

## **12. Formal notices**

Formal or legal notices are available to use in most Environmental Health legislation. They are served on the offenders requiring them to stop the contravention of their statutory duties.

Some notices allow an offender a reasonable length of time to remedy the contravention(s). Other notices may require a business, process, or state of affairs to cease immediately, or cease trading/operating immediately, where there is an imminent risk to health, safety, or environmental pollution to employees, members of the public, etc.

Where legislation permits (e.g. The Housing Act 2004) financial charges will be made for any formal enforcement action that the Council takes.

## **13. Community Protection Notices**

Community protection notices (CPNs) are designed to stop a person aged 16 or over, business or organisation committing antisocial behaviour (ASB) which spoils the community's

quality of life. This can include offences such as noise nuisance, eyesore rubbish on private land and antisocial behaviour. Grounds for issuing a CPN include instances in which an individual's behaviour: -

- has a detrimental effect on the quality of life of those in the locality.
- is unreasonable and
- is of a persistent nature.

Before a CPN can be issued, the person, business or organisation suspected of causing the problem must be given a written warning stating that a community protection notice will be issued unless their conduct changes and ceases to have a detrimental effect on the community. The warning must also detail that a breach of a CPN is a criminal offence. Failure to comply with the warning can lead to the issue of a community protection notice. The notice will list the following requirements: -

- to stop doing something specified and/or to do some specified action.
- to take reasonable steps to achieve a specified result - this will be aimed at either preventing the effect of the unacceptable conduct continuing or preventing the likelihood of it recurring.

An appeal against a CPN or its terms can be made to a magistrates' court within 21 days of issue.

If a recipient of a CPN fails to comply with the requirements, the Council may take action to ensure that the failure is remedied and may recover the cost of doing so from the person concerned.

Failure to comply with a CPN can lead to a court summons and, on conviction, can result in a fine of up to Level 4, currently £2,500 for individuals, or £20,000 for businesses. On conviction the Magistrates' have power to order forfeiture and destruction of any item used in the commission of the offence

#### **14. Penalty Charge Notice**

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 make provision for the service of Penalty Charge Notices (PCN), up to a maximum of £5,000, on landlords who breach a remedial notice served on them under regulations.

When Environmental Health has reason to believe that a landlord is in breach of the duties relating to smoke alarms or carbon monoxide alarms, it will serve a Remediation Action Notice (RAN) on the landlord within 21 days of the breach being identified.

The RAN will specify the actions that the landlord must take to remedy the breach/es. The landlords will have 28 days from the date the RAN was served to carry out the works. If the landlord does not carry out the works specified on the RAN the Council will ensure compliance by undertaking the work in default within 28 days if it has the necessary consent to do so. In addition to doing the works the Council may serve a PCN, which must be served within six weeks. Where the landlord does not pay the FPN, consideration will be given to prosecution for the original offence.

The landlord has a right to request the Council to review the PCN and has 28 days to make their representation to the Senior Environmental Health Manager. If the landlord is dissatisfied with the review they may appeal to the First Tier Tribunal.

## **15. Fixed penalty notices**

Fixed penalty notices (FPNs) exist in Environmental Health enforcement areas including noise, smoke free legislation, and smoke control area enforcement (Clean Air Act 1993 as amended by the Environment Act 2021). They are legal notices served on a business or individual in relation to observed contraventions of legislation law. FPNs offer a person the opportunity to discharge any liability to conviction for the offence to which the notice relates by paying a fixed penalty charge within the time specified in the notice. If the penalty is paid in accordance with the penalty notice, then no proceedings for the offence can be brought.

## **16. Penalty Points Scheme (taxi/hackney carriages)**

A Penalty Points Scheme (PPS) has been in place since 2011 in relation to private hire (PH) and hackney carriage (HC) licensing enforcement issues. Penalty Points (PPs) are issued to PH and HC drivers, vehicle owners and PH operators for specified minor breaches of the Council's PH and HC licence conditions. Once a licensee has accumulated 12 PPs in any one calendar year he/she is referred to the Council's Licensing Sub-committee for a decision to be made whether to suspend or revoke their licence.

## **17. Informal notices (written warning)**

For some contraventions, we will send the offender a firm but polite letter clearly identifying the contraventions, giving advice on how to put them right and including a deadline by which this must be done. Informal notices/letters are not part of the statutory procedure, and no offences are committed by not complying with them.

Although, failure to comply could result in a formal notice(s) being served or more severe enforcement action being taken, depending on the seriousness of the breach(es).

The time allowed must be reasonable but must also consider the implications of the contravention(s) in respect of the legislation being enforced.

## **18. Informal verbal warning**

For minor breaches of legislation, we verbally advise the offender clearly identifying the contravention(s), giving advice on how to put them right and including a deadline by which this must be done. Failure to comply could result in more severe enforcement action being taken. The time allowed must be reasonable but must also take into account the implications of the contravention in respect of the legislation being enforced.

This course of action will only be appropriate where the breach is not serious; the history is good and/or the consequences of non-compliance do not pose a significant risk.

## **19. Revisits**

Following the service of a Formal Notice, we shall revisit the premises to check compliance has been achieved.

Following the service of an Informal Notice the investigating officer shall use their professional judgement to follow up the matter and depending upon the legislative implications of the contravention, and the perceived likely response of the offender, shall where necessary revisit the premises to check compliance has been achieved.

Following the provision of verbal warning and advice, the investigating officer shall use their professional judgement to follow up the matter, and depending upon the legislative implications of the contravention, and the perceived likely response of the offender, shall where necessary revisit the premises to check compliance has been achieved.

## **20. No action**

In exceptional circumstances, contraventions may not warrant any action. This can be where the cost of compliance to the offender outweighs the detrimental impact of the contravention on the community, or the cost of the required enforcement action to the Council outweighs the detrimental impact of the contravention on the community.

A decision of no action may also be taken where formal enforcement is inappropriate in the circumstances, such as where a trader has ceased to trade, or the offender is elderly and frail and formal action would seriously damage their well-being.

A decision to take no action must be recorded in writing and must consider the legislative implications of the contravention.

## **APPENDIX 2 - FOOD HYGIENE ENFORCEMENT ACTION OPTIONS**

The range of enforcement action options available includes:

- a) Prosecution
- b) Closure powers
- c) Seizure
- d) Simple cautions
- e) Formal notices
- f) Informal notices
- g) Informal verbal warnings
- h) Revisits
- i) No action

## **APPENDIX 3 - HEALTH AND SAFETY ENFORCEMENT ACTION OPTIONS**

The range of enforcement action options available includes:

- a) Prosecution
- b) Closure powers
- c) Seizure
- d) simple cautions
- e) Formal notices
- f) Fixed penalty notices (under smoke free legislation)
- g) Informal notices
- h) Informal verbal warnings
- i) Revisits
- j) No action

## **APPENDIX 4 - LICENSING ENFORCEMENT ACTION OPTIONS**

This Appendix relates to enforcement options available to authorised officers under the Licensing Act 2003, Gambling Act 2005, the Town Police Clauses Act 1847, and Local Government (Miscellaneous) Provisions Acts of 1976 (taxi, and private hire driver and vehicle licences), and 1982 (“special treatment” licences), Street and House to House Collection licensing, and various animal welfare legislation.

The range of licensing enforcement action options available includes:

- a) Prosecution
- b) Closure powers
- c) Review, variation, suspension or revocation of licences and consents
- d) Simple cautions
- e) Penalty points
- f) Informal notices
- g) Informal verbal warnings
- h) Revisits
- i) No action

## **APPENDIX 5 – HOUSING ENFORCEMENT ACTION OPTIONS**

The range of enforcement action options available includes:

- a) Prosecution
- b) Civil Penalties
- c) Banning orders
- d) Revocation of HMO licences
- e) Rent Repayment Orders
- f) Closure powers
- g) Penalty charge notices
- h) Works in default
- i) HMO/property Management orders
- j) Simple cautions
- k) Formal notices
- l) Informal notices
- m) Informal verbal warnings
- n) Revisits
- o) No action

## **APPENDIX 6 - STATUTORY NUISANCE ENFORCEMENT ACTION OPTIONS**

The range of enforcement action options available includes:

- a) Prosecution
- b) Seizure
- c) Works in default
- d) Simple cautions
- e) Formal notices
- f) Fixed penalty notices
- g) Informal notices
- h) Informal verbal warnings
- i) Revisits
- j) No action

## **APPENDIX 7 - LAND CONTAMINATION ENFORCEMENT ACTION OPTIONS**

This appendix relates to enforcement options available to authorised officers under Sections 78A to 78YC (inclusive) of Part IIA of the Environmental Protection Act 1990 and Regulations made under it; the Environment Act 1995; and the Law of Property Act 1925.

The range of enforcement action options available include:

- a) Prosecution
- b) simple cautions
- c) Formal notices
- d) Works in default
- e) Informal notices
- f) Informal verbal warnings
- g) Revisits
- h) No action

## **APPENDIX 8 - POLLUTION CONTROL ENFORCEMENT ACTION OPTIONS**

This appendix relates to enforcement options available to authorised officers under the Pollution Prevention and Control Act 1999 and Regulations made under it, and the Environmental Protection Act 1990 and Regulations made under it. Provisions relating to enforcement options applicable to Part IIA of the Environmental Protection Act 1990 are detailed within appendix 8.

The range of pollution control enforcement action options available includes:

- a) Prosecution
- b) Review, variation, suspension, and revocation of licence/permit
- c) Works in default
- d) Simple cautions
- e) Formal notices
- f) Informal notices
- g) Informal verbal warnings
- h) Revisits
- i) No action

## **APPENDIX 9 - SMOKE CONTROL AREA ENFORCEMENT ACTION OPTIONS**

This appendix relates to enforcement options available to authorised officers under the Clean Air Act 1993 as amended by the Environment Act 2021 and regulations made under it.

The range of smoke control area enforcement action options available includes:

- a) Fixed penalty notices
- b) Simple notices
- c) Informal notices
- d) Informal verbal warnings
- e) Formal written warnings
- f) Revisits
- g) No action

## **APPENDIX 10 - BUILDING CONTROL ENFORCEMENT ACTION OPTIONS**

### **SCOPE AND OBJECTIVES**

To detect contraventions, record them and ensure compliance with the requirements of the Building Act 1984, Building Regulations 2010 (as amended), and associated legislation. This will be done in an equitable, practical, and consistent manner.

### **RESPONSIBILITIES**

All Building Control staff are responsible for recording any reports received of contraventions / breaches of the Building Regulations and, where necessary, passing them to the Building Control Manager within 6 working days for appropriate action if not resolved within that time.

All staff detecting contraventions are responsible for: -

- Recording them
- Notifying the appropriate person of the contravention (owner, builder, etc.)
- Recommending enforcement action where considered necessary
- Preparing evidence and attending court if required

The Technical Support staff are responsible for inputting data onto the computer system.

The Building Control Manager, in liaison with the Deputy Chief Executive with responsibility for Environmental Health and Building Control, is responsible for: -

- Determining the need for formal enforcement action
- Monitoring and maintaining records of unauthorised works / contraventions

The Deputy Chief Executive with responsibility for Environmental Health and Building Control is responsible for authorising the formal Enforcement action in line with Standing Orders.

### **DOCUMENTS REQUIRED TO BE PREPARED AND PRODUCED IN SUPPORT OF ENFORCEMENT ACTION**

- Application case file
- Evidence such as correspondence, photographs, witness statements, etc.
- Site inspection records (either handwritten or computer records)
- Record sheet detailing contravention
- Copy of enforcement notice
- Record of service of enforcement notice
- All correspondence

### **DEALING WITH CONTRAVENTIONS**

On identification or on report of unauthorised works, Building Control staff will: -

- Check records to ascertain whether a valid Building Regulations application has been received.
- Investigate the matter to determine if a contravention has occurred.



- If necessary, advise the appropriate person (owner, builder, etc.) of the contravention and issue formal caution.
- Advise the Building Control Manager of contravention to enable evaluation of appropriate measures.
- Prepare file (if required) and record all details on computer.

The Building Control Manager will determine the course of action, i.e. whether informal or formal enforcement action is necessary. If informal action is required, the report will be passed to the relevant Building Control Surveyor for action. Where formal action is determined appropriate, the matter will be referred to the Deputy Chief Executive with responsibility for Environmental Health and Building Control.

- If informal action is appropriate: -
  - The Building Control Surveyor writes to the person concerned requesting rectification works and submission of all necessary supporting details.
  - The information is passed to the technical support staff for recording on computer system.
- If formal action is required: -
  - In line with Standing Orders, the information is passed to the Legal Section with a request for legal action. The Chief Executive's and Solicitor's procedure is then followed. The file is passed to the technical support staff for recording on computer system.

## **CONTRAVENTIONS**

### **Minor contraventions**

A minor contravention occurs when work which is subject of a formal application: -

- is not carried out in accordance with Building Regulations requirements.
- is carried out incorrectly.

When a Building Control Surveyor is made aware of, or observes minor contraventions on site:

- The appropriate person on site is advised of contravention.
- An agreed time period is given to the appropriate person to resolve the matter.
- The details are recorded on the site inspection record and on the computer.
- If the contravention has not been satisfactorily attended to by the expiry of the agreed time the matter is passed to the Building Control Manager for appropriate action

### **Major contraventions**

A major contravention occurs when work that has been subject of a formal application: -

- Has not been rectified in accordance with Building Regulations requirements, or
- Cannot be inspected due to lack of or inadequate notice having been given of works,  
or

- Requires extensive alteration to achieve compliance.

A major contravention may also occur where works have been carried out without a formal application having been submitted and: -

- Works are at an advanced stage.
- Aspects of the works have been permanently covered prior to having been inspected.
- Works do not achieve compliance with the requirements of the Building Regulations and result in the means of escape provision and / or the structural integrity being obviously inadequate.

When a Building Control Surveyor is made aware of major contraventions, he / she shall: -

- Inform the relevant person (owner, builder, etc.) of the contravention and formally caution that person.
- Record all relevant details using handwritten notes, thereafter, signing and dating the notes.

On return to the office the Building Control Surveyor discusses the matter with the Building Control Manager and, if appropriate, prepares an enforcement notice for serving on the relevant person, giving an appropriate period for rectification based on the severity of the contravention.

The enforcement notice and any necessary documents are produced by the technical support staff and are submitted to the Building Control Manager for authorisation.

The enforcement notice is reviewed by the Building Control Manager and if all details are in order, the notice is signed and dispatched to the offender, either by registered / recorded post or served by hand.

A copy of the notice is placed in the case file and the date entered on the site inspection record. The technical support staff record a reminder in the progress filing system for further action. If no corrective action is taken by the offender within the specified period the Building Control Surveyor will: -

- Consult with the Building Control Manager on a further course of action.
- If legal action is necessary, in line with Standing Orders, pass the file to the Legal section for enforcement action to be instigated under the Chief Executive's and Solicitor's rules.
- Update the case file after which the technical support staff will update the computer records.

## **COURT PROCEEDINGS**

Should matters progress to Court, each Building Control Surveyor will attend as required by the Chief Executive and Solicitor. All findings / rulings will be recorded on the site inspection record.

Follow up enforcement action will be taken as necessary, on further advice or instruction from Solicitor. All details will be recorded on the site inspection record.

## **FILING**

On satisfactory resolution of the case, the following additional information is retained in the case file: -

- All correspondence
- Copy of enforcement notice
- Copies of all evidence and witness statements
- Details of Court action (if appropriate)

Ultimately the case file is returned and retained within main case file system.

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## SPELTHORNE BOROUGH COUNCIL

### Banding the Offence and Determining Appropriate Sanctions Procedure

#### Setting Civil Penalties Procedure

- the Housing Act 2004
- the Housing and Planning Act 2016
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

#### Scope

A civil penalty is a financial penalty imposed by a local housing authority on an individual or organisation as an alternative to prosecution for certain housing offences under the Housing Act 2004 and a breach of a banning order under the Housing and Planning Act 2016.

This procedure sets out the way in which an officer determines the best course of action for dealing with offences that occur in relation to the Housing Act 2004, the Housing and Planning Act 2016 and The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020. It also sets out the processes for determining the civil penalty.

**In applying this procedure full consideration will be given to the Sentencing Act 2020 and its parts that form the “Sentencing Code<sup>1</sup>”, and DCLG’s statutory guidance for local housing authorities’ ‘Civil penalties under the Housing and Planning Act 2016, and other guidance that maybe applicable.**

#### List of abbreviations used in this document.

BO – Banning Order  
 RRO – Rent Repayment Order  
 FTT – First Tier Tribunal  
 LBO - Landlord Banning Order  
 LHA – Local Housing Authority  
 PO – Prohibition Order  
 RLD - Rogue Landlord Database

#### Relevant housing offences

This procedure can be used in relation to the following offences: -

- Housing Act 2004
  - section 30 (failure to comply with improvement notice)
  - section 72 (licensing of HMOs)
  - section 95 (offences in relation to licensing of houses under Part 3)
  - section 139(7) (failure to comply with overcrowding notice)

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<sup>1</sup> The Sentencing Council provides guidance to the Sentencing Code <https://www.sentencingcouncil.org.uk>

- section 234 (management regulations in respect of HMOs)
- Housing and Planning Act 2016
  - section 21(1) (breach of a landlord banning order, including sanction for continued breach)
- The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
  - section 11 (breach of duties)

A banning order offence is an offence as specified in the Housing and Planning Act 2016 (Banning Order Offences) Regulations 2017. Landlords convicted of a banning order offence must be placed on the rogue landlords database.

Note: For a breach of section 3 of the ESSPRS regulation, this must be will be dealt with by way of remedial notice and following non-compliance with a remedial notice a financial penalty no greater than £30,000 can be issued.

### **Financial Penalties as an alternative sanction to taking a prosecution.**

The Government has introduced the civil penalty as part of its campaign to clamp down heavily on criminal landlords. Ministers have made it very clear that they expect this power to be used robustly and is not a lighter option to a prosecution, and the same criminal standard of proof is required for a civil penalty as for prosecution; that is beyond reasonable doubt that the offence has been committed.

In respect of offences, Local Housing Authorities (LHA) have been given the authority to determine whether to prosecute or whether to impose a civil penalty. If the LHA makes the determination to issue a civil penalty they will need to determine the level of civil penalty to impose (the maximum civil penalty is £30,000). The level of financial penalty in the Magistrates Court is now unlimited for all offences where a financial penalty could also be issued. All monies collected following the issue of a civil penalty can be retained by the LHA to further its statutory functions in relation to private housing enforcement work.

The Housing and Planning Act 2016 has also introduced the “Landlord Banning Order” (LBO) for the most serious and prolific offenders, and the “Rogue Landlord Database” (RLD) which lists the landlords and property agents convicted of certain offences.

The decision whether to prosecute will be considered for each offence. Spelthorne Borough Council will regard prosecution as the preferred option for the higher banded offences, and for offences that we determine as falling at the threshold where it is proportionate to look to seek further redress; ultimately through the RLD and BO penalties. This approach will meet the Government’s aim of clamping down heavily on a criminal landlord or letting agents.

### **Banding the Offence and Determining the Sanction (using scoring matrix)**

The first of five stages of ‘Setting the Civil Penalty’ provides a means of ‘Banding the Offence’ based on the seriousness of the offence, the culpability of the landlord, and impact on the tenant(s) and community.

The five stages allow for a wide review of the appropriateness of the civil penalty chosen, including the means, and the table below acts as a guide.

In reviewing whether to prosecute, the LHA should consider the scope for working together with other LHAs where a landlord has committed breaches in more than one local authority area.

The initial scoring of the offence acts as a guide to the most suitable sanction, whether a simple caution, a civil penalty, or prosecution in the magistrate's court. Table 1 below covers the links between the stage 1 assessment (banding the offence) and the civil penalty.

Table 1: Banding the offence															
Band 1				Band 2				Band 3				Band 4			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Caution															
Financial Penalty – Rent Repayment Order optional															
		Financial Penalty and Rent Repayment Order Register on Rogue Landlord Database (2 FP within 12M period)													
					Prosecution and Rent Repayment Order Banning Order Offence – register on Database										
									Consider -application to Ban Landlord						

Note: the term “financial penalty” used in the above table means “civil penalty” as used in the remainder of the document.

### Factors to be considered when deciding on the most appropriate civil penalty for the landlord who has committed an offence: -

1. If a single civil penalty is issued the landlord cannot be placed on the Government Rogue Landlord Database unless a second civil penalty is issued within a 12-month period.
2. A civil penalty is not a “Banning Order Offence”. By issuing a civil penalty the LHA will be precluded from seeking to apply to a First Tier Tribunal (FTT) for a Landlord Banning Order.
3. The LHA cannot issue a simple caution, a civil penalty, and prosecute for the same offence. The LHA must determine which route is the best to follow for each offence. Similar offences can be considered within the Stage 5 “Totality Principal” of “Determining the Civil Penalty” (see below).
4. The Statutory Guidance says that a prosecution may be the most appropriate option where an offence is particularly serious, or where the offender has committed similar offences in the past.
5. Has the landlord committed offences in other LHA areas? Where the LHA decides to prosecute, when a landlord has committed breaches in more than one LHA area the LHA should consider the scope for working together with other LHAs.
6. Stage 1 (the first of five stages) ‘Determining the Civil Penalty’ provides a means of Banding the Offence that is based on the seriousness of the offence, the culpability of the landlord, and the impact on tenant(s) and community. ‘Banding

the Offences' sees the Council scoring the culpability of landlord and the level of harm to the levels in Table 2

7. Generally, the Council should determine the civil penalty after carrying out the 'Banding the Offence' exercise after Stage 1.
8. A civil penalty will be issued where the offence is judged to 'meet the criteria'. That is, assessed as a Band 2 (or Band 1 with penalty score of 4) or greater.
9. Band 1 offences (scores 1 or 2) will generally be considered for simple caution.
10. Band 4 offences will generally be considered for a prosecution. Additionally, offences in Band 2 or 3 will generally be considered for prosecution where there is one SIGNIFICANT factor or where both are assessed as HIGH.

Prosecution will also be the preferred option for offences that the LHA determine fall at the threshold where it is proportionate to seek further redress, ultimately through publicity on the Rogue Landlords Database and Banning Order penalties. This approach will meet the Government's aim of clamping down heavily on a criminal landlord or letting agents.

11. The scoring after Stage 1 sets the initial banding for the offence. It concentrates predominately on the intent of the offender and the impact this has made with regards to the tenant, community, industry, and regulator. In making this assessment it is inevitable that reference will be made to past actions, responses, events, wider compliance and physical standards and conditions. Understanding all information and representations will allow the LHA to make a judgement at each of the five stages of Determining the Civil Penalty.
12. Where information and representations can be considered at both the Stage 1 and future stages, there is a need to avoid duplicity. The general principle is that for a representation or information to be considered as an aggravating factor, it is to be deemed of a sufficiently aggravating nature that is not covered directly or implicitly within the landlord culpability and harm banding factor assessments.
13. When using any information or representations made, the LHA must be sure that it is admissible and that it helps achieve the burden of proof to 'beyond all reasonable doubt', and not the lesser 'balance of probabilities'.



14. Level of cooperation from landlord. Attending PACE interview, offering action to rectify and prevent other breaches.

Penalty for Landlord		Banding the Offence Penalty Score	Offender [level of culpability]	Offender [level of harm to tenant or community]
Financial Penalty	Simple Caution	Band 1 offence – score of <u>1</u> (both factors low) or <u>score of 2</u> (where one of the factors is moderate)	<b>LOW</b> committed with little fault, (significant effort to mitigate, minor failing, little indication of risk)	<b>LOW</b> Low risk of an adverse effect on individual(s). Public misled but little or no risk of actual adverse effect on individual(s)
		Band 1 offence – score of <u>1</u> <u>score of 4</u> (both factors moderate)	<b>MODERATE</b> committed through act or omission which a landlord exercising reasonable care would not commit	<b>MODERATE</b> Moderate risk of an adverse effect on individual(s) (not low). Public misled but little or no risk of actual adverse effect on individual(s)
	Prosecution	Band 2 offence – <u>score of 6</u> (where 1 factor is moderate) <u>score of 8</u> (where one factor is moderate and other is significant)		
	Application for Banning Order (where prosecution achieved)	Band 3 offence – <u>score of 9</u> (both factors high) or <u>score of 12</u> (where one of factors is significant)	<b>HIGH</b> actual foresight of, or wilful blindness to, risk of offending but risk nevertheless taken.	<b>HIGH</b> Serious adverse effect on individual(s) (not significant) (assess vulnerabilities). (Tenant /consumer mislead) Regulator and/or legitimate industry substantially undermined by offender's activities
		Band 4 offence – <u>score of 16</u> (both factors significant)	<b>SIGNIFICANT</b> deliberately or intentionally breached, or flagrantly disregarded, the law.	<b>SIGNIFICANT</b> Serious adverse effect(s) on individual(s) (assess vulnerabilities) and/or having a widespread impact. Significant disregard of Regulator with significant deceit.

**Matters to consider when determining whether to issue Civil Penalty.**

- Previous offences (convicted and sanctions imposed) can be considered as part of the Stage 1 assessment. First known offence for landlord will generally see the sanction capped with a civil penalty.
- Has the landlord complied with legislative requirements? What was the level of Council involvement to seek compliance? If a licence application was made what was the date? How does the date of compliance compare with the date of inspection, knowledge of offence, warning letters(s), invitation to PACE interview, date of and issuing of summons or notice of intention for a civil penalty?
- How long was the period of non-compliance? What period does the evidence support?
- Did the landlord adopt an approach to part compliance that could be interpreted as 'avoiding meeting legislative requirements'? What evidence is available to support this?
- Previous compliance with legislation. Balance offence with quality and reliability of evidence. Is there is a wider history of non-compliance with legislative requirements for the property in Spelthorne.

- f) What representations and further information have been received prior to decision date. When they have been duly considered is there an impact on the decision to proceed.
- g) Has the case 'review officer' put forward any views that need to be acted upon?
- h) Is there any scale to this action? Are multiple offences at one address or similar offences but at multiple locations being pursued? Will the scale of action require several different sanctions, and if a single course of action, can offences be combined into one sanction.
- i) What parties have a level of responsibility with the offence(s). Has the level of responsibility been assumed or determined. Are several parties culpable and do some have mitigating circumstances? How does the person responsible fit in with the Housing Act definitions: - person managing, having control, owner, licence holder (as well as his / her role). Is the person a company (limited by guarantee), etc?
- j) Was the Council obstructed; what support has the Council provided with ensuring compliance?
- k) How have the responsible parties acted following receipt of warning letters?

## THE FIVE STAGES IN ‘DETERMINING THE LEVEL OF CIVIL PENALTY’

Stage 1: Banding the offence. The initial civil penalty band is decided following the assessment of two factors: -

- Culpability of the landlord; and
- The level of harm caused by the offence.

The scores are multiplied to give a penalty score which sits in one of four penalty bands.

Stage 2: Amending the penalty band based on aggravating factors.

Stage 3: Amending the penalty band based on mitigating factors.

Stage 4: A Civil Penalty Review. To review the civil penalty to ensure it is proportionate and reflects the landlord’s ability to pay.

Stage 5: Totality Principle. Consideration is given to whether the enforcement action being considered is for one offence or multiple offences, whether recent related offences have been committed, and to ensure the total penalties are justified and proportionate to the offending behaviour.

All consideration works for Stages 1-5 must be carried out in the civil penalty calculation sheet.

### Stage 1: Banding the Offence

There are two factors to assess here.

<b>Banding The Offence</b>	
<p><b>Factor 1.</b> <b>Culpability of Landlord (seriousness of offence and culpability)</b></p> <p><b>To be considered as part of assessment:</b></p> <ul style="list-style-type: none"> <li>• The scale and scope of the offences,</li> <li>• What length of time did the offence continue for or repeat over?</li> <li>• What was the legislation being breached?</li> <li>• To what extent was the offence premeditated or planned,</li> <li>• Whether the landlord knew, or ought to have known, that they were not complying with the law,</li> <li>• The steps taken to ensure compliance,</li> <li>• Whether the landlord has previous relevant unspent housing offence related convictions (source National Landlord database),</li> </ul>	<p><b>Assessment:</b> <i>The landlord is to be assessed against four levels of culpability (low, moderate, high, or significant)</i></p>
	<p><b>Significant</b></p> <p>Where the offender deliberately or intentionally breached, or flagrantly disregarded, the law.</p>
	<p><b>High</b></p> <p>Landlord had actual foresight of, or willful blindness to, risk of offending but risk nevertheless taken.</p>
	<p><b>Moderate</b></p> <p>Offence committed through act or omission which a landlord exercising reasonable care would not commit.</p>
	<p><b>Low</b></p> <p>Offence committed with little fault, for example, because: -</p>

<ul style="list-style-type: none"> <li>• The likelihood of the offence being continued, repeated, or escalated.</li> <li>• The responsibilities the landlord had with ensuring compliance in comparison with other parties</li> </ul>	<ul style="list-style-type: none"> <li>• Significant efforts were made to address the risk although they were inadequate on this occasion.</li> <li>• There was no warning / circumstance indicating a risk.</li> <li>• Failings were minor and occurred as an isolated incident.</li> </ul>
<p><b>Factor 2</b></p> <p><b>Level of Harm (for tenant(s), community)</b></p> <p><b>To consider as part of assessment</b></p> <ul style="list-style-type: none"> <li>• Circumstances or vulnerabilities of the tenant/s (age, illness, ability to communicate, language, young children, or disabilities).</li> <li>• Tenant/s' views about the impact that the offence has had on them.</li> <li>• The extent to which other people in the community have been affected. For example, because of anti-social behaviour, excessive noise, and damage to adjoining properties.</li> <li>• Is more than one household affected?</li> <li>• The level of actual or potential physiological or physical impact on tenant/ and third parties?</li> <li>• What regulation, legislation, statutory guidance, or industry practice governed the circumstances of the offence?</li> <li>• Has the level of trust been breached and have landlord actions impacted on sector?</li> </ul>	<p><b>Assessment:</b></p> <p><i>The landlord is to be assessed against four levels (low, moderate, high or significant) of harm or consequence:</i></p>
	<p><b>Significant</b></p> <ul style="list-style-type: none"> <li>• Serious adverse effect(s) on individual(s) and/or having a widespread impact.</li> <li>• Significant risk of an adverse effect on individual(s) – including where persons are vulnerable.</li> <li>• Significant disregard of Regulator or legitimate industry role with significant deceit.</li> </ul>
	<p><b>High</b></p> <ul style="list-style-type: none"> <li>• Adverse effect on individual(s) (not amounting to significant)</li> <li>• High risk of an adverse effect on individual(s) or high risk of serious adverse effect, some vulnerabilities.</li> <li>• Regulator and/or legitimate industry substantially undermined by offender's activities.</li> <li>• Consumer/tenant misled</li> </ul>
	<p><b>Moderate</b></p> <ul style="list-style-type: none"> <li>• Moderate risk of an adverse effect on individual(s) (not amounting to low risk)</li> <li>• Public misled but little or no risk of actual adverse effect on individual(s)</li> </ul>
<p><b>Low</b></p> <ul style="list-style-type: none"> <li>• Low risk of an adverse effect on individual(s)</li> <li>• Public misled but little or no risk of actual adverse effect on individual(s)</li> </ul>	

**Scoring Matrix:**

Scoring Matrix for Financial Penalty					
LEVEL OF CULPALABILITY (SERIOUSNESS OF OFFENCE)	Significant	4	8	12	16
	High	3	6	9	12
	Moderate	2	4	6	8
	Low	1	2	3	4
		Low	Moderate	High	Significant
FACTORS	IMPACT, LEVEL OF HARM				

The score for each factor is multiplied to determine the score and then the financial penalty band (smaller penalty points)

**Stage 2: Amending the penalty band due to aggravating factors.**

**Objective:** - to consider the aggravating factors of the offence that may influence the civil penalty. A significant aggravating factor may allow the civil penalty to be increased by a penalty point.

Examples aggravating factors: -

- Previous convictions, having regard to a) the nature of the offence to which the conviction relates and its relevance to the current offence; and b) the time that has elapsed since the conviction (is conviction spent)?
- Motivated by financial gain, profited from activities.
- Deliberate planned concealment of activity resulting in offence and obstructive nature of landlord towards investigation.
- Established evidence of longer-term impact on the (wider) community as a consequence of activities.
- Role within the private rented sector and familiarity with responsibilities and current level of responsibility with managing and letting private rented properties.
- Refusal to accept offer of, or respond to LHA advice regarding responsibilities, warnings of breach, or learned experience from past action, or involvement of LHA or other Regulatory Body (e.g., Surrey Fire and Rescue, Trading Standards).
- Any further factor that can be deemed to be of a sufficiently aggravating nature that is not covered above or within the culpability and harm banding factors.

**Stage 3: Amending the penalty band based on mitigating factors.**

**Objective:** - to consider any mitigating factors and whether they are relevant to the offence. A significant mitigating factor may allow the civil penalty to be decreased by a penalty point.

Example mitigating factors: -

- No evidence of previous convictions, or no relevant/recent convictions.

- Steps voluntarily taken to remedy problem.
- High level of co-operation with the investigation, beyond that which will always be expected.
- Good record of maintaining property and compliance with legislation, statutory standards, and industry standards.
- Self-reporting, co-operation, and acceptance of responsibility.
- Mental disorder or learning disability, where linked to the commission of the offence.
- Serious medical conditions requiring urgent, intensive, or long-term treatment, where linked to the commission of the offence.
- Age and/or lack of maturity where it affects the responsibility of the offender.
- Any further factor that can be deemed to be of a sufficiently mitigating nature that is not covered above or within the culpability and harm banding factors.

**Stage 4: A review of the civil penalty to ensure that the case can be made and that the chosen approach is proportionate.**

This is done by the case officer.

**Step 1:** to check that the provisional assessment, and the proposed civil penalty meets the aims of the Crown Prosecutions sentencing principles:

- Punishment of offender
- Reduction of/stopping crime
- Deterrent of offender or for other potential offenders
- Reform of offender
- Protection of public
- Reparation by offender to victim(s)
- Reparation by offender to community
- Remove any financial benefit the offender may have obtained as a result of committing the offence.

**Step 2:** to check that provisional civil penalty assessment, and the proposed civil penalty is proportionate, and will have an appropriate impact.

- Local authorities should use their existing powers, as far as possible, to assess a landlord's assets and any income (not just rental income) they receive when determining an appropriate civil penalty by making an adjustment to the penalty band. The general presumption should be that a civil penalty should not be revised downwards simply because an offender has (or claims to have) a low income. Similarly, if a landlord with a large portfolio was assessed to warrant a low civil penalty, the civil penalty might

require adjustment to have sufficient impact, and to conform to sentencing principles.

Part 6, Schedule 16 of the Crime and Courts Act 2013 permits the value of any assets owned by the landlord(s), eg rental property portfolio, to be taken into account when making an assessment and setting the level of civil penalty. Section 125 of the Code and the Sentencing Council's guidelines<sup>2</sup> provide guidance in the determination of appropriate level of civil penalty.

The civil penalty is meant to have an economic impact on the landlord, removing rewards for criminal activities, and acting as a deterrent to bad practice.

In setting a civil penalty, the LHA may conclude that the offender is able to pay any civil penalty imposed unless the offender has supplied any financial information to the contrary. It is for the offender to disclose to the LHA such data relevant to his financial position as will enable it to assess what he can reasonably afford to pay. Where the LHA is not satisfied that it has been given sufficient reliable information, the LHA will be entitled to draw reasonable inferences as to the offender's means from evidence it has heard and from all the circumstances of the case which may include the inference that the offender can pay any civil penalty.

**Process:** The offender will be asked to submit relevant information as part of the process and the request for financial information will be incorporated into the notes on the "notice of intended action", the first step with issuing a civil penalty notice.

### **Stage Five: Totality principle<sup>3</sup>**

**Objective:** - Where the offender is issued with more than one civil penalty, the LHA should consider the Sentencing Council's guidance from the Totality Guideline. Where separate financial penalties are passed, the LHA must be careful to ensure that there is no double-counting. Section 249A of the Housing Act 2004 (amended) states that 'only one civil penalty under this section may be imposed on a person in respect of the same conduct'.

"The total civil penalty is inevitably cumulative". The LHA should determine the civil penalty for each individual offence based on the seriousness of the offence and considering the circumstances of the case including the financial circumstances of the offender so far as they are known, or appear, to the LHA. The LHA should add up the financial penalties for each offence and consider if they are just and proportionate.

If the aggregate total is not just and proportionate the LHA should consider how to reach a just and proportionate civil penalty. There are several ways in which this can be achieved.

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<sup>2</sup> [General guideline: overarching principles – Sentencing \(sentencingcouncil.org.uk\)](https://www.sentencingcouncil.org.uk/overarching-guides/overarching-principles/)

<sup>3</sup> <https://www.sentencingcouncil.org.uk/overarching-guides/magistrates-court/item/totality/> (Totality Guideline)

## Examples:

- Where an offender is to be penalised for two or more offences that arose out of the same incident, or where there are multiple offences of a repetitive kind (management offences or breach of conditions), especially when committed against the same person, it will often be appropriate to impose for the most serious offence a civil penalty which reflects the totality of the offending behaviour where this can be achieved within the maximum civil penalty for that offence. No separate sanction should be imposed for the other offences.
- Where an offender is to be penalised for two or more offences that arose out of different incidents, it will often be appropriate to impose separate financial penalties for each of the offences. The LHA should add up the financial penalties for each offence and consider if they are just and proportionate. If the aggregate amount is not just and proportionate the LHA should consider whether all the financial penalties can be proportionately reduced. Separate financial penalties should then be passed.
- Where the LHA has determined that it will apply for a RRO within the 12-month deadline, the civil penalty should be reviewed to ensure the total penalty is proportionate as guided by Stage 4. The civil penalty may be adjusted accordingly knowing that, if successful, the RRO award will be the maximum.

**Summary of Decision: The Council's proposed decision is to impose a civil penalty.**

Example text for civil penalty notice: -

Considering the factors considered following the five-stage process, the Council intends to impose a civil penalty. In reaching this decision, the Council has considered the following:

- a) The Landlord's failure was a (serious) contravention(s) of section 95 (1) of the Housing Act 2004
- b) The Landlord level of culpability has been scored as high – score of 3-penalty points.
- c) The level of tenant detriment was significant, and a positive decision has been taken to act against the efforts of the Council to improve the private rented sector. The harm has been scored as moderate – score of 2-penalty points. The penalty point score at this stage is 6-penalty points.
- d) The civil penalty has been increased by 1-penalty point because of several aggravating factors (see stage 2). The new score is 7-penalty points.
- e) The Landlord has provided a few small mitigating factor(s) (see stage 3) but noting the seriousness of the breach and the actual rationale behind the cooperation this was not felt sufficient to allow a decrease in the proposed penalty score. The penalty score is maintained at 7-penalty points.
- f) After consideration of the proportionality of the civil penalty it was decided to reduce the penalty score by 1-penalty point with the resultant penalty score still considered significant for the offence committed. Penalty score reduced to 6-penalty points.



- g) When reviewing the totality of the fines it felt appropriate to maintain this civil penalty. The Council has considered the totality by choosing to investigate separately further offences and issue further financial penalties as appropriate.
- h) The Council considers that a [significant] civil penalty is necessary to create an incentive to ensure compliance and to deter future breaches by landlords. A civil penalty of £6,000 is below the achieved rental income and significantly higher than the standard property licensing fee payable.

Setting the Civil Penalty for a Landlord

Penalty band	Band 1				Band 2				Band 3				Band 4			
Penalty Score	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Financial Penalty	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000

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<u>Penalty Banding Grid</u>	Band 1				Band 2				Band 3				Band 4			
Penalty Score	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
S30(1) – IN HA 2004 (£5,000) By completion time	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
S30(1) – IN HA 2004 (£5,000) Start on time	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
S32 (1)– PO HA 2004 (£5,000) Breach of Order																
S32 (1)– PO HA 2004 (£20 daily) Continuing offence																
Section 72 (1) – not licence HMO (£20,000)	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 72(2) –HMO overcrowding (£5,000)	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 72(3) –HMO licence conditions (£5,000)	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 95 (1) – not licence PRP (£20,000)	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 95 (2) – PRP licence condition. (£5,000) per condition	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 139 – HA 2004 O/C (£2,500)	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 234 – HMO Regulation (£5,000) per breach	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 21(1) Housing Planning Act 2016. Breach of Banning Order (imprisonment)	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 6(1) Criminal Law Act 1977; (£5,000 or Imprisonment)																
Section 1 92) (3) or (3A) Protection from Eviction Act 1977 (fine or imprisonment)																
Breach of a banning order made under section 21 of the 2016 Act;	£250	£500	£750	£1000	£2,000	£4,000	£8,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000

Note: the term “financial penalty” used in the above table means “civil penalty” as used in the remainder of the document.

Offence	Subject to FP and RRO
Offence	Subject to FP only
Offence	Subject to RRO only

Note: the term "FP" used in the above table means "civil penalty (CP)" as used in the remainder of the document.

### **Setting the Rent Repayment Order (RRO) for a landlord.**

See separate RRO procedure for more information on this: -

A tenant or the LHA may individually apply to a FTT for a RRO award in respect of their rent payments within 12-months of an offence. Under section 73 (7 iii) and section 96 (7iii) of the 2004 Act, and section 42 (2b) of the 2016 Act; the LHA is required to stipulate in the notice of intended proceedings how much the order for repayment of rent is. The level of rent relates to a defined period of 12-months in the period leading up to the offence, or during the 12-month period whilst the offence was being committed. The local investigation will determine the levels of rent paid. The LHA has no control over the level of rent a tenant may apply for.

The Government have advised that the RRO should ensure it considers the: - punishment of the offender, the recipient of any recovered rent, deterring the offender from repeating the offence, deterring others from committing similar offences, and removing any financial benefit the offender may have obtained as a result of committing the offence. The LHA must have regard to the statutory guidance issued under section 41(4) of the 2016 Act when exercising their functions in respect of RRO.

Where a conviction has been achieved, the LHA will apply to the FTT for the maximum rent repayment; within a 12-month period. Section 46 of the 2016 Act states this is the level that must be awarded to either a tenant (except for section 72(1) or 95(1) offences) or the LHA where the landlord has been convicted or a civil penalty issued in relation to that offence. In these cases, there is no discretion within "Determining the Civil Penalty".

If no conviction or civil penalty is issued, or no civil penalty can be issued, and a RRO is applied for, Spelthorne Borough Council will apply to the FTT for the maximum rent repayment. If a civil penalty is to be issued, the penalty point/banding first determined will be reviewed under Stage 5 to ensure the Totality Principle is met. This aims to ensure that the total penalties are just and proportionate to the offending behaviour.

The legislation places the ultimate decision for determining the financial award under a RRO with the FTT in line with section 74 and 97 of the 2004 Act, and the tables in section 44 and 45 of the 2016 Act. The FTT must consider: - the conduct of the landlord, the financial circumstances of the landlord, and whether the landlord has at any time been convicted of an offence to which this Chapter (Part 2 Chapter 4) applies. It is also felt that not making the application for the maximum award would undermine the discretion of the FTT.

A person aggrieved by the decision of the FTT may appeal under the provisions of Part 2 Chapter 5 of the 2016 Act.

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# Neighbourhood Services and Enforcement Committee



**Thursday 5 October 2023**

<b>Title</b>	<i>Review of Community Safety 2023</i>
<b>Purpose of the report</b>	To note
<b>Report Author</b>	<i>Will Jack-Community Safety Officer Neighbourhood Services</i>
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	<i>n/a</i>
<b>Corporate Priority</b>	Community Environment Service delivery
<b>Recommendations</b>	<b>Committee is asked to:</b> <ul style="list-style-type: none"> <li>Note the 2023 review of Community Safety</li> </ul>
<b>Reason for Recommendation</b>	This report seeks to provide an update on the activities and plans of the Spelthorne Safer Stronger Partnership (SSSP)

## 1. Summary of the report

- 1.1 This report seeks to outline and present the 2023 review of Community Safety as required by statute and will highlight the current partnership status together with the priorities determined by the partnership. This report will present the current crime statistical data and trends.
- 1.2 This report seeks to review existing provision, priorities and procedure incorporating the recommendations within the Crime & Disorder Act 1998 to ensure that we are employing the most appropriate response.
- 1.3 Updates following a review of the 2020-2023 Community Safety Strategy (**Appendix A**) include: -
  - Hate Crime and Domestic Abuse will be dealt with as individual priorities (Section 2.6)
  - Police & Crime Plan 2021-2025 (Section 2.7)
  - Police Resourcing (Section 2.12)
  - Police Public Confidence Survey (Section 2.15)
  - Crime Summary (Section 2.16)
  - Violence against Women and Girls (Section 3.3)

- Water Safety (Section 3.10)

## 2. Key issues

- 2.1 Community Safety involves various partner organisations working together with local communities to tackle persistent crime and disorder issues that are adversely affecting the quality of life of local people within the borough. From feeling secure in their home to feeling confident while out in the local neighbourhood, Community Safety is one of the most important issues for residents living in Spelthorne.
- 2.2 It remains a statutory requirement under S.17 Crime and Disorder Act 1998 for local authorities to work in partnership to reduce crime and Anti-Social Behaviour (ASB). This is achieved through the Spelthorne Safer Stronger Partnership (SSSP). Responsible partners namely the Local Authority, Fire & Rescue Service, Clinical Commissioning Group, Probation, Surrey County Council, and the Police, work collaboratively in partnership. The SSSP meets on a quarterly basis.
- 2.3 By working together, these organisations have a greater impact on preventing crime & disorder and develop more effective and sustainable solutions to better protect, support, and empower residents to feel safe and secure.
- 2.4 The Government has introduced several national changes that have significantly impacted on the Community Safety landscape. Some of these changes include the introduction of national strategies and policies linked with Domestic Abuse, ASB, Counter Terrorism and crime prevention, all of which have altered the focus of the work delivered by the Community Safety partners.
- 2.5 Policing & community safety continues to change, crime and demands on services/resources are different. Online and cyber-crimes are still increasing as are the more complex and harmful crimes such as cuckooing, sexual exploitation, modern slavery, county lines and human trafficking, while incidents linked with vulnerability (e.g., mental health problems) are increasing and more victims are confidently reporting issues linked with domestic and sexual abuse.
- 2.6 In setting the current priorities, the SSSP used police data and the local crime profile. There was also stakeholder engagement to decide on the following priorities for the 3-year period covering 2020/2023 which were to: -

### **Reduce**

- Crime - with reference to Violent Crime; Residential Burglary; Harm Caused through Misuse of Drugs and Alcohol; Vehicle Crime & Acquisitive Crime.
- The threat of serious organised crime
- Domestic Abuse
- Hate Crime
- Violence against women and girls
- Anti-Social Behaviour
- Re-Offending

- The Threat of Terrorism
- The threat of criminal exploitation and cyber related crime

### **Improve**

- Engagement with our public to help make our communities stronger.
  - Water Safety
- 2.7 The current Police and Crime plan produced jointly with Surrey Police and the Police and Crime Commissioner (PCC) covers the period 2021-2025. This sets priorities as follows:
- Priority 1: Reducing violence against women and girls.
  - Priority 2: Protecting people from harm in Surrey.
  - Priority 3: Working with Surrey communities so that they feel safe.
  - Priority 4: Strengthening relationships between Surrey Police and Surrey residents.
  - Priority 5: Ensuring safer Surrey roads.
- 2.8 The Community Safety partnership known locally as the Spelthorne Safer Stronger Partnership (SSSP) has the responsibility to convene a strategy group of all responsible authorities. The group prepare an assessment of local crime and community safety priorities using information provided by partner agencies and the community and produce an action plan to meet those priorities. The Community Safety Team at Spelthorne takes responsibility for co-ordinating activities and events and driving performance.
- 2.9 It is important to recognise that the SSSP has several statutory obligations, and although not listed as current strategic priorities, there continues to be a lot of work undertaken to ensure we comply with relevant legislation. For example, as a partnership we have a responsibility to report activity linked with preventing violent extremism, commission reviews into domestic-related homicides and deliver actions to help minimise serious and organised crime within the borough. Partnership activity takes place around these themes, as part of our core day-to-day business and will continue to be delivered during 2023.
- 2.10 The Anti-social Behaviour, Crime and Policing Act 2014 defines ASB as:
- Conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person (i.e., objectively causes fear for one's own safety), or
  - Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupational residential premises, or
  - Conduct capable of causing housing-related nuisance or annoyance to any person.
- 2.11 The Spelthorne Neighbourhood policing team consists of 1 Inspector, 2 Sergeants, 12 Police Constables, 1 Youth Engagement Officer, and 1 Designing out crime Officer. There are also 2 Police Community Support Officers (with 4 more joining within the next 3 months) on the Spelthorne policing team. They are supported by a large team of Omni-competent

response officers. These police teams work closely with the Councils 5 Joint Enforcement Team officers (JET) and 2 Community Safety Officers.

- 2.12 Regular formal multi agency meetings take place to share information and problem solve. These are the Community Harm and Risk Management Meeting (CHaRMM) and the Tasking and Co-ordinating Group (T&CG). The former looks at prominent offenders or vulnerable victims, the latter at geographical problems. These are embedded into the partnership activities.
- 2.13 Surrey County Council and Surrey Police carry out a resident survey each year as part of the Joint Neighbourhood Survey (JNS).
- 2.14 Public confidence in policing 2023 Q. How confident are you in your Neighbourhood police (% very/confident) – **Appendix C** (Joint Neighbourhood Survey)

	Q1 22/23	Q3 22/23	Q4 22/23	Year end 22/23	Q1 23/24
Elmbridge	86.0%	79.4%	76.0%	82.8%	73.0%
Runnymede	89.3%	84.9%	80.6%	84.9%	74.5%
Spelthorne	75.9%	81.0%	70.9%	76.3%	72.7%

- 2.15 Current position (Summary)

Statistics for reported crime in Spelthorne in 2022 – 2023

Crime type	This year	Last year	Change	Percentage
Total notifiable offences	8319	7747	572	7.4%
Violence with injury	772	762	10	1.3%
Serious sexual offences	172	198	-39	13.1%
Serious Acquisitive Crime	1174	1081	93	8.6%
Robbery	54	57	-3	-5.3%

- 2.16 The figures show that there has been a slight increase in acquisitive crime, burglary offences however, continue to fall.
- 2.17 The figures also show slight increases in violence. Robbery offences have reduced. This reflects the issues related to the increasing problem of County drugs lines and cuckooing which are ongoing. (**Appendix B**)
- 2.18 **Appendix B** – Highlights the police recorded crime data from July 2022 to June 2023. This report covers all Total Notifiable Offences (TNO) within the dates shown. There is a breakdown by section for individual offences.
- 2.19 **Appendix C** – Joint Neighbourhood Survey.



### **3. Options analysis and proposal**

- 3.1 Prioritisation of crime types is part of this strategy. Proposals for reduction of crime utilising intelligence-led analysis is conducted monthly. These proposals are discussed at ratified at T&CG level whereupon tactical plans are implemented.
- 3.2 **Domestic Abuse** – Managed via the CHaRMM process to assess individual cases. Proactive use of support services, education, and housing.
- 3.3 **Violence against women and girls** – Managed at T&CG level as a standing agenda item to identify vulnerable people and geographical areas. Audit and assess environmental opportunities. Robust management of offenders to prevent offending.
- 3.4 **Hate Crime** – Managed via the CHaRMM process to support victims, bring offenders to justice, and promote support services.
- 3.5 **ASB** – Managed via the T&CG process to improve environmental features, target offenders, hotspot mapping, youth diversion and school/family liaison. The Nitrous Oxide PSPO continues to be enforced and has had a positive impact on Nitrous Oxide abuse within the borough.
- 3.6 **Notifiable offences** – Managed via the Surrey Police Crime ‘Police & Crime Plan’ and reporting to the T&CG regarding progress, opportunities, and intelligence development to prevent crime, protect victims and bring offenders to justice.
- 3.7 **Serious & Organised Crime** – Managed by Surrey Police with the support of the T&CG where all partners are briefed on the impact of Serious and Organised Crime. This briefing encourages multi-agency working to develop intelligence on our more serious offenders.
- 3.8 **Re-Offending** – Managed via the T&CG and CHaRMM process. Working with Probation to ensure that offenders are monitored, rehabilitated, and reviewed on a case-by-case basis.
- 3.9 **Terrorism** – Working with ‘Prevent’ via Applied Resilience to identify ‘Channel’ cases. Liaison with the police and local schools to identify opportunities for intervention in cases of radicalisation. Ensuring the borough CCTV is operational and appropriately situated.
- 3.10 **Water Safety** – To continue to work in partnership with Surrey Fire & Rescue, The Environment Agency, and the RNLI. To ensure that water safety advice is disseminated via social media and appropriate signage. The implementation of ‘Riverwatch’ to provide regular intelligence on all matters relating to the river. To maintain the borough throwlines and throw-rings.

### **4. Financial implications**

- 4.1 The SSSP can apply for a grant from the PCC which can used to fund small community projects within the borough.
- 4.2 The annual Community Safety fund of £10,000 is drawn exclusively from Spelthorne Borough Council’s contribution.
- 4.3 There are no additional financial implications as the Community Safety team and JET officers are fully funded by Spelthorne Borough Council.

- 4.4 It should be noted that both teams are currently at full capacity. Should there be a desire for either or both teams to carry out more work and/or inspections, this would have to be done on a priority basis and/or seek additional funding to create a new post with associated costs within the team.

## **5. Risk considerations**

- 5.1 Corporate risk assessments are in place to manage general risk. Tactical risk assessments are utilised to manage more specific tasks and activities.
- 5.2 The water safety strategy is currently under review along with the relevant corporate and tactical risk assessment. We would aim to have this in place before summer 2024.

## **6. Procurement considerations**

Corporate Procurement has been consulted on this strategy and has no comment to make. Should any procurements result from this strategy, Corporate Procurement will be involved as appropriate and in accordance with Contract Standing Orders.

## **7. Legal considerations**

Legal services have been consulted and have no additional comments.

## **8. Other considerations**

- 8.1 The main consideration for the Community Safety Strategy Partnership is to ensure that the strategy functions effectively as per the requirements of the Crime & Disorder Act 1998.

## **9. Equality and Diversity**

- 9.1 The Council aims to challenge discrimination, advance equality of opportunity and foster good relations across all protected characteristics in all its activities including service delivery.
- 9.2 The very nature of the role of the community safety officers is to work with partners to reduce and/or eliminate all forms of crime including hate crime & ASB.
- 9.3 The Council which includes the work of the SSSP, and its partners recognises the diversity of the people and the communities of the borough and is committed to:
- Working with our partners and the boroughs many communities to understand and meet the needs of individuals and communities, and improve their opportunities, wellbeing, and ability to live together productively.
  - Tackling areas of potential discrimination to ensure that services are offered equitably and appropriately.
  - Ensuring that all services provided by or on behalf of the Council are appropriate, inclusive, accessible, and fair.
  - Involving the wider community, service users and partner organisations in consultation to ensure that views are taken account of.
  - Building closer links with all communities across the district and using our influence within the local community to give a lead to partners and other local agencies to promote equalities.

## **10. Sustainability/Climate Change Implications**

- 10.1 The work of the JET officers in investigating & reducing waste crime will work with and towards the positive effects in delivering the actions associated with the Council's Climate Change Emergency.
- 10.2 Climate Change affects us all and any work we at Spelthorne are engaged in that involves the reduction and correct treatment of wastes will have a small but positive effect on the environment.

## **11. Timetable for implementation**

- 11.1 We are delivering the actions within the current 2020-2023 Community Safety Strategy. A new five-year strategy will be developed early in 2024 and will commence with a Community Safety Survey in January 2024.

## **12. Contact**

- 12.1 Will Jack - Community Safety Officer

Spelthorne Borough Council Offices, Knowle Green, Staines-upon-Thames,  
TW18 1XB

Tel 01784 448550

### **Background papers:**

#### **Appendices:**

**Appendix A – Community Safety Strategy 2020-2023**

**Appendix B – Crime Statistics**

**Appendix C – Joint Neighbourhood Survey 2023**

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<b>version</b>	2
<b>Review Date</b>	August 2023
<b>Next Review Due</b>	2024

## Community Safety Strategy 2020-2023



### Our Vision

Making Spelthorne safer by working in partnership to reduce the risk and harm of crime and anti-social behavior, focusing on protecting the most vulnerable within our communities.

### Our Priorities

#### To Reduce:

- Crime - with reference to Violent Crime, Residential Burglary; Domestic Abuse, Harm Caused through Misuse of Drugs and Alcohol; Vehicle Crime & Acquisitive Crime
- Domestic Abuse
- Hate Crime
- Violence against Women and Girls (VAWG)
- Anti-Social Behaviour
- Re-Offending
- The Threat of Terrorism
- The threat of criminal exploitation and cyber related crime

#### To Improve:

- Engagement with members of the public to help our communities become stronger.
- Water Safety

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## **Spelthorne Safer Stronger Partnership Plan 2022-2023**

### **Foreword & Background**

Following challenging times during the Coronavirus Pandemic, a slow return to the new normal has seen problems arise such as increases in the cost of living, and interest rates and the associated fiscal crisis has placed significant strain on the communities within Spelthorne. This has also placed constraints on public sector funding making it more important than ever to work in partnership in an evidenced based way to keep our residents and those who visit and work in Spelthorne safe.

The Safer Spelthorne Safer Stronger Partnership (SSSP) is the statutory Community Safety Partnership (CSP) for the Borough of Spelthorne. The aim of the SSSP is to ensure the responsible authorities work together to reduce crime and disorder in Spelthorne. CSPs were set up under Section 5 - 7 of the Crime and Disorder Act 1998 and are made up of representatives from the 'responsible authorities'. Historically the Partnership has been strong and has managed multiple Community Safety (CS) matters from major contingencies to acts of terrorism.

This document outlines the Partnership's commitment to Community Safety and has been written to reflect the needs of the community using local intelligence, recorded police crime data/analysis with particular attention to aspects highlighted in the Community Safety Survey which was conducted in January 2020. A new survey will be conducted during 2024.

This strategy represents a commitment to work in partnership to prioritise working with the most vulnerable within our communities to reduce crime and Anti-Social Behaviour (ASB) across Spelthorne.

The SSSP priorities for 2023/2024 are as follows:

#### **To Reduce:**

- Crime - with reference to Violent Crime; Residential Burglary; Harm Caused through Misuse of Drugs and Alcohol, Vehicle Crime & Acquisitive Crime.
- Domestic Abuse
- Hate Crime

- Anti-Social Behaviour
- Re-Offending
- The Threat of Terrorism
- The threat of criminal exploitation and cyber related crime

**To Improve:**

- Engagement with our public to help make our communities stronger
- Water Safety

The strategic intelligence overview which is shown later in this document and refers to the police statistics relates specifically to the situation within Spelthorne. Whilst responding to targets specific to other agencies, it seeks to provide a local response that is relevant to the specific needs of the local community.

The Community Safety Strategy 2020 - 2023 is a rolling three-year plan that is refreshed annually. This process will be aided by the completion of annual strategic assessments / Intelligence assessments, performance monitoring and stakeholder consultation via the SSSP. Feedback will be sought from members of the community living and working within the borough, this will be achieved by a Community Safety Survey which will be conducted in 2024.

Other aspects of crime and disorder, whilst not identified as priorities, will continue to be dealt with as appropriate by the relevant agency.

**Will Jack**

Spelthorne Community Safety Officer



## **Introduction & Governance**

### **How we currently operate**

The Spelthorne Community Safety Partnership (CSP) is known locally as the Spelthorne Safer Stronger Partnership (SSSP). It has a strong commitment and a good track record of tackling all aspects of crime and disorder, providing reassurance to local communities and of community engagement. The Partnership has established a Strategy Board which includes both statutory and non-statutory members.

### **Strategy Board (SSSP)**

The SSSP board has responsibility to support the Task Groups and monitor the overall implementation of the Strategy and to approve the financial strategy; oversee funding arrangements, and to ensure that overall objectives and individual targets are met. The Board meets quarterly.

Statutory members are identified with an \*

- Bronzefield Prison\*
- Spelthorne Borough Council\*
- Surrey Police\*
- Surrey Fire & Rescue\*
- Clinical Commissioning Group\*
- Surrey County Council\*
- Surrey & Sussex Probation Service\*
- A2 Dominion Group\*
- Office of the Police & Crime Commissioner\*

**Tactical and Coordinating Group - (T&CG)**

The T&CG's primary role is to facilitate improved responses to localised crime and disorder issues and ensure the Community Safety Strategy priorities are managed by continually appraising local intelligence, monitoring incidents, as well as dealing with concerns relating to ASB. The T&CG utilises geographical hot spotting which assists in recording patterns of crime thereby helping to create solutions at an operational level. The T&CG also carries out a tasking and coordinating role with the Joint Enforcement Team (JET) employed by SBC, as a consequence, the T&CG is able to provide a quick and effective localised response. This group meets every 6 weeks.

**Community Harm and Risk Management Meeting (CHaRMM)**

Community Harm and Risk Management Meetings (CHaRMMs) will discuss and agree actions to reduce the negative impact that problem individuals and families have on Surrey's communities through their ASB. Using the expertise that exists on this multi-agency group, members will share information on high- risk cases and incidents and put in place appropriate risk management plans to address the behaviour of the perpetrator and reduce the negative impact on victims. This group meets every 6 weeks and membership is as follows :

- NHS Surrey
- Surrey Police
- A2 Dominion Group
- Surrey Targeted Youth Support (TYS)
- Spelthorne Locality Team
- Adult & Children's Services
- Catalyst Support
- Community Mental Health Team
- Supported Families Team

**Surrey Community Safety Forum**

The Surrey Community Safety forum is a monthly committee attended by all Community Safety Officers, Police, ASB Officers and Community Safety Partnerships across Surrey. It provides the opportunity to collaborate on new and emerging subjects and share a common strategy. The Forum also monitors the management of Community Trigger investigations throughout the county.

**Surrey Domestic Homicide Review Board**

This is a quarterly committee that is attended by all Community Safety Officers with overview from the Office of Police & Crime Commissioner (OPCC) that monitors the ongoing Domestic Homicide Review investigations. This ensures that all investigations have the support required to complete the investigations efficiently and to a high standard. The committee benefits from a dedicated Domestic Homicide Review Coordinator, a post part-funded by Spelthorne Borough Council.

**Serious Violence Duty**

The Serious Violence Duty makes councils and local services work together to share information and target interventions to prevent and reduce serious violence.

Spelthorne is represented at the Serious Violence Operational Group led by Surrey County Council (SCC) and the OPCC.

Further information can be found here <https://www.gov.uk/government/publications/serious-violence-duty>

**Surrey Water Safety Group**

The Surrey Water Safety Group is a county-wide committee that shares good practice in all aspects of water safety. The principle members are Surrey Fire & Rescue (SFR) with input from the Royal National Lifeboat Institute (RNLI), Royal Life Saving Society (RLSS), Environment Agency (EA) and borough councils. The group seeks to coordinate the delivery of water safety education and assist at community events.

**High Harm Perpetrators Unit (HHPO) Management Panel**

This group work closely together with a specific duty to prevent and deter new entrants to the criminal justice system, to catch and convict active criminals who cause most harm to our communities, and to help resettle and rehabilitate those offenders who want to turn their backs on a life of crime. This group meets monthly and membership is as follows: -

- Spelthorne Borough Council
- Spelthorne Police HHPO Officer
- I Access
- National Probation service
- Job Centre Plus
- Youth Justice Service

**Other groups include:**

- Surrey Risk Management Meeting
- Surrey Drug & Alcohol Substance Misuse Panel
- Domestic Homicide Review Group
- Health & Wellbeing Board

**Community Engagement**

**How we consult**

The Partnership uses a wide range of methods to engage with the local community. These include meetings such as forums and panels and written forms of engagement such as publications, surveys, newsletters, Community Safety Website and the use of Spelthorne Community Notice Boards.

**Social Media**

Recent engagement surveys in London by the Metropolitan Police Safer Neighbourhood Teams reveal that along with the above methods of communication there is a clear steer towards social media as a preferred communication method. With this in mind Spelthorne Borough Council along with Surrey Police have improved communication channels across several electronic platforms, streamlining the process to develop fast-time briefings and messages to keep the community we serve fully apprised of neighbourhood matters. This will continue as an effective two-way community intelligence tool with the Community Safety Team monitoring local community forums to establish up-to-date information.

**School and places of education**

Communication will continue with local schools and educational establishments. This was further enhanced by the Junior Citizen project managed by the Community Safety Team that sought to impart life-saving messages to children. Junior Citizen is now delivered through Surrey Schools via a digital project.

**Neighbourhood Policing Panels**

Police hold panel meetings at different locations across the Borough regularly, based on neighbourhood policing areas. The Panels are informal meetings, giving residents the opportunity to meet amongst others their Police Community Support Officers and Neighbourhood Specialist Officers and highlight the issues they are most concerned about in their community. The issues they raise will then be prioritised for the local policing team who will identify ways of dealing with them *over* the proceeding weeks; details of measures taken will be reported back at subsequent meetings.

**Events of significant local interest**

These are open meetings for residents to find out more about issues of local significance, ask questions and air their views and concerns. These public meetings will be convened when a matter of significant public importance or interest within a local area arise.

**Partnership Action Days**

These are multi agency days which take place around the borough. They involve numerous agencies such as the Local Authority, Police, NHS Surrey trading standards, SFRS and the voluntary and community sector to name but a few, who work together to tackle issues highlighted in the target area. Each day includes an opportunity for the public to meet and talk to officers from the Police, Fire, Council and other partners; future events will develop a closer relationship with local school involvement.

## Police Crime Statistics 2023 – Strategic Intelligence Overview

### Total Notifiable Offences

Rolling year	Crime recorded				Solved*			
	Jul-22 to Jun-23	Jul-21 to Jun-22	# Change	%age Change	Jul-22 to Jun-23	Jul-21 to Jun-22	# Change	%age Change
<b>Spelthorne</b>								
Burglary - business and community	72	84	-12	-14.3%	5	9	-4	-44.4%
Burglary - residential	279	293	-14	-4.8%	16	14	2	14.3%
Criminal damage	939	845	94	11.1%	115	69	46	66.7%
Drug offences	327	304	23	7.6%	219	223	-4	-1.8%
Fraud and forgery	21	10	11	110.0%	4	2	2	100.0%
Other criminal offences	256	261	-5	-1.9%	60	59	1	1.7%
Other sexual offences	36	75	-39	-52.0%	18	12	6	50.0%
Robbery	54	57	-3	-5.3%	1	2	-1	-50.0%
Serious sexual	172	198	-26	-13.1%	27	24	3	12.5%
Theft (other than vehicle) & handling stolen goods	1,169	1,080	89	8.2%	99	65	34	52.3%

Vehicle crime (excluding interference)	751	684	67	9.8%	17	5	12	240.0%
Vehicle interference and tampering	131	90	41	45.6%	3	1	2	200.0%
Violence with injury	772	762	10	1.3%	134	125	9	7.2%
Violence without injury	3,298	3,052	246	8.1%	402	303	99	32.7%

**Spelthorne based on Year to Date from D10 June 2022 – June 2023**

## Flagged Offences

Rolling year	Crime recorded				Solved*			
	Jul-22 to Jun-23	Jul-21 to Jun-22	# Change	%age Change	Jul-22 to Jun-23	Jul-21 to Jun-22	# Change	%age Change
Spelthorne								
Alcohol related	716	794	-78	-9.8%	234	220	14	6.4%
Child abuse	138	187	-49	-26.2%	48	26	22	84.6%
Child sexual abuse	51	95	-44	-46.3%	42	22	20	90.9%
Child sexual exploitation	1	14	-13	-92.9%	12	-	12	0.0%
Domestic abuse	1,194	1,108	86	7.8%	171	134	37	27.6%
Drug related	288	287	1	0.3%	141	102	39	38.2%



## Hate Crime

Rolling year	Crime recorded				Solved*			
	Jul-22 to Jun-23	Jul-21 to Jun-22	# Change	%age Change	Jul-22 to Jun-23	Jul-21 to Jun-22	# Change	%age Change
Spelthorne								
Hate crime: Disability crimes	21	34	-13	-38.2%	1	-	1	0.0%
Hate crime: Gender identity	14	8	6	75.0%	2	1	1	100.0%
Hate crime: Racially motivated	242	214	28	13.1%	32	26	6	23.1%
Hate crime: Religion or belief	21	16	5	31.3%	1	-	1	0.0%
Hate crime: Sexual orientation	44	37	7	18.9%	4	5	-1	-20.0%
Hate crime: Total	322	306	16	5.2%	38	31	7	22.6%

## Sub Groups

Rolling year	Crime recorded				Solved*			
Spelthorne	Jul-22 to Jun-23	Jul-21 to Jun-22	# Change	%age Change	Jul-22 to Jun-23	Jul-21 to Jun-22	# Change	%age Change
Arson	44	35	9	25.7%	2	3	-1	-33.3%
Assault with injury EW	5	6	-1	-16.7%	-	4	-4	-100.0%
Assault with injury PC	15	21	-6	-28.6%	14	16	-2	-12.5%
Assault without injury PC	60	53	7	13.2%	38	34	4	11.8%
Common assault (excluding on PC)	1,158	1,061	97	9.1%	104	98	6	6.1%
Damage to dwellings	234	185	49	26.5%	28	16	12	75.0%
Damage to other buildings	106	99	7	7.1%	20	10	10	100.0%
Damage to vehicles	309	285	24	8.4%	31	19	12	63.2%
Domestic burglary	-	-	0	0.0%	-	2	-2	-100.0%
Harassment	1,568	1,409	159	11.3%	164	107	57	53.3%
Malicious communications	293	315	-22	-7.0%	42	23	19	82.6%
Murder & Attempted Murder	1	1	0	0.0%	1	1	0	0.0%
Other damage	246	241	5	2.1%	34	21	13	61.9%
Other drug offences	1	-	1	0.0%	-	-	0	0.0%
Other fraud and forgery	21	10	11	110.0%	4	2	2	100.0%

Other serious sexual	13	19	-6	-31.6%	17	2	15	750.0%
Other theft and handling	548	535	13	2.4%	29	24	5	20.8%
Other violence	220	216	4	1.9%	54	41	13	31.7%
Other violence with injury	1	-	1	0.0%	2	-	2	0.0%
Other wounding	734	714	20	2.8%	113	95	18	18.9%
Possession of drugs	224	213	11	5.2%	190	171	19	11.1%
Rape	68	96	-28	-29.2%	5	8	-3	-37.5%
Robbery of business property	10	4	6	150.0%	-	2	-2	-100.0%
Robbery of personal property	44	53	-9	-17.0%	1	-	1	0.0%
Serious wounding	15	18	-3	-16.7%	4	9	-5	-55.6%
Sexual assault	91	83	8	9.6%	5	14	-9	-64.3%
Shoplifting	392	276	116	42.0%	67	35	32	91.4%
Theft from a vehicle	488	472	16	3.4%	5	2	3	150.0%
Theft from the person	71	80	-9	-11.3%	2	3	-1	-33.3%
Theft in a dwelling	34	45	-11	-24.4%	-	1	-1	-100.0%
Theft or unauthorised taking of a cycle	124	144	-20	-13.9%	1	2	-1	-50.0%
Theft or unauthorised taking of a vehicle	263	212	51	24.1%	12	3	9	300.0%
Trafficking in controlled drugs	102	91	11	12.1%	29	52	-23	-44.2%
Vehicle interference	131	90	41	45.6%	3	1	2	200.0%

## The Control Strategy for Surrey Police 2022-2023

### The priorities are:-

- Domestic Abuse
- Drug-Related Harm
- Fraud in support of Organised Crime
- Modern Slavery and Organised Immigration Crime
- Organised Acquisitive Crime
- Serious Violence
- Terrorism and Aggravated Activism including Hate Crime
- Traffic Collisions resulting in death and serious injury
- Violence against Women and Girls

The Control Strategy intends to focus where we direct our time and resources as a priority, particularly for proactive activity. There are common themes to each of the areas listed above which are also important:

- Exploitation of vulnerable adults and children
- Information quality
- Cyber enabled Crime
- Organised Criminal Groups (OCGs) and their finances

## ASB Data

Rolling year	ASB recorded			
Spelthorne	Jul-22 to Jun-23	Jul-21 to Jun-22	# Change	%age Change
ASB01: ABND VEH NOT STOLEN OR CAUSING OBSTRUCTN	113	124	-11	-8.9%
ASB02: ANIMAL PROBLEMS	8	14	-6	-42.9%
ASB05: FIREWORKS - INAPP SALE /USE /POSSESSION	21	29	-8	-27.6%
ASB06: MALICIOUS / NUISANCE COMMUNICATIONS	25	111	-86	-77.5%
ASB07: NOISE	84	102	-18	-17.6%
ASB09: LITTERING/DRUGS PARAPHERNALIA	49	74	-25	-33.8%
ASB10: NUISANCE NEIGHBOURS	175	168	7	4.2%
ASB11: ROWDY BEHAVIOUR/NUISANCE	896	875	21	2.4%
ASB12: STREET DRINKING	9	11	-2	-18.2%
ASB14: TRESPASS	9	24	-15	-62.5%
ASB15: VEHICLE NUISANCE/MISS USE	480	393	87	22.1%
ASB16: ROWDY BEHAVIOUR/PERSONAL	129	110	19	17.3%

## Key Priorities

### Our Priorities

#### To Reduce:

- Crime - with particular reference to Violent Crime; Residential Burglary; Domestic Abuse, Harm Caused through Misuse of Drugs and Alcohol; Vehicle Crime and Acquisitive Crime
- Domestic Abuse
- Hate Crime
- Violence against Women and Girls (VAWG)
- Anti-Social Behaviour
- Re-Offending
- The Threat of Terrorism
- The threat of criminal exploitation and cyber related crime

#### To Improve:

- Engagement with our public to develop stronger communities.
- Water Safety

### Domestic Abuse

The Domestic Abuse strategy has been updated to reflect the principles of the Domestic Abuse Act 2021 and the following pledges have now been implemented:

- The SSSP will ensure that relevant advice will be advertised on Council websites with the contact details for all local and national support agencies.
- Seeking to educate partners and the community regarding key legislative changes e.g. The Domestic Abuse Act 2021.
- The SSSP will comply with the Domestic Abuse Commissioner's Strategic Plan.
- The SSSP – Will ensure that Spelthorne Borough Council is represented on the Surrey Domestic Abuse Executive Group.
- Key messages will be shared on social media to encourage active reporting to provide a more proactive approach.

- Domestic abuse and Hate Crime are managed via the CHaRMM. Key partners are tasked with individual responsibilities to ensure that that Domestic Abuse survivors' needs are managed via this forum.
- The SSSP 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.
- The partnership will adhere to the principles of the Surrey Against Domestic Abuse Strategy.
- The SSSP will support the Surrey Police Violence Against Women and Girls Strategy 2021.

### **Hate Crime**

Hate Crime is addressed via the tasking and coordinating group (T&CG) process. Spelthorne Borough Council and Surrey Police seek to raise awareness of hate crime and encourage reporting of such offences. This is managed via social media, the Council and Police web pages and local publications. Hate Crime Awareness week is also supported each year to educate the community.

### **Violence Against Women & Girls**

Violence against Women and Girls (VAWG) is both a form of discrimination and a violation of human rights. Locally we have adopted the United Nations Declaration on the Elimination of violence against women, which defines violence against women as:

*'Any act of gender-based violence that results in or is likely to result in physical, sexual or psychological harm or suffering to women (or girls), including threats of such acts, coercion or arbitrary deprivation of liberty.'* (1993, Article 1)

The definition incorporates a wide range of abusive behaviour including physical, sexual, financial, emotional, and psychological abuse. We support the Surrey Police Violence against women and girls' strategy incorporating the 'Do the right thing' strategy. This seeks to educate men using the 'See it, Hear it, Say it' policy to address attitudes and behaviour that is threatening, demeaning, abusive or inappropriate.

Other activities include:

- Actively engaging in mapping areas where women and girls feel most vulnerable.
- Complete an annual safety public consultation identifying areas where people say that they feel unsafe.

- Supporting vulnerable victims through the CHaRMM process.
- Supporting police activity regarding SHPOs & DVPOs.

### **Counter Terrorism**

At present we work with Applied Resilience to address Counter Terrorism, Prevent and the Channel system to deter young people from the threat of radicalisation.

Section 36 of the CT&S Act sets out the duty on local authorities and partners of local panels to provide support for people vulnerable to being drawn into terrorism. In England and Wales, this duty is met through Channel panels.

Counter Terrorism is also managed through the T&CG process with links to the Borough Emergency Control Centre (BECC).

The borough benefits from overt measures to deter Counter Terrorism and identify Hostile Reconnaissance using a wide-ranging CCTV network of forty-six cameras. These cameras are monitored 24/7 365 days a year are monitored from the Safer Runnymede Control Centre.

### **Improving Water Safety**

Spelthorne Borough has 12 miles of River Thames frontage. The need for water safety measures is clear with accidents occurring every year due to the high volumes of people using the river both recreationally and commercially.

To combat this Spelthorne Borough Council, in partnership with Surrey Fire and rescue have erected 15 locked throwlines and 20 Throw-Rings at strategic points throughout the borough. Together with educational messages completed in partnership with the RNLI both on social media and at primary school level this forms the strategy for water safety throughout Spelthorne. The Community Safety Team are responsible for maintenance of equipment and ensuring training is conducted.

In 2022 'Riverwatch' was launched to address water safety concerns. This ongoing scheme will create a 'Neighbourhood Watch' for people who live, work and use the river for recreation. Community safety incidents will be fed back to the community as well as providing a conduit to report concerns.

In 2023 Spelthorne Borough Council have created new water safety signs to



discourage wild swimming by amateurs. The signs are currently being installed in strategic areas alongside our waterways. To date the new signs have received positive comments.

### **Meeting Our Priorities**

The Partnership has developed annual action plans to deliver against these priorities. These plans are monitored by the T&CG, with overall performance monitored by the Partnership Board.

### **Government Anti-Social Behaviour Action Plan 2023**

On 16<sup>th</sup> March 2023 the UK Government launched the anti-social behaviour action plan. Spelthorne Borough Council has incorporated this plan into the Community Safety Strategy to ensure that we are reflecting the priorities raised. Further information can be found here - <https://www.gov.uk/government/publications/anti-social-behaviour-action-plan>

### **The Future**

The Partnership has a very strong record of success in helping reduce overall crime and disorder and in running numerous innovative partnership schemes across the Borough. We are proud of our achievements but determined to make best use of our resources to meet our vision.

In the current economic climate and with reducing budgets the Partnership will seek to achieve even greater value for money in respect of our limited resources and will explore opportunities of maximising our funding by identifying jointly funded initiatives and projects with our Community Safety Partnership neighbours.

### **Our Statutory Responsibilities**

The police and other responsible agencies are required by law to work together to reduce crime and disorder, anti-social behaviour, alcohol, drug and other substance abuse and anti-social behaviour that impacts adversely on the environment and to reduce re-offending. In doing so the Partnership has a statutory requirement to:

- Undertake an annual strategic assessment of crime trends and reasons for the crimes that are occurring within their area.
- Consult and engage with the community and develop and implement a

three-year rolling Community Safety Strategy which is reviewed annually.

Relevant legislation bringing statutory requirements for responsible agencies to work together in this way are as follows :

- Crime and Disorder Act 1998
- Police Reform Act 2002
- Police and Justice Act 2006

Section 17, Crime and Disorder Act 1998 - as amended by Schedule 9, Section 4 of the Police and Justice Act 2006: **"Without prejudice to any other obligations imposed upon it, it shall be the duty of each authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all it reasonably can to prevent crime and disorder in its area including anti-social behaviour and other behaviour adversely affecting the local environment and the misuse of drugs and other substances in its area."**

**"This means that all authorities should take account of the community safety dimension in all of its work. All policies, strategies , plans and budgets will need to be considered from the standpoint of their potential contribution to the reduction of crime and disorder."** (Home Office Executive Summary to Crime and Disorder Act 1998)

'Responsible Authorities' (as defined within the Crime and Disorder Act 1998 as amended by the Police Reform Act 2002) as relates to the Spelthorne Community Safety Partnership are:

- Spelthorne Borough Council
- Surrey County Council
- Surrey Police
- Surrey Fire and Rescue Service
- Surrey NHS
- Surrey & Sussex Probation Service

A number of other cooperating persons or bodies are required to be part

of the process of working to reduce crime and disorder within the partnership and these are also represented within the Spelthorne Safer Stronger Partnership Board .

Section 115, Crime and Disorder Act 1998 - establishes the power to disclose and use information for the purposes of resolving crime and disorder . The process for sharing information is set out in the Surrey Information Sharing Protocol.

Police and Justice Act 2006 and Statutory Instruments 1830 and 1831 of 2007 - Improvements and changes to partnership provisions are reflected within this legislation. The statutory requirements form part of what are known as: 'Hallmarks of Effective Partnerships'.

- Empowered and effective leadership
- Intelligence led business processes
- Effective and responsive delivery structures
- Engaged communities
- Visible and constructive accountability
- Appropriate skills and knowledge

### **Performance Monitoring**

Each key priority identified within this strategy contains several actions; these are designed to ensure that priority objectives are achieved. Targets have been set as an essential part of bringing about that achievement which will inform the T&CG process.

The Strategy is available on the Councils public web site and is updated by the Community Safety Team on an annual basis.

Crime, disorder and anti-social behaviour data and associated performance information is collected by the Community safety Team and presented to the Spelthorne Safer Stronger Partnership Board at the quarterly meetings, so that delivery can be monitored, and any lack of progress challenged. This information will also be available to other bodies, including those with community representation, as appropriate. Annual reports will also be available for wider community consultative processes and transparency.

Other national, county, and local plans, strategies and policies

complement or impact this Community Safety Strategy; the more significant of these are as follows:

- The Modern Crime Prevention Strategy 2016 (Gov)
- Domestic Abuse Act 2021
- Surrey Police & Crime Commissioner: Police and Crime Plan 2021-2025
- Surrey Drug & Alcohol Strategy 2020-2023
- Civil Contingencies Act 2004
- Corporate Strategy (Spelthorne Borough Council)
- Surrey Police Strategic Plan 2022
- National Prevent Strategy 2019
- Surrey Against Domestic Abuse Strategy 2018-2023

# Police Crime & Anti-social behaviour statistics 2022 - 2023



# Spelthorne crime statistics: Sep 2022 to Aug 2023 compared to Sep 2021 to Aug 2022

\* Solved outcomes are outcomes 1 to 8 (excluding 5) and also include outcome 10 and Outcome 22 that have been validated by the OMU

Rolling year	Crime recorded				Solved*				Solved rate		
Spelthorne	Sep-22 to Aug-23	Sep-21 to Aug-22	# Change	%age Change	Sep-22 to Aug-23	Sep-21 to Aug-22	# Change	%age Change	Sep-22 to Aug-23	Sep-21 to Aug-22	# Change
Burglary - business and community	68	89	-21	-23.6%	6	5	1	20.0%	8.8%	5.6%	3.2%
Burglary - residential	304	270	34	12.6%	13	14	-1	-7.1%	4.3%	5.2%	-0.9%
Criminal damage	923	851	72	8.5%	121	76	45	59.2%	13.1%	8.9%	4.2%
Drug offences	346	310	36	11.6%	237	211	26	12.3%	68.5%	68.1%	0.4%
Fraud and forgery	21	10	11	110.0%	3	2	1	50.0%	14.3%	20.0%	-5.7%
Other criminal offences	274	262	12	4.6%	65	57	8	14.0%	23.7%	21.8%	2.0%
Other sexual offences	41	68	-27	-39.7%	17	12	5	41.7%	41.5%	17.6%	23.8%
Robbery	55	57	-2	-3.5%	1	2	-1	-50.0%	1.8%	3.5%	-1.7%
Serious sexual	178	198	-20	-10.1%	26	25	1	4.0%	14.6%	12.6%	2.0%
Theft (other than vehicle) & handling stolen goods	1,188	1,073	115	10.7%	107	64	43	67.2%	9.0%	6.0%	3.0%
Vehicle crime (excluding interference)	751	725	26	3.6%	16	5	11	220.0%	2.1%	0.7%	1.4%
Vehicle interference and tampering	150	92	58	63.0%	3	-	3	0.0%	2.0%	0.0%	2.0%
Violence with injury	745	767	-22	-2.9%	136	129	7	5.4%	18.3%	16.8%	1.4%
Violence without injury	3,241	3,068	173	5.6%	398	305	93	30.5%	12.3%	9.9%	2.3%



# Total notifiable offences: Sep 2022 to Aug 2023 compared to Sep 2021 to Aug 2022

\* Solved outcomes are outcomes 1 to 8 (excluding 5) and also include outcome 10 and Outcome 22 that have been validated by the OMU

Rolling year	Crime recorded				Solved*				Solved rate		
Total notifiable offences	Sep-22 to Aug-23	Sep-21 to Aug-22	# Change	%age Change	Sep-22 to Aug-23	Sep-21 to Aug-22	# Change	%age Change	Sep-22 to Aug-23	Sep-21 to Aug-22	# Change
<b>East</b>	<b>23,803</b>	<b>23,304</b>	<b>499</b>	<b>2.1%</b>	<b>2,496</b>	<b>2,680</b>	<b>- 184</b>	<b>-6.9%</b>	<b>10.5%</b>	<b>11.5%</b>	<b>-1.0%</b>
Epsom & Ewell	5,256	4,936	320	6.5%	495	512	- 17	-3.3%	9.4%	10.4%	-1.0%
Mole Valley	4,743	4,438	305	6.9%	481	581	- 100	-17.2%	10.1%	13.1%	-3.0%
Reigate & Banstead	9,108	8,890	218	2.5%	1,045	1,092	- 47	-4.3%	11.5%	12.3%	-0.8%
Tandridge	4,696	5,040	- 344	-6.8%	475	495	- 20	-4.0%	10.1%	9.8%	0.3%
<b>North</b>	<b>22,386</b>	<b>22,429</b>	<b>- 43</b>	<b>-0.2%</b>	<b>2,919</b>	<b>2,593</b>	<b>326</b>	<b>12.6%</b>	<b>13.0%</b>	<b>11.6%</b>	<b>1.5%</b>
Elmbridge	7,775	7,779	- 4	-0.1%	859	807	52	6.4%	11.0%	10.4%	0.7%
Runnymede	6,326	6,810	- 484	-7.1%	911	879	32	3.6%	14.4%	12.9%	1.5%
Spelthorne	8,285	7,840	445	5.7%	1,149	907	242	26.7%	13.9%	11.6%	2.3%
<b>West</b>	<b>27,083</b>	<b>26,855</b>	<b>228</b>	<b>0.8%</b>	<b>2,295</b>	<b>2,970</b>	<b>- 675</b>	<b>-22.7%</b>	<b>8.5%</b>	<b>11.1%</b>	<b>-2.6%</b>
Guildford	10,038	9,624	414	4.3%	908	1,094	- 186	-17.0%	9.0%	11.4%	-2.3%
Surrey Heath	4,894	4,899	- 5	-0.1%	500	645	- 145	-22.5%	10.2%	13.2%	-2.9%
Waverley	5,639	5,731	- 92	-1.6%	384	552	- 168	-30.4%	6.8%	9.6%	-2.8%
Woking	6,512	6,601	- 89	-1.3%	503	679	- 176	-25.9%	7.7%	10.3%	-2.6%
<b>Force</b>	<b>73,272</b>	<b>72,588</b>	<b>684</b>	<b>0.9%</b>	<b>7,710</b>	<b>8,243</b>	<b>- 533</b>	<b>-6.5%</b>	<b>10.5%</b>	<b>11.4%</b>	<b>-0.8%</b>



# Spelthorne ASB:

## Sep 2022 to Aug 2023 compared to Sep 2021 to Aug 2022

Rolling year	ASB recorded			
Spelthorne	Sep-22 to Aug-23	Sep-21 to Aug-22	# Change	%age Change
ASB01: ABND VEH NOT STOLEN OR CAUSING OBSTRUCTN	108	118	-10	-8.5%
ASB02: ANIMAL PROBLEMS	5	15	-10	-66.7%
ASB05: FIREWORKS - INAPP SALE /USE /POSSESSION	22	28	-6	-21.4%
ASB06: MALICIOUS / NUISANCE COMMUNICATIONS	21	112	-91	-81.3%
ASB07: NOISE	85	90	-5	-5.6%
ASB09: LITTERING/DRUGS PARAPHERNALIA	41	71	-30	-42.3%
ASB10: NUISANCE NEIGHBOURS	161	175	-14	-8.0%
ASB11: ROWDY BEHAVIOUR/NUISANCE	811	874	-63	-7.2%
ASB12: STREET DRINKING	11	10	1	10.0%
ASB14: TRESPASS	13	22	-9	-40.9%
ASB15: VEHICLE NUISANCE/MISS USE	434	460	-26	-5.7%
ASB16: ROWDY BEHAVIOUR/PERSONAL	124	105	19	18.1%

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# Surrey Police total ASB: Sep 2022 to Aug 2023 compared to Sep 2021 to Aug 2022

Rolling year	ASB recorded			
Total ASB	Sep-22 to Aug-23	Sep-21 to Aug-22	# Change	%age Change
<b>East</b>	4,855	5,721	- 866	-15.1%
Epsom & Ewell	1,203	1,290	- 87	-6.7%
Mole Valley	871	1,017	- 146	-14.4%
Reigate & Banstead	1,776	2,006	- 230	-11.5%
Tandridge	1,005	1,408	- 403	-28.6%
<b>North</b>	4,518	5,370	- 852	-15.9%
Elmbridge	1,460	1,688	- 228	-13.5%
Runnymede	1,222	1,602	- 380	-23.7%
Spelthorne	1,836	2,080	- 244	-11.7%
<b>West</b>	5,614	6,581	- 967	-14.7%
Guildford	1,989	2,345	- 356	-15.2%
Surrey Heath	1,017	1,156	- 139	-12.0%
Waverley	1,133	1,310	- 177	-13.5%
Woking	1,475	1,770	- 295	-16.7%
<b>Force</b>	14,987	17,672	- 2,685	-17.9%

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# Business Intelligence

## Joint Neighbourhood Survey

Version 1.0 : Rebecca Reed 12161



### North Results

#### Survey changes

Before the start of the 23/24 financial year, some changes were made to the survey script. New questions were introduced, and so benchmark comparisons are not available for some of the results in the tables below. Additionally, some of the wording was changed to existing questions, which are marked with a \* in the following tables. These changes may have impacted the results when comparing this quarter to the previous quarters.

**Table 1. \*Taking everything into account, how confident are you in the policing of your local area? (% very/fairly confident)**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
<b>Force</b>	84.4%	84.7%	83.2%	80.5%	82.9%	74.0%
<b>North</b>	85.9%	83.7%	81.8%	75.9%	81.3%	73.4%
<b>Elmbridge</b>	86.5%	86.0%	79.4%	76.0%	82.8%	73.0%
<b>Runnymede</b>	88.4%	89.3%	84.9%	80.6%	84.9%	74.5%
<b>Spelthorne</b>	82.9%	75.9%	81.0%	70.9%	76.3%	72.7%

**Table 2: Problematic Issues (% very/fairly big issue) – North results**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24	Quarter Diff
<b>Anti-social driving or speeding *</b>	-	-	-	-	-	47.0%	
<b>Anti-social or inconsiderate parking</b>	40.8%	42.5%	40.7%	45.1%	42.2%	46.4%	↑
<b>Litter</b>	-	-	-	-	-	38.8%	
<b>Anti-social/ irresponsible cycling</b>	35.6%	30.9%	29.6%	38.7%	33.4%	34.2%	↓
<b>People using or dealing drugs *</b>	-	-	-	-	-	32.9%	
<b>Vehicle Crime</b>	22.8%	29.0%	35.2%	40.2%	32.1%	30.9%	↓
<b>Burglary</b>	24.5%	21.6%	36.1%	39.6%	30.3%	29.3%	↓
<b>Vandalism/Damage</b>	19.1%	19.8%	19.4%	21.6%	19.4%	18.4%	↓
<b>None of the above</b>	-	-	-	-	-	16.4%	
<b>Graffiti</b>	-	-	-	-	-	13.8%	
<b>People carrying knives *</b>	-	-	-	-	-	4.9%	

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Reviewed Date: 28/07/2023

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**Table 3: Problematic Issues (% very/fairly big issue) – Elmbridge results**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr. 1 23/24	Quarter Diff
Vehicle Crime	20.6%	29.8%	27.5%	37.0%	30.6%	41.2%	↑
Anti-social driving or speeding *	-	-	-	-	-	41.2%	
Anti-social or inconsiderate parking	34.7%	34.7%	37.5%	39.8%	37.0%	37.3%	↓
Litter	-	-	-	-	-	37.3%	
Burglary	21.2%	22.1%	45.0%	38.9%	32.5%	35.3%	↓
Anti-social/ irresponsible cycling	39.5%	30.1%	27.5%	32.4%	30.6%	34.3%	↑
People using or dealing drugs *	-	-	-	-	-	31.4%	
Vandalism/Damage	13.3%	26.8%	5.0%	13.0%	13.5%	23.5%	↑
None of the above	-	-	-	-	-	17.6%	
Graffiti	-	-	-	-	-	7.8%	
People carrying knives *	-	-	-	-	-	6.9%	

**Table 4: Problematic Issues (% very/fairly big issue) – Runnymede results**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24	Quarter Diff
Anti-social or inconsiderate parking	44.5%	45.8%	38.2%	47.3%	43.8%	57.3%	↑
Anti-social driving or speeding *	-	-	-	-	-	48.5%	
Litter	-	-	-	-	-	35.0%	
Anti-social/ irresponsible cycling	28.5%	31.1%	29.4%	40.0%	34.0%	33.0%	↓
People using or dealing drugs *	-	-	-	-	-	30.1%	
Vehicle Crime	18.1%	23.3%	35.3%	30.9%	27.4%	26.2%	↓
Burglary	23.9%	21.6%	23.5%	39.1%	25.8%	24.3%	↓
None of the above	-	-	-	-	-	18.4%	
Graffiti	-	-	-	-	-	11.7%	

Vandalism/Damage	19.3%	12.0%	23.5%	20.9%	18.8%	10.7%	↓
People carrying knives *	-	-	-	-	-	3.9%	

Table 5: Problematic Issues (% very/fairly big issue) – Spelthorne results

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24	Quarter Diff
Anti-social driving or speeding *	-	-	-	-	-	51.5%	
Anti-social or inconsiderate parking	43.3%	48.1%	47.1%	48.2%	46.5%	44.4%	↓
Litter	-	-	-	-	-	44.4%	
People using or dealing drugs *	-	-	-	-	-	37.4%	
Anti-social/ irresponsible cycling	38.6%	31.5%	32.4%	43.6%	35.6%	35.4%	↓
Burglary	28.3%	21.1%	38.2%	40.9%	32.1%	28.3%	↓
Vehicle Crime	29.6%	33.3%	44.1%	52.7%	38.3%	25.3%	↓
Graffiti	-	-	-	-	-	22.2%	
Vandalism/Damage	24.8%	19.4%	32.4%	30.9%	26.5%	21.2%	↓
None of the above	-	-	-	-	-	13.1%	
People carrying knives *	-	-	-	-	-	4.0%	

Table 6. To what extent do you agree or disagree that Surrey Police is an organisation you can trust? (% strongly agree/tend to agree)

	Qtr.1 23/24
Force	73.6%
North	74.8%
Elmbridge	76.3%
Runnymede	75.2%
Spelthorne	72.9%

**Table 7. To what extent do you agree or disagree with these statements about the police in your local area? (% strongly agree/tend to agree) – North Results**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
They treat everyone fairly *	-	-	-	-	-	67.0%
They would respect you if you had contact with them for any reason	-	-	-	-	-	88.4%
They are dealing with the things that matter to people in this community	-	-	-	-	-	57.3%
They are friendly and approachable	-	-	-	-	-	78.2%
They keep residents informed about what they are doing	-	-	-	-	-	40.8%

**Table 8. To what extent do you agree or disagree with these statements about the police in your local area? (% strongly agree/tend to agree) – Elmbridge Results**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
They treat everyone fairly *	-	-	-	-	-	71.0%
They would respect you if you had contact with them for any reason	-	-	-	-	-	87.6%
They are dealing with the things that matter to people in this community	-	-	-	-	-	60.6%
They are friendly and approachable	-	-	-	-	-	77.2%
They keep residents informed about what they are doing	-	-	-	-	-	44.1%

**Table 9. To what extent do you agree or disagree with these statements about the police in your local area? (% strongly agree/tend to agree) – Runnymede Results**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
They treat everyone fairly *	-	-	-	-	-	62.0%
They would respect you if you had contact with them for any reason	-	-	-	-	-	85.3%
They are dealing with the things that matter to people in this community	-	-	-	-	-	56.6%
They are friendly and approachable	-	-	-	-	-	73.7%
They keep residents informed about what they are doing	-	-	-	-	-	43.6%

**Table 10. To what extent do you agree or disagree with these statements about the police in your local area? (% strongly agree/tend to agree) – Spelthorne Results**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
They treat everyone fairly *	-	-	-	-	-	68.5%
They would respect you if you had contact with them for any reason	-	-	-	-	-	92.6%
They are dealing with the things that matter to people in this community	-	-	-	-	-	54.5%
They are friendly and approachable	-	-	-	-	-	84.3%
They keep residents informed about what they are doing	-	-	-	-	-	34.4%

**Table 11: To what extent do you agree that the police in your neighbourhood are seen in the places and at the times they are needed? (% strongly agree/tend to agree)**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/23
<b>Force</b>	37.2%	36.6%	36.6%	33.8%	35.6%	33.6%
<b>North</b>	36.8%	33.9%	31.3%	30.6%	33.4%	32.8%
<b>Elmbridge</b>	40.4%	36.1%	29.6%	26.0%	32.9%	36.1%
<b>Runnymede</b>	36.5%	34.0%	34.0%	41.7%	37.4%	38.1%
<b>Spelthorne</b>	33.6%	31.1%	30.2%	23.8%	30.0%	23.7%

Those respondents who said they disagreed/strongly disagreed that police in their local area are seen in the places, and at the times they are needed were asked where and when they felt police in their area should be seen.

Comments mentioned the need for police to be seen at Schools, local shopping areas, parks/green spaces, town centres and also at the times when ASB in their local areas is known to occur. Some areas specific to North were also mentioned, which included;

- Allenhurst Ground
- Outside the Holy Trinity Church
- Station Avenue – with multiple mentions of the Train Station
- Gilmore Farm Park
- Meadway Road
- Carlyle Road
- Ruskin Road
- Coxes Lock
- Sunbury Cross, subway and Skate Park

**Table 12: How safe do you feel walking alone in your neighbourhood after dark? (% Safe)**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
<b>Force</b>	81.4%	82.8%	82.5%	84.5%	83.1%	82.2%
<b>North</b>	79.1%	77.4%	78.9%	84.0%	79.1%	80.1%
<b>Elmbridge</b>	82.2%	79.7%	85.0%	88.9%	84.3%	82.2%
<b>Runnymede</b>	78.7%	79.2%	76.6%	83.5%	79.3%	81.4%
<b>Spelthorne</b>	76.6%	72.9%	75.2%	79.8%	73.4%	76.8%

**Table 13: How safe do you feel walking alone in your neighbourhood after dark? (% Safe) – FORCE**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
Male	93.8%	94.2%	94.9%	94.2%	94.2%	91.3%
Female	71.9%	74.4%	73.2%	76.6%	74.6%	74.8%

**Table 14: How safe do you feel walking alone in your neighbourhood after dark? (% Safe) – NORTH**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
Male	93.4%	91.7%	92.3%	94.8%	92.8%	88.3%
Female	68.8%	67.8%	68.5%	74.9%	68.9%	74.1%

**Table 15: To what extent do you agree or disagree that your local area is a safe place for women and girls? (% Safe)**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
Force	-	-	-	-	-	74.4%
North	-	-	-	-	-	72.1%
Elmbridge	-	-	-	-	-	75.2%
Runnymede	-	-	-	-	-	76.0%
Spelthorne	-	-	-	-	-	64.6%

**Table 16: \*On average, how often do YOU see the police PATROLLING ON FOOT or BICYCLE in your local area? (% At least monthly)**

	Year End 21/22	Qtr.2 22/23	Qtr.3 22/23	Qtr.4 22/23	Year End 22/23	Qtr.1 23/24
Force	-	-	-	-	-	11.1%
North	-	-	-	-	-	11.6%
Elmbridge	-	-	-	-	-	10.9%
Runnymede	-	-	-	-	-	16.5%
Spelthorne	-	-	-	-	-	7.1%

**Table 17. When taking everything into account, how confident are you in the policing of your local area? (% very/fairly confident) – Black, Asian and Minority ethnic**

	Previous rolling year	Current rolling year
Force	85.1% (309)	83.3% (372)
North	87.1% (93)	79.1% (115)
Elmbridge	88.2% (34)	77.4% (31)
Runnymede	90.5% (21)	80.0% (35)
Spelthorne	84.2% (38)	79.6% (49)

**Table 18: How safe do you feel walking alone in your neighbourhood after dark? (% Safe) – Black, Asian and Minority ethnic**

	Previous rolling year	Current rolling year
Force	82.0% (311)	83.9% (378)
North	78.1% (96)	83.1% (118)
Elmbridge	80.6% (36)	84.4% (32)
Runnymede	81.0% (21)	94.4% (36)
Spelthorne	74.4% (39)	74.0% (50)



# Neighbourhood Services and Enforcement Committee



**Thursday 5 October 2023**

<b>Title</b>	<i>Play area improvements</i>
<b>Purpose of the report</b>	To make a Key Decision
<b>Report Author</b>	<i>Jackie Taylor Group Head Neighbourhood Services</i>
<b>Ward(s) Affected</b>	Laleham and Shepperton Green Shepperton Town
<b>Exempt</b>	No
<b>Exemption Reason</b>	<i>n/a</i>
<b>Corporate Priority</b>	Community
<b>Recommendations</b>	<p><b>Committee is asked to:</b></p> <p>1) Authorise the Group Head of Neighbourhood Services to commence a tender for the procurement of play area equipment</p> <p>2) Delegate authority to the Group Head Neighbourhood Services and Chair of Neighbourhood Services</p> <p>3) Authorise the Group Head of Corporate Governance to enter the contract with the selected supplier</p>
<b>Reason for Recommendation</b>	<p><b>The formal planning approval for the development of the Shepperton Studios site made provision for three play areas to be improved. The funding for these improvements has now been received from the Pinewood Group and we need to commence the procurement process.</b></p>

## 1. Summary of the report

- 1.1 This report seeks permission from Committee to commence a tender exercise for the purchase and installation of play equipment, funding for which has been made available by the Pinewood Group.
- 1.2 The funding will allow for improvements to the existing play areas through the replacement of play equipment and where appropriate impact absorbing surfaces.
- 1.3 The three areas that Shepperton Studios have chosen to be improved are: -
- Shepperton Road Laleham
  - Shepperton Recreation Ground
  - Charlton Village play area.

1.4 The deed of undertaking that the Pinewood Group and Spelthorne Borough Council entered amounted to a total sum of £180k for all three sites. There is a small additional amount of approx. £2k due to a CPI increase.

1.5 The procurement specification will require the tenderers to quote for design, supply, and installation of playground equipment.

## **2. Key issues**

2.1 Shepperton Studios have decided that as the three areas mentioned in 1.2 above will be impacted most by the expansion for Shepperton Studios they have directed their funding into these sites.

2.2 The play area within the Shepperton Studios estate has already been funded and upgraded by the Studios.

2.3 The total amount of £182k has been paid directly to Spelthorne and has been set aside solely for use within these three play areas.

2.4 Councillors and the chair of the Charlton Village Residents Association (CVRA) have made a specific request to be included in the selection of the new equipment.

2.5 The allotments and parks strategy officer has been in contact with Councillors from Laleham and Shepperton Green ward and Shepperton Town ward and the chair of CVRA to seek their views on the type of equipment they would like to see installed within the play areas in their respective wards.

## **3. Options analysis and proposal**

3.1 As the deed of agreement specified that the funding was to be allocated in full to these three play areas there are no options to spend the funding elsewhere in the borough.

## **4. Financial implications**

4.1 This funding has already been made available and there are no additional financial implications for the borough.

4.2 These play areas are already in existence and are therefore already budgeted for in terms of insurance, on-going maintenance, and repairs.

## **5. Risk considerations**

5.1 The procurement exercise will ensure that the proposals for each area come in within the budget parameters.

5.2 The funding has already been received and there are no financial risk issues.

5.3 Following the correct procedure will ensure that we get best value from the potential suppliers.

## **6. Procurement considerations**

6.1 Procurement has been supporting the project to date and will continue to support the tendering exercise for a suitable contractor to meet the project requirements, to ensuring value for money is achieved from a compliant tender process.

6.2 The value of the works is well below the threshold at which the Public Contracts Regulations 2015 apply. For this value of works a tender with a minimum of three contractors is required.

## **7. Legal considerations**

7.1 The legal team have been consulted and have no further comments

## **8. Equality and Diversity**

8.1 The equipment within the play areas is freely accessible to all members of the community falling within the desired age group, consideration for inclusive play and the Disability Discrimination Act (DDA) regulations will be considered during the tender evaluation stages.

## **9. Sustainability/Climate Change Implications**

9.1 Environmentally sustainable procurement is the commissioning, purchase, and management of goods, works and services in a way that reduces or negates negative environmental impacts within the supply chain. The evaluation of tenders received will consider four interconnected focus areas of environmentally sustainable procurement being: -

- Climate Change mitigation and adaptation.
- Prevention of pollution.
- Sustainable resource use and consumption; and
- Protection and restoration of biodiversity.

## **10. Timetable for implementation**

10.1 It is anticipated that the tender exercise will commence in October 2023 with installation in early 2024 ready for Spring 2024.

## **11. Contact**

11.1 Jackie Taylor Group Head Neighbourhood Services 01784446418

[j.taylor@spelthorne.gov.uk](mailto:j.taylor@spelthorne.gov.uk)

**Background papers: There are none.**

**Appendices: There are none.**

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# Neighbourhood Services and Enforcement Committee



**Thursday 5 October 2023**

<b>Title</b>	<i>Road channel sweeping</i>
<b>Purpose of the report</b>	To note
<b>Report Author</b>	<i>Jackie Taylor Group Head Neighbourhood Services Darren White Operations Manager Neighbourhood Services</i>
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	<i>Not applicable</i>
<b>Corporate Priority</b>	Environment
<b>Recommendations</b>	<b>Committee is asked to: Note the report</b>
<b>Reason for Recommendation</b>	<i>This report has been requested by the Neighbourhood Services and Enforcement (NS&amp;E) committee</i>

## 1. Summary of the report

- 1.1 A member of the NS&E committee has requested this report based on street sweeping and parking be available for open discussion at a future meeting. The terms of the report were agreed at the committee in January, and it was agreed by members that the report should focus on identification of roads with high levels of parking. The report will also include the leafing schedule and any additional costs associated with potentially increasing road street sweeping over and above the schedules already conducted by Neighbourhood Services.

## 2. Key issues

- 2.1 Keeping our streets clean is a key concern for Spelthorne residents and for many of them it is the one Council service that affects their quality of life daily. The Council has recognised this and makes cleanliness one of its key priorities for the borough.
- 2.2 Streets including roads in the charge of the local authority, are a public right of way. Residents do not have any priority right to the stretch of road (which includes the footpath/grass verge and carriageway) in front of their property. The property effectively in the resident's possession and control extends to its boundary with the public path or road. This boundary runs along the edge of the footpath that joins the outer face of the residents front wall/fence and continues along the end of their driveway. If car parking is permitted on the

- road, all motorists, including visitors, have the right to park outside the resident's property provided their car is not causing an obstruction.
- 2.3 All residential streets in the borough should enjoy high standards of cleanliness irrespective of where they are located. To achieve this requires a flexible approach to street cleaning, which can respond better to the varying demands of various locations.
- 2.4 Street character types set out not only the basic parameters of streets, such as carriageway and footway widths, but also the street's relationship to buildings and the private realm, and other key details, such as parking arrangements, street trees, planting, and lighting.
- 2.5 Whilst some streets are more important than others in terms of traffic flow, some are also more important than others in terms of their place function and deserve to be treated differently. The varying schedules of sweeping which are explained within this report allow the Council to treat its different roads within the borough in this way and be more flexible and efficient.
- 2.6 It should also be noted that cluttering tends to take place over time by the incremental addition of signs to serve a particular purpose without regard having been given to the overall appearance of the street and subsequently the ability to be able to conduct an effective mechanical cleansing service.
- 2.7 All adopted highway roads are swept regularly on a schedule. Busy high streets are swept more regularly than residential roads.
- 2.8 The street cleansing team consists of seventeen operational employees who conduct the following tasks: -
- |                       |   |
|-----------------------|---|
| Litter bin clearance  | 3 employees & 2 vehicles (small RCV)  |
| On foot Beat sweepers | 8 employees,  |
| Mobile beat sweepers  | 1 employee & 1 vehicle (small van)  |
| Mechanical sweepers   | 5 employees & 5 vehicles (1 large sweeper,<br>2 channel sweepers, 2 footway sweepers) |
- 2.9 Street trees are a feature in most roads in the borough, however some roads have a much greater quantity of street trees than most. This creates increased leaf fall on the footway and the road channels, to tackle the issue of fallen leaves in the streets with a higher number of street trees we conduct an annual leaf clearance programme which can be found on the Council web site.
- 2.10 The annual programme is conducted during the autumn but with changing seasons the date is not set as we rely on the weather pattern and the first hard frosts which is when leaves start to fall.
- 2.11 To manage this annual leafing programme all mechanical sweeping operatives are diverted away from their scheduled programmes and redirected as a group to manage this programme of work. Where staffing allows, we would supplement this with additional staff on foot.
- 2.12 One cycle of the leafing programme takes approx. 2 weeks to complete and depending on weather we may have to complete the whole cycle 2 or 3 times during the autumn.

- 2.13 At all other times of the year road channels are swept mechanically by the channel sweepers on varying schedules which can range from daily to weekly or on a 20-day schedule. Most residential streets are swept on a 20-day schedule whereas high streets, shopping centres & car parks are swept daily or more frequently depending on the location.
- 2.14 Access to channels due to parked cars (resident and commuter parking) create large pockets of the borough where sweeping cannot be conducted successfully. Sweeping schedules have built into them periods of spare days where drivers can use their own initiative and experience to go back on roads where sweeping has not been effective due to parked cars.
- 2.15 There are rare occasions where roads such as Guildford Street in Staines are swept within a parking suspension organised and enforced by our parking team. This involves parking officers placing signage on lamp columns within a specific road advising that parking is not permitted on a specific day and on a specific time. Parking officers are then tasked with patrolling during the parking suspension period and will issue Penalty Charge Notices (PCNs) to any cars who have ignored the suspension.
- 2.16 This is a time-consuming process for parking officers and is not always successful. Our ability to create these parking suspensions will cease at the end of March as Surrey County Council (SCC) have ended the agency agreement and will take back on street parking enforcement. Enquiries have been made to SCC in relation to potential costs for creating and managing a street parking suspension, post March 23, to date we are still awaiting a response which is due to management and implementation of the new on street parking contract.
- 2.17 The large sweeper sweeps on varying schedules and most of the work conducted by this machine is on the main and high-speed roads across the whole borough. A lot of this work is on a 20-day schedule but there are more frequent schedules for main shopping areas which vary from daily to weekly.
- 2.18 The footway sweepers also work to schedules but they are more flexible as they are also required to be very reactive in dealing with issues such as spills, litter issues, dog fouling etc. They also sweep the pedestrian areas of large and small shopping areas. These sweepers provide a service that is based on need.
- 2.19 Neighbourhood Services do not carry a surplus of street cleaning staff who are able to step in to cover any absences of the drivers. Due to the extremely prohibitive cost of leasing/owning/maintenance of sweeping vehicles we do not carry spare vehicles to cover breakdowns or general maintenance.
- 2.20 All street cleansing and sweeping is subject to operatives and machinery being available on the day. If we have an urgent reactive issue to deal with that cannot wait, we will redirect other staff from their duties to manage the issue.
- 2.21 To assist members to understand the frequencies of channel sweeping and leafing conducted by the Street Cleansing team a spreadsheet is attached at **Appendix 1.**

2.22 **Appendix 1** shows that we have 845 roads in the borough and of that 845, 229 of those roads are heavily parked during the day. This is broken down as follows: -

	<b>20% PARKED</b>	<b>50% PARKED</b>	<b>80% PARKED</b>	<b>100% PARKED</b>	<b>Total</b>
<b>Ashford</b>	27	43	69	75	214
<b>Staines</b>	29	38	43	33	143
<b>Shepperton</b>	50	34	41	28	153
<b>Sunbury</b>	18	61	50	45	174
<b>Laleham</b>	10	3	17	10	40
<b>Stanwell</b>	15	21	46	39	121
<b>Total</b>	<b>149</b>	<b>200</b>	<b>267</b>	<b>229</b>	<b>845</b>

2.23 To mitigate the issues related to these heavily parked roads we have built spare capacity within the 20-day schedules for the drivers to return to areas where accessing the channels to sweep has been difficult.

### 3. Financial implications

3.1 Members of the Neighbourhood Services & Enforcement committee requested that as part of this report we provide an idea of potential increased costs should members decide that they would like to make recommendation from this report to increase both its fleet of sweeping vehicles and its number of operatives. The cost per year to have one extra sweeping vehicle and two vehicle drivers are anticipated to be as below: -

Driver (including oncosts) x 2      £65,000 (working on a shift pattern over 7 days but does not allow for driver absence)

Sweeper(diesel) x 1                      £45,000 (sweeper vehicles are priced on driver hours)

Maintenance                              £5000

Running costs                              £5000

**Total approx. £120,000 per year**

3.2 When leasing sweeping vehicles, the minimum cost-efficient term of a lease would be four years.

3.3 **Appendix 1** identifies a very high level of roads that are either 80% (267) or 100%(229) parked for most of the time.

3.4 One consideration to address this subject of parked cars, as requested by a member of the NS&E committee is given in **3.1** above. Another alternative consideration which would incur additional costs (over and above 3.1) would be to create a parking suspension every working day of the year for 100% parked roads, or once every two years if including the 80% parked roads.

3.5 This would have additional financial & staffing implications over and above that detailed in 3.1, related to engaging with Surrey County Councils new parking contractor to create and enforce daily suspensions in 229 roads.



3.6 Spelthorne has significant budget gaps in future years and any proposed additional spend would need to be offset against savings within the relevant service. The committee would need to identify where these savings could be achieved from to progress and fund this potential increased level of service.

#### **4. Risk considerations**

4.1 This is a to note report only and at this stage the only risks associated with increased street maintenance are the financial risks related to potentially increasing the Councils budgets when it is already facing a particularly challenging financial future.

4.2 There is also the risk that sending sweepers out during the early mornings at weekends could result in an increased level of customer complaints due to noise.

#### **5. Procurement considerations**

5.1 The Council has recently carried out a procurement exercise to replace its existing fleet of waste and cleansing vehicles and if the Council decides it chooses to include this additional sum of money to its future budgets we could approach our suppliers to seek costs to add an extra sweeping vehicle on to the new contract which is effective from June 2023.

#### **6. Legal considerations**

6.1 At this stage there are no legal considerations to consider. The NS&E committee are not able to spend money not already budgeted for and if they wished to make a recommendation to take this forward it would follow the rules of the committee process.

#### **7. Other considerations**

7.1 The current sweeping and leafing schedules have been carried out very successfully this way over several years with changes made to adapt to changing circumstances without incurring additional service costs. This subject of street parking is one that is recognised across all authorities. Where cars are parked, it is not always possible to sweep or cleanse around them, where there is a risk of damage to the parked car.

#### **8. Equality and Diversity**

8.1 This information is to note and will not have any direct equality and diversity impacts. However, it could be said that any increased level of service especially when considering street services will provide an improvement for those who are elderly or have a mobility disability.

8.2 This is mitigated within the current service level by providing both an initiative-taking and reactive service within the current structure to deal with relevant issues if they arise.

8.3 It should also be noted that extra cleansing services could have a negative impact on some residents if Council resources create a schedule where specific streets have additional resources over and above the current schedules.

8.4 The rationale behind our current cleansing programmes is that it provides a consistent approach, with the same service being provided for all wards and streets. Some wards will inevitably be cleaner than others and remain clean for longer.

**9. Sustainability/Climate Change Implications**

9.1 Adding additional diesel vehicles to our streets has a negative impact on climate change. Most street litter is collected by mobile street cleansing operatives and is disposed of appropriately.

**10. Contact**

10.1 Jackie Taylor Group Head Neighbourhood Services 01784 446418

**Background papers:** *There are none.*

**Appendices:**

**Appendix 1 STREET SCHEDULES**

Road Name	Area	Day/wk	Percentage of road that Cannot be swept				Totals	Leafing
			20%	50%	80%	100%		
ALBERT ROAD	ASHF	1 to 20		✓				
ANGLESEY CLOSE	ASHF	1 to 20	✓					
BROWNRIGG ROAD	ASHF	1 to 20				✓		
CHAUCER ROAD	ASHF	1 to 20				✓		
CHESTNUT CLOSE	ASHF	1 to 20	✓					
CHESTNUT ROAD	ASHF	1 to 20				✓		
CLIFFORD GROVE	ASHF	1 to 20	✓					✓
COLERIDGE ROAD	ASHF	1 to 20				✓		
ECHELFORDE DRIVE	ASHF	1 to 20			✓			
EXEFORDE AVENUE	ASHF	1 to 20		✓				✓
FORD ROAD	ASHF	1 to 20				✓		
GLEN AVENUE	ASHF	1 to 20			✓			
HITHERMOOR ROAD	STAN	1 to 20		✓				
HORTON ROAD	STAN	1 to 20	✓					
LEYLANDS LANE	STAN	1 to 20	✓					
MEADWAY	ASHF	1 to 20	✓					
MOOR LANE	STAI	1 to 20				✓		
PARKLAND GROVE	ASHF	1 to 20				✓		✓
PARKLAND ROAD	ASHF	1 to 20				✓		
PRINCES ROAD	ASHF	1 to 20				✓		
REEDSFIELD ROAD	ASHF	1 to 20				✓		
ROSA AVENUE	ASHF	1 to 20		✓				
SPOUT LANE	STAN	1 to 20		✓				
VILLAGE WAY	ASHF	1 to 20		✓				
WENTWORTH CLOSE	ASHF	1 to 20				✓		
WOLSEY ROAD	ASHF	1 to 20				✓		
WRAYSBURY ROAD (Church Street to	STAI	1 to 20			✓			
WRAYSBURY ROAD (Hale Street - Chu	STAI	1 to 20				✓		
ARLINGTON ROAD	ASHF	1 to 20				✓		
FIFEHEAD CLOSE	ASHF	1 to 20		✓				
FONTMELL CLOSE	ASHF	1 to 20	✓					
FONTMELL PARK	ASHF	1 to 20		✓				
FORD CLOSE	ASHF	1 to 20				✓		
GABLES AVENUE	ASHF	1 to 20		✓				
LOUDWATER CLOSE	SUNB	1 to 20		✓				
LIMES CLOSE	ASHF	1 to 20		✓				
MANOR ROAD	ASHF	1 to 20	✓					
NELSON ROAD	ASHF	1 to 20				✓		
NORMANHURST	ASHF	1 to 20		✓				
PERCY AVENUE	ASHF	1 to 20	✓					
PERKINS COURT	ASHF	1 to 20		✓				
PERRIN CLOSE	ASHF	1 to 20	✓					
SPRINGFIELD ROAD	ASHF	1 to 20			✓			
STANLEY ROAD	ASHF	1 to 20				✓		
TENNYSON ROAD	ASHF	1 to 20				✓		
BEDFONT ROAD	STAN	1 to 20	✓					
BRISTOL CLOSE	STAN	1 to 20		✓				
BRITANIA WAY	STAN	1 to 20			✓			
CALEDONIA ROAD	STAN	1 to 20				✓		
CAMBRIA GARDENS	STAN	1 to 20			✓			
CANOPUS WAY	STAN	1 to 20				✓		
CLYDE ROAD	STAN	1 to 20				✓		
COMET ROAD	STAN	1 to 20			✓			
CORDELIA GARDENS	STAN	1 to 20		✓				
CORDELIA ROAD	STAN	1 to 20				✓		
CORSAIR CLOSE	STAN	1 to 20				✓		
CORSAIR ROAD	STAN	1 to 20				✓		
CRANFORD AVENUE	STAN	1 to 20				✓		
CRANFORD CLOSE	STAN	1 to 20				✓		
DE HAVILLAND WAY	STAN	1 to 20			✓			
DIAMEDES AVENUE	STAN	1 to 20	✓					
DOUGLAS ROAD	STAN	1 to 20			✓			
ELIZABETHAN WAY	STAN	1 to 20				✓		
ELSINORE AVENUE	STAN	1 to 20		✓				
ENSGIN CLOSE	STAN	1 to 20				✓		

ENSIGN WAY	STAN	1 to 20				✓		
EVEREST ROAD	STAN	1 to 20				✓		
EXPLORER AVENUE	STAN	1 to 20				✓		
FALCON DRIVE	STAN	1 to 20				✓		
FROBISHER CRESCENT	STAN	1 to 20				✓		
FROBISHER GARDENS	STAN	1 to 20		✓				
HADRIAN CLOSE	STAN	1 to 20					✓	
HANNIBAL ROAD	STAN	1 to 20					✓	
THE HEATHERS,	STAN	1 to 20		✓				
HILLINGDON AVENUE	STAN	1 to 20					✓	
LANCASTER CLOSE	STAN	1 to 20				✓		
NORTHUMBERLAND CLOSE	STAN	1 to 20	✓					
OAKS ROAD	STAN	1 to 20				✓		
OSBORNE AVENUE	STAN	1 to 20					✓	
PARK ROAD	STAN	1 to 20	✓					
RAVENSBOURNE AVENUE	STAN	1 to 20					✓	
RIVERSIDE ROAD	STAN	1 to 20				✓		
ST ANNES AVENUE	STAN	1 to 20				✓		
ST MARYS CRESCENT	STAN	1 to 20				✓		
VISCOUNT ROAD	STAN	1 to 20		✓				
WHITLEY CLOSE	STAN	1 to 20	✓					
ALBAIN CRESCENT	STAN	1 to 20	✓					
ASHDALE CLOSE	STAN	1 to 20		✓				
ASHFORD CRESCENT	ASHF	1 to 20	✓					
BROOK CLOSE	STAN	1 to 20	✓					
CHESTERTON DRIVE	STAN	1 to 20		✓				
CLARE ROAD	STAN	1 to 20				✓		
DEFORD WAY	ASHF	1 to 20				✓		
EDWARD WAY	ASHF	1 to 20				✓		
FORDBRIDGE ROAD (CLARENDON R	ASHF	1 to 20	✓					
GENESIS CLOSE	STAN	1 to 20				✓		
GRESHAM ROAD	STAI	1 to 20		✓				
HARROW ROAD	ASHF	1 to 20				✓		
HOLYWELL CLOSE	STAN	1 to 20				✓		
HOLYWELL WAY	STAN	1 to 20	✓					
KINGSTON ROAD (SIDNEY ROAD to A	STAI	Daily	✓					
KINGSTON ROAD (FORDBRIDGE 'O' t	ASHF	1 to 20	✓					
KNOWLE GREEN	STAI	1 to 20		✓				
LABURNUM WAY	STAN	1 to 20		✓				
LAUSER ROAD	STAN	1 to 20		✓				
LODGE WAY	ASHF	1 to 20				✓		
LONG LANE	STAN	1 to 20	✓					
LONGFORD AVENUE	STAN	1 to 20		✓				
LONGFORD WAY	STAN	1 to 20		✓				
MAPLE GARDENS	STAN	1 to 20				✓		
MASEFIELD WAY	STAN	1 to 20		✓				
MILTON GARDENS	STAN	1 to 20		✓				
MULBERRY AVENUE	ASHF	1 to 20		✓				
NIGHTINGALES, THE	STAN	1 to 20		✓				
NUTHATCH CLOSE	STAN	1 to 20		✓				
ORCHARD WAY	ASHF	1 to 20				✓		
SALCOMBE ROAD	ASHF	1 to 20		✓				
SHORT LANE	STAN	1 to 20		✓				
STANWELL ROAD (FORDBRIDGE RO)	ASHF	1 to 20		✓				
STANWELL ROAD (WOODTHORPE R)	ASHF	1 to 20	✓					
THETFORD ROAD	ASHF	1 to 20		✓				
TOWN LANE	STAN	1 to 20	✓					
WILLOWBROOK ROAD	STAN	1 to 20					✓	
WOODTHORPE ROAD (STANWELL R)	ASHF	1 to 20		✓				
BOUNDARY ROAD	ASHF	1 to 20		✓				
BRAMLEY CLOSE	STAI	1 to 20				✓		
BROOKSIDE AVENUE	ASHF	1 to 20				✓		
BUXTON ROAD	ASHF	1 to 20		✓				
CELIA CRESCENT	ASHF	1 to 20		✓				
CHURCH ROAD	SHEP	1 to 20	✓					✓
LOUDWATER ROAD	SUNB	1 to 20					✓	
FORDBRIDGE ROAD	SUNB	1 to 20	✓					

FRENCH STREET	SUNB	1 to 20			✓			✓
HARFIELD ROAD	SUNB	1 to 20	✓					✓
HENSWORTH ROAD	ASHF	1 to 20		✓				
KENTON AVENUE	SUNB	1 to 20		✓				✓
KINGSTON CRESCENT	STAI	1 to 20				✓		
RICHMOND DRIVE	SHEP	1 to 20		✓				
ANVIL ROAD	SUNB	1 to 20		✓				
LOWER HAMPTON ROAD	SUNB	1 to 20		✓				
MANYGATE LANE	SHEP	1 to 20		✓				
RENFREE WAY	SHEP	1 to 20	✓					
BRIDGE FOOT	SUNB	1 to 20	✓					
RUGGLES BRISE ROAD	ASHF	1 to 20		✓				
RUSSELL ROAD	SHEP	1 to 20	✓					
THAMES STREET	SUNB	1 to 20	✓					
BRIDLE CLOSE	SUNB	1 to 20		✓				
AVONDALE ROAD	ASHF	1 to 20		✓				✓
BUTTS, THE	SUNB	1 to 20				✓		
CROYSDALE AVENUE	SUNB	1 to 20		✓				
CUMBERLAND PLACE	SUNB	1 to 20				✓		
CONNAUGHT AVENUE	ASHF	1 to 20			✓			
ELIZABETH GARDENS	SUNB	1 to 20			✓			✓
FAIRLAWNS	SUNB	1 to 20				✓		
CUMBERLAND ROAD	ASHF	1 to 20		✓				
DORSET ROAD	ASHF	1 to 20		✓				
FARRIER CLOSE	SUNB	1 to 20				✓		
FAIRHOLME ROAD	ASHF	1 to 20			✓			
GRIFFIN WAY	SUNB	1 to 20	✓					
HALLIFORD ROAD	SHEP	1 to 20	✓					
HAWKEWOOD ROAD	SUNB	1 to 20		✓				
HEATHLANDS CLOSE	SUNB	1 to 20			✓			
HEMELWATERS AVENUE	SUNB	1 to 20		✓				
KINGSMEAD AVENUE	SUNB	1 to 20		✓				
HENGROVE CRESCENT	ASHF	1 to 20			✓			
LYNDHURST AVENUE	SUNB	1 to 20				✓		
KENILWORTH ROAD	ASHF	1 to 20				✓		
MARTINGALE CLOSE	SUNB	1 to 20				✓		
MARYLAND WAY	SUNB	1 to 20		✓				
OLD ORCHARD	SUNB	1 to 20	✓					
PARKWOOD GROVE	SUNB	1 to 20		✓				✓
MORETAINE ROAD	ASHF	1 to 20		✓				
PINES, THE	SUNB	1 to 20		✓				
QUEENSWAY	SUNB	1 to 20		✓				
RIDINGS, THE	SUNB	1 to 20			✓			
PORTLAND ROAD	ASHF	1 to 20			✓			
QUEENS WALK	ASHF	1 to 20				✓		
SAXONBURY AVENUE	SUNB	1 to 20		✓				
RENNIE CLOSE	ASHF	1 to 20			✓			
SILVERDALE DRIVE	SUNB	1 to 20		✓				
SANDRINGHAM DRIVE	ASHF	1 to 20				✓		
SPRINGFIELD GROVE	SUNB	1 to 20				✓		
STILE PATH	SUNB	1 to 20				✓		
VEREKER DRIVE	SUNB	1 to 20		✓				
STATION CRESCENT	ASHF	1 to 20			✓			
ASH ROAD	SHEP	1 to 20		✓				
TUDOR CLOSE	ASHF	1 to 20			✓			
ASHURST DRIVE	SHEP	1 to 20		✓				
WINDSOR DRIVE	ASHF	1 to 20			✓			
ANDERSON DRIVE	ASHF	1 to 20			✓			
BARLEY MOW WAY	SHEP	1 to 20			✓			
BRAVINGTON CLOSE	SHEP	1 to 20			✓			
BRIAR ROAD	SHEP	1 to 20			✓			
BARN CLOSE	ASHF	1 to 20			✓			
BURBIDGE ROAD	SHEP	1 to 20				✓		
BUSH ROAD	SHEP	1 to 20			✓			
CRANWELL GROVE	SHEP	1 to 20				✓		
BURLEIGH GARDENS	ASHF	1 to 20				✓		
ELLIOTT GARDENS	SHEP	1 to 20		✓				

CRANWELL GROVE	ASHF	1 to 20			✓			
CHALMERS ROAD EAST	ASHF	1 to 20			✓			
CHATTERN HILL	ASHF	1 to 20			✓			
CHATTERN ROAD	ASHF	1 to 20			✓			
COOLGARDIE ROAD	ASHF	1 to 20			✓			
FAIRVIEW DRIVE	SHEP	1 to 20			✓			
DUKES CLOSE	ASHF	1 to 20			✓			
FORD CLOSE	SHEP	1 to 20			✓			
FRANCIS CLOSE	SHEP	1 to 20				✓		
FERNHURST ROAD	ASHF	1 to 20			✓			
GLEN CLOSE	SHEP	1 to 20			✓			
GODDARD CLOSE	SHEP	1 to 20				✓		
HERMITAGE CLOSE	SHEP	1 to 20				✓		
HORNE ROAD	SHEP	1 to 20			✓			
MAGDALENE ROAD	SHEP	1 to 20			✓			
MILTON DRIVE	SHEP	1 to 20			✓			
LYNEGROVE AVENUE	ASHF	1 to 20			✓			
PETTS LANE	SHEP	1 to 20		✓				
RECTORY CLOSE	SHEP	1 to 20			✓			
NEW PARK ROAD	ASHF	1 to 20				✓		
OAKFIELD ROAD	ASHF	1 to 20			✓			
PARK ROAD	ASHF	1 to 20			✓			✓
ROSEACRE CLOSE	SHEP	1 to 20	✓					
POPLAR ROAD	ASHF	1 to 20				✓		
ROSEWOOD DRIVE	SHEP	1 to 20		✓				
ROMNEY CLOSE	ASHF	1 to 20				✓		
ROSARY GARDENS	ASHF	1 to 20				✓		
SQUIRES ROAD	SHEP	1 to 20		✓				
STEWART AVENUE	SHEP	1 to 20	✓					
SANDELLS AVENUE	ASHF	1 to 20			✓			
WATERSPLASH ROAD	SHEP	1 to 20				✓		
ST MARGARETS AVENUE	ASHF	1 to 20				✓		
ST PAULS CLOSE	ASHF	1 to 20		✓				
WINCHSTONE CLOSE	SHEP	1 to 20		✓				
SUNDOWN ROAD	ASHF	1 to 20		✓				
WOOD ROAD	SHEP	1 to 20		✓				
YEW TREES	SHEP	1 to 20			✓			
ALLEN CLOSE	SUNB	1 to 20				✓		
WRENS AVENUE	ASHF	1 to 20	✓					
ALLEN ROAD	SUNB	1 to 20		✓				
BARNARD CLOSE	SUNB	1 to 20		✓				
BATAVIA CLOSE	SUNB	1 to 20				✓		
ATHERTON CLOSE	STAN	1 to 20				✓		
BATAVIA ROAD	SUNB	1 to 20			✓			✓
BEECH CLOSE	SUNB	1 to 20	✓					
BELGRAVE CRESCENT	SUNB	1 to 20			✓			
BEECH CLOSE	STAN	1 to 20				✓		
BELGRAVE ROAD	SUNB	1 to 20			✓			
BRACKENWOOD	SUNB	1 to 20		✓				
BRAMWELL CLOSE	SUNB	1 to 20		✓				✓
BROOMFIELD	SUNB	1 to 20		✓				
CHASE, THE	SUNB	2 x per month			✓			
CLAREMONT AVENUE	SUNB	1 to 20		✓				
BUTTERCUP SQUARE	STAN	1 to 20				✓		
CALLIS FARM CLOSE	STAN	1 to 20			✓			
DARBY CRESCENT	SUNB	1 to 20		✓				
CHRISLAINE CLOSE	STAN	1 to 20			✓			
DOWNSIDE	SUNB	1 to 20				✓		
ELM DRIVE	SUNB	1 to 20				✓		
DERIDENE CLOSE	STAN	1 to 20			✓			
FORGE LANE	SUNB	1 to 20		✓				
DUTCH BARN CLOSE	STAN	1 to 20		✓				
ELM CLOSE	STAN	1 to 20			✓			
FURZEWOOD	SUNB	1 to 20				✓		
EVERGREEN WAY	STAN	1 to 20			✓			
HAMILTON PLACE	SUNB	1 to 20			✓			
FOXGLOVE CLOSE	STAN	1 to 20				✓		

IVY CLOSE	SUNB	1 to 20		✓				✓
GLENEAGLES CLOSE	STAN	1 to 20			✓			
HADFIELD ROAD	STAN	1 to 20			✓			
KEMPTON AVENUE	SUNB	1 to 20			✓			
HAWTHORN WAY	STAN	1 to 20			✓			
HEATH CLOSE	STAN	1 to 20			✓			
HENDON WAY	STAN	1 to 20			✓			
KEMPTON COURT	SUNB	1 to 20			✓			
JORDANS CLOSE	STAN	1 to 20			✓			
JUBILEE CLOSE	STAN	1 to 20				✓		
LABURNUM CRESCENT	SUNB	1 to 20				✓		
LIME CRESCENT	SUNB	1 to 20		✓				
MARKWAY	SUNB	1 to 20			✓			
MEADOWS END	SUNB	1 to 20		✓				
LINDSAY CLOSE	STAN	1 to 20			✓			
LINTOTT COURT	STAN	1 to 20				✓		
LOWLANDS DRIVE	STAN	1 to 20				✓		
MAISIE WEBSTER CLOSE	STAN	1 to 20				✓		
OAK GROVE	SUNB	1 to 20			✓			
OAKINGTON DRIVE	SUNB	1 to 20			✓			
ORCHARD ROAD	SUNB	1 to 20		✓				
THE PENNARDS,	SUNB	1 to 20				✓		✓
PINEWOOD	SUNB	1 to 20	✓					
SALIX CLOSE	SUNB	1 to 20		✓				
SPINNEY, THE	SUNB	1 to 20		✓				
RIVERSIDE PLACE	STAN	1 to 20			✓			
ROBERTS CLOSE	STAN	1 to 20			✓			
ROSE GARDENS	STAN	1 to 20			✓			
RUSSEL DRIVE	STAN	1 to 20			✓			
SUMMER TREES	SUNB	1 to 20				✓		
SELWOOD CLOSE	STAN	1 to 20				✓		
SELWOOD GARDENS	STAN	1 to 20				✓		
SUNBURY COURT ROAD	SUNB	1 to 20			✓			
ST MARYS AVENUE	STAN	1 to 20			✓			
STANHOPE HEATH	STAN	1 to 20			✓			
STANHOPE WAY	STAN	1 to 20			✓			
STANWELL CLOSE	STAN	1 to 20			✓			
STANWELL GARDENS	STAN	1 to 20			✓			
SUNNA GARDENS	SUNB	1 to 20		✓				
ASHRIDGE WAY	SUNB	1 to 20			✓			
BEECHWOOD AVENUE	SUNB	1 to 20			✓			
TOWN FARM WAY	STAN	1 to 20	✓					
TRINITY CLOSE	STAN	1 to 20			✓			
ASHFORD AVENUE	ASHF	1 to 20			✓			
BINGLEY ROAD	SUNB	1 to 20				✓		
BANCROFT CLOSE	ASHF	1 to 20				✓		
BROADOAK	SUNB	1 to 20			✓			
BRYAN CLOSE	SUNB	1 to 20			✓			
CAVENDISH ROAD	SUNB	1 to 20		✓				
CHESTNUT CLOSE	SUNB	1 to 20		✓				
CAROLINE COURT	ASHF	1 to 20			✓			
CHURCHILL WAY	SUNB	1 to 20			✓			
CUMBERNAULD GARDENS	SUNB	1 to 20		✓				
HAVEN, THE	SHEP	1 to 20			✓			
THE COPPICE,	ASHF	1 to 20				✓		
HEATH GROVE	SUNB	1 to 20				✓		
DINGLE ROAD	ASHF	1 to 20				✓		
ELM TREE CLOSE	ASHF	1 to 20				✓		
FAIRWAYS	ASHF	1 to 20			✓			
GILMORE CRESCENT	ASHF	1 to 20			✓			
HEATHERLANDS	SUNB	1 to 20		✓				
HAWLEY WAY	ASHF	1 to 20				✓		
KENYNGTON DRIVE	SUNB	1 to 20			✓			
KEYWOOD DRIVE	SUNB	1 to 20		✓				
KING GEORGE CLOSE	SUNB	1 to 20		✓				
KINGS AVENUE	SUNB	1 to 20	✓					
KINROSS CLOSE	SUNB	1 to 20		✓				

KINROSS DRIVE	SUNB	1 to 20			✓			
OAKHALL DRIVE	SUNB	1 to 20				✓		✓
RANGE WAY	SHEP	1 to 20			✓			
LINKSCROFT AVENUE	ASHF	1 to 20				✓		
LUCIE AVENUE	ASHF	1 to 20				✓		
MAYFIELD CLOSE	ASHF	1 to 20				✓		
METCALF ROAD	ASHF	1 to 20				✓		
MUNCASTER CLOSE	ASHF	1 to 20				✓		
MUNCASTER ROAD	ASHF	1 to 20				✓		
ROWANS, THE	SUNB	1 to 20			✓			
VALE, THE	SUNB	1 to 20	✓					
REX AVENUE	ASHF	1 to 20			✓			
WINDSOR COURT	SUNB	1 to 20				✓		
ST MICHAELS ROAD	ASHF	1 to 20				✓		
SYDNEY CRESCENT	ASHF	1 to 20				✓		
WINDSOR ROAD	SUNB	1 to 20				✓		
WOODBERRY CLOSE	SUNB	1 to 20				✓		
WYCHWOOD CLOSE	SUNB	1 to 20	✓					
HARRIS WAY	SUNB	1 to 20				✓		
ANNETT CLOSE	SHEP	1 to 20			✓			
BEVERLEY ROAD	SUNB	1 to 20			✓			
ASPEN CLOSE	STAI	1 to 20			✓			
BIRCH GROVE	SHEP	1 to 20				✓		
BROOKLANDS CLOSE	SUNB	1 to 20			✓			
CROFTS, THE	SHEP	1 to 20	✓					
DORLY CLOSE	SHEP	1 to 20	✓					
EVELYN CRESCENT	SUNB	1 to 20	✓					
EVELYN WAY	SUNB	1 to 20			✓			
FALCON WAY	SUNB	1 to 20				✓		
FAIRFIELD AVENUE (MOORMEDE CR	STAI	Daily				✓		
GENEVA CLOSE	SHEP	1 to 20				✓		
HASLETT ROAD	SUNB	1 to 20				✓		
GEORGIAN CLOSE	STAI	1 to 20	✓					
GREENLANDS ROAD	STAI	1 to 20				✓		✓
HOMEFARM CLOSE	SUNB	1 to 20			✓			
HAWKS WAY	STAI	1 to 20		✓				
KELLY CLOSE	SHEP	1 to 20	✓					
LAYTONS LANE	SUNB	1 to 20		✓				
KESTREL AVENUE	STAI	1 to 20		✓				
KINGFISHER DRIVE	STAI	1 to 20		✓				
LARK AVENUE	STAI	1 to 20			✓			
LINCOLN WAY	SUNB	1 to 20			✓			
LEACROFT	STAI	1 to 20				✓		✓
LEACROFT CLOSE	STAI	1 to 20			✓			
NURSERY GARDENS	SUNB	1 to 20		✓				
MILLERS CLOSE	STAI	1 to 20	✓					
MOORMEDE CRESCENT	STAI	1 to 20			✓			
PEREGRINE ROAD	SUNB	1 to 20			✓			
RAVENS COURT	SUNB	1 to 20			✓			
PLOVER CLOSE	STAI	1 to 20	✓					
RALEIGH COURT	STAI	1 to 20		✓				
ROXFORD CLOSE	SHEP	1 to 20	✓					
ROBIN WAY	STAI	1 to 20		✓				
ROSEFIELD ROAD	STAI	1 to 20			✓			
SUTHERLAND GARDENS	SUNB	1 to 20		✓				
SIDINGS, THE	STAI	1 to 20			✓			
SIDNEY ROAD	STAI	1 to 20				✓		✓
UPPER HALLIFORD GREEN	SHEP	1 to 20	✓					
SWALLOW CLOSE	STAI	1 to 20			✓			
SYKES DRIVE	STAI	1 to 20			✓			
TURNERS CLOSE	STAI	1 to 20			✓			
VINCENT DRIVE	SHEP	1 to 20			✓			
WINDMILL ROAD WEST	SUNB	1 to 20				✓		
WATERS DRIVE	STAI	1 to 20		✓				
BRUCE AVENUE	SHEP	1 to 20			✓			
ASHFORD ROAD	LALE	1 to 20	✓					
AVONDALE AVENUE	STAI	1 to 20				✓		



BROADWAY, THE	LALE	1 to 20			✓			
CAESARS WAY	SHEP	1 to 20	✓					
CATLIN CRESCENT	SHEP	1 to 20			✓			
COPTHORNE CLOSE	SHEP	1 to 20		✓				
CHERTSEY BRIDGE ROAD	SHEP	1 to 20	✓					
CHERTSEY ROAD	SHEP	1 to 20	✓					✓
DUNALLY PARK	SHEP	1 to 20	✓					
DOCKETT EDDY LANE	SHEP	1 to 20	✓					
DUPPAS CLOSE	SHEP	1 to 20		✓				
DURREL WAY	SHEP	1 to 20		✓				
GASTON WAY	SHEP	1 to 20			✓			
FERRY LANE	SHEP	1 to 20	✓					✓
GORDON DRIVE	SHEP	1 to 20			✓			
GORDON ROAD	SHEP	1 to 20		✓				
GOVETT AVENUE	SHEP	1 to 20			✓			
GROVE ROAD	SHEP	1 to 20		✓				
KILMISTON AVENUE	SHEP	1 to 20	✓					
LINDSAY DRIVE	SHEP	1 to 20		✓				
LALEHAM ROAD (Penton Road to Rusk	STAI	1 to 20				✓		
LALEHAM ROAD (inc service road)	STAI	1 to 20			✓			
MALYONS, THE	SHEP	1 to 20		✓				
LITTLETON LANE	SHEP	1 to 20	✓					
MULBERRY TREES	SHEP	1 to 20				✓		
MEADWAY	STAI	1 to 20				✓		
NELL GWYNNE AVENUE	SHEP	1 to 20		✓				
RUSSINGTON ROAD	SHEP	1 to 20		✓				
OLD LITTLETON ROAD	SHEP	1 to 20	✓					
PENTON AVENUE	STAI	1 to 20				✓		
PENTON ROAD	STAI	1 to 20				✓		✓
RIVER ROAD	STAI	1 to 20		✓				
WEST WAY	SHEP	1 to 20		✓				
SHEEPWALK (Chertsey Road to width r	SHEP	1 to 20	✓					
SHEEPWALK (Laleham Road to width r	SHEP	1 to 20				✓		
SHEPPERTON ROAD	LALE	1 to 20	✓					
STAINES ROAD	LALE	1 to 20	✓					
THAMES SIDE	LALE	1 to 20	✓					
WESTERN DRIVE	SHEP	1 to 20		✓				
ACACIA AVENUE	SHEP	1 to 20	✓					
WHEATSHEAF LANE	STAI	1 to 20			✓			
WORPLE ROAD	STAI	1 to 20	✓					
BARTON CLOSE	SHEP	1 to 20	✓					
BROADLANDS AVENUE	SHEP	1 to 20		✓				✓
CEMETERY LANE	SHEP	1 to 20	✓					
CHURCH SQUARE	SHEP	1 to 20			✓			
CHESTNUT WALK	SHEP	1 to 20		✓				
CLAREMONT DRIVE	SHEP	1 to 20				✓		
DUNBOE PLACE	SHEP	1 to 20		✓				
GRANT CLOSE	SHEP	1 to 20	✓					
GASTON BRIDGE ROAD (Halliford Roa	SHEP	1 to 20	✓					
GASTON BRIDGE ROAD (by pass to R	SHEP	1 to 20	✓					
GREENO CRESCENT	SHEP	1 to 20			✓			
GREEN WAY	SUNB	1 to 20			✓			
JESSIMAN TERRACE	SHEP	1 to 20			✓			
MANDEVILLE ROAD	SHEP	1 to 20			✓			
MANOR FARM AVENUE	SHEP	1 to 20	✓					
MERVYN ROAD	SHEP	1 to 20			✓			
MONTFORD ROAD	SUNB	1 to 20			✓			
MINSTERLY AVENUE	SHEP	1 to 20			✓			
OLD FORGE CRESCENT	SHEP	1 to 20			✓			
PENTLAND AVENUE	SHEP	1 to 20		✓				
PRESTON ROAD	SHEP	1 to 20				✓		
SCHOOL LANE	SHEP	1 to 20				✓		
SHEPHERDS CLOSE	SHEP	1 to 20	✓					
ST NICHOLAS DRIVE	SHEP	1 to 20		✓				
ST MARYS CLOSE	SUNB	1 to 20				✓		
TADMOR CLOSE	SUNB	1 to 20		✓				
TANGLYN AVENUE	SHEP	1 to 20	✓					

THORNHILL WAY	SHEP	1 to 20			✓			
WADHAM CLOSE	SHEP	1 to 20			✓			
WESTBURY CLOSE	SHEP	1 to 20			✓			
WALTON BRIDGE	SHEP	1 to 20	✓					
WRIGHT GARDENS	SHEP	1 to 20			✓			
ALMOND CLOSE	SHEP	1 to 20		✓				
ASTLEHAM ROAD	SHEP	1 to 20		✓				
BARBARA CLOSE	SHEP	1 to 20	✓					
CHERRY WAY	SHEP	1 to 20	✓					
CRESCENT ROAD	SHEP	1 to 20		✓				
CROSSWELL CLOSE	SHEP	1 to 20			✓			
HALLIFORD CLOSE	SHEP	1 to 20				✓		
CLOCKHOUSE LANE	ASHF	1 to 20			✓			
COMMERCIAL ROAD	STAI	1 to 20			✓			
HARROW WAY	SHEP	1 to 20	✓					
HAWTHORN WAY	SHEP	1 to 20			✓			
DENMAN DRIVE	ASHF	1 to 20			✓			
ELGIN AVENUE	ASHF	1 to 20				✓		
FELTHAM HILL ROAD (SCHOOL RD to	ASHF	1 to 20		✓				
FELTHAM ROAD	ASHF	1 to 20		✓				
FENTON AVENUE	STAI	1 to 20				✓		
GLEBE ROAD	STAI	1 to 20			✓			✓
GLENFIELD ROAD	ASHF	1 to 20			✓			
GROVELEY ROAD	SUNB	1 to 20			✓			
HADRIAN WAY	STAN	1 to 20			✓			
HITCHCOCK CLOSE	SHEP	1 to 20	✓					
HANWORTH ROAD (NORTH SIDE)	SUNB	1 to 20	✓					
KORDA CLOSE	SHEP	1 to 20				✓		
LINDEN WAY	SHEP	1 to 20		✓				
LION CLOSE	SHEP	1 to 20	✓					
HOGARTH AVENUE	ASHF	1 to 20			✓			
KENILWORTH GARDENS	STAI	1 to 20		✓				✓
LODGE WAY	SHEP	1 to 20	✓					
LOIS DRIVE	SHEP	1 to 20	✓					
MARION AVENUE	SHEP	1 to 20				✓		
OBERON WAY	SHEP	1 to 20			✓			
OLD CHARLTON ROAD	SHEP	1 to 20			✓			
OXFORD CLOSE	ASHF	1 to 20				✓		
PEARMAIN CLOSE	SHEP	1 to 20				✓		
QUEEN MARY ROAD	SHEP	1 to 20				✓		
SPELTHORNE LANE	ASHF	1 to 20				✓		
ST ANDREWS CLOSE	SHEP	1 to 20		✓				
PETERSFIELD AVENUE	STAI	1 to 20		✓				✓
PETERSFIELD ROAD	STAI	1 to 20		✓				
THORNE CLOSE	ASHF	1 to 20				✓		
ROOKERY ROAD	STAI	1 to 20			✓			✓
SCHOOL ROAD	ASHF	1 to 20		✓				
WILCOX GARDENS	SHEP	1 to 20		✓				
BRIGHTSIDE AVENUE	STAI	1 to 20			✓			
STRODES CRESCENT	STAI	1 to 20		✓				
CAMBRIDGE ROAD	ASHF	1 to 20			✓			
VICARAGE ROAD	SUNB	1 to 20		✓				
WARWICK AVENUE	STAI	1 to 20		✓				✓
ARAGON CLOSE	SUNB	1 to 20			✓			
AVON ROAD	SUNB	1 to 20			✓			
AVENUE, THE	SUNB	1 to 20	✓					✓
BURGOYNE ROAD	SUNB	1 to 20		✓				
CADBURY CLOSE	SUNB	1 to 20		✓				
CADBURY ROAD	SUNB	1 to 20	✓					
CARDINALS WALK	SUNB	1 to 20			✓			
CARLTON ROAD	SUNB	1 to 20		✓				
CATHERINE DRIVE	SUNB	1 to 20			✓			
CEDAR WAY	SUNB	1 to 20			✓			
CHAPLIN CRESCENT	SUNB	1 to 20			✓			
CLEVES WAY	SUNB	1 to 20		✓				
DALE ROAD	SUNB	1 to 20			✓			
FOREST DRIVE	SUNB	1 to 20			✓			

GREEN LANE	SUNB	1 to 20			✓			
GREEN LEAS	SUNB	1 to 20			✓			
GREEN LEAS CLOSE	SUNB	1 to 20		✓				
HOWARD CLOSE	SUNB	1 to 20		✓				
GREEN STREET	SUNB	1 to 20		✓				
MARLIN CLOSE	SUNB	1 to 20		✓				
MANOR LANE	SUNB	1 to 20		✓				
MILLFARM AVENUE	SUNB	1 to 20		✓				
PERCY BRYANT ROAD	SUNB	1 to 20		✓				
NURSERY ROAD	SUNB	1 to 20		✓				
PARK ROAD	SUNB	1 to 20		✓				
SADDLEBROOK PARK	SUNB	1 to 20	✓					
RAVENDALE ROAD	SUNB	1 to 20			✓			
ROOKSMEAD ROAD	SUNB	1 to 20				✓		
SCOTTS AVENUE	SUNB	1 to 20		✓				
SCOTTS WAY	SUNB	1 to 20	✓					
SEYMOUR WAY	SUNB	1 to 20		✓				
SPELTHORNE GROVE	SUNB	1 to 20				✓		
STRATTON ROAD	SUNB	1 to 20		✓				
STAINES ROAD EAST	SUNB	1 to 20	✓					
STATION APPROACH	SUNB	1 to 20			✓			
SUNMEAD ROAD	SUNB	1 to 20			✓			
SUTHERLAND AVENUE	SUNB	1 to 20			✓			
WOLSEY ROAD	SUNB	1 to 20			✓			
FAIRLAWNS CLOSE	STAI	1 to 20				✓		
ARNOLD ROAD	STAI	1 to 20			✓			
ASH GROVE	STAI	1 to 20		✓				
ASHFORD ROAD	ASHF	1 to 20		✓				
BEECHWOOD AVENUE	STAI	1 to 20			✓			
BERRYSROFT ROAD	LALE	1 to 20			✓			
CHERRY TREE AVENUE	STAI	1 to 20		✓				
CHESTNUT GROVE	STAI	1 to 20				✓		
CHARLTON LANE EAST	SHEP	1 to 20	✓					
CHARLTON LANE WEST	SHEP	1 to 20	✓					
CHARLTON ROAD	SHEP	1 to 20	✓					
EDWARD COURT	STAI	1 to 20			✓			
CHERTSEY ROAD	ASHF	1 to 20		✓				
ELIZABETH AVENUE	LALE	1 to 20		✓				
GREENEFIELD END	LALE	1 to 20			✓			
HAZEL GROVE	STAI	1 to 20		✓				
GREEN LANE	SHEP	1 to 20	✓					
HETHERINGTON ROAD	SHEP	1 to 20				✓		
HURSTDENE AVENUE	STAI	1 to 20			✓			
LITTLETON ROAD	ASHF	1 to 20			✓			
MATTHEW ARNOLD CLOSE	LALE	1 to 20			✓			
LALEHAM ROAD	SHEP	1 to 20	✓					✓
PAVILION GARDENS	STAI	1 to 20		✓				
ASHDENE CLOSE	ASHF	1 to 20				✓		
NEW ROAD	SHEP	1 to 20	✓					
NUTTY LANE	SHEP	1 to 20	✓					
BRIDGE GARDENS	ASHF	1 to 20				✓		
SQUIRES BRIDGE ROAD	SHEP	1 to 20	✓					
STUDIOS ROAD	SHEP	1 to 20	✓					
TEMPLEDENE AVENUE	STAI	1 to 20			✓			
THICKTHORNE LANE	LALE	1 to 20				✓		
WALNUT TREE ROAD	SHEP	1 to 20			✓			
ADELAIDE ROAD	ASHF	1 to 20			✓			
ALEXANDRA ROAD	ASHF	1 to 20			✓			
ASHFORD CLOSE	ASHF	1 to 20				✓		
ASHVIEW CLOSE	ASHF	1 to 20				✓		
ASHVIEW GARDENS	ASHF	1 to 20				✓		
BEARDS ROAD	ASHF	1 to 20				✓		
BROOK DRIVE	ASHF	1 to 20			✓			
CHESTERFIELD ROAD	ASHF	1 to 20				✓		
CHEYNE ROAD	ASHF	1 to 20				✓		
COUNTRY WAY	SUNB	1 to 20			✓			
DRIVE, THE	ASHF	1 to 20			✓			

FERNDAL ROAD	ASHF	1 to 20			✓			
HYDE TERRACE	ASHF	1 to 20				✓		
LINKS ROAD	ASHF	1 to 20			✓			
MARLBOROUGH ROAD	ASHF	1 to 20			✓			
NAPIER ROAD	ASHF	1 to 20			✓			
SAVILLE CRESCENT	ASHF	1 to 20				✓		
ST HILDAS AVENUE	ASHF	1 to 20				✓		
STAVELEY ROAD	ASHF	1 to 20				✓		
TALBOT ROAD	ASHF	1 to 20			✓			
TASMAN COURT	ASHF	1 to 20				✓		
TEMPLECROFT	ASHF	1 to 20				✓		
TOWNSEND ROAD	ASHF	1 to 20			✓			
WARREN ROAD	ASHF	1 to 20				✓		
WARWICK ROAD	ASHF	1 to 20			✓			
WELLINGTON ROAD	ASHF	1 to 20			✓			
WEST CLOSE	ASHF	1 to 20				✓		
WICKETS, THE	ASHF	1 to 20	✓					
ABBOT CLOSE	LALE	1 to 20			✓			
ALEXANDRA CLOSE	LALE	1 to 20			✓			
APPROACH ROAD	ASHF	1 to 20				✓		
ASHGROVE ROAD	ASHF	1 to 20	✓					
BEAUMONT DRIVE	ASHF	1 to 20				✓		
BINGHAM DRIVE	LALE	1 to 20				✓		
BLACKSMITHS LANE	LALE	1 to 20	✓					
BOOTH DRIVE	LALE	1 to 20				✓		
CHARLES ROAD	LALE	1 to 20			✓			
CHESSHOLME ROAD	ASHF	1 to 20	✓					
CHESTER CLOSE	ASHF	1 to 20	✓					
CLEVELAND DRIVE	LALE	1 to 20			✓			
DORIS ROAD	ASHF	1 to 20			✓			
EDINBURGH DRIVE (inc rear access ro	LALE	1 to 20	✓					
FERRY LANE	LALE	1 to 20	✓					
GARDEN CLOSE	ASHF	1 to 20			✓			
GLOUCESTER CRESCENT	LALE	1 to 20				✓		
GOFFS ROAD	ASHF	1 to 20	✓					
GRANGE PLACE	LALE	1 to 20			✓			
HONNOR ROAD	LALE	1 to 20				✓		
JUNCTION ROAD	ASHF	1 to 20	✓					
KENT CLOSE	LALE	1 to 20			✓			
KINGS CLOSE	LALE	1 to 20			✓			
LUCAN DRIVE	LALE	1 to 20			✓			
LYNN CLOSE	ASHF	1 to 20				✓		
MARGARET CLOSE	LALE	1 to 20			✓			
MEADOW ROAD	ASHF	1 to 20			✓			
MONKS WAY	LALE	1 to 20				✓		
MONTROSE CLOSE	ASHF	1 to 20			✓			
MORNINGTON ROAD	ASHF	1 to 20			✓			
NEIL CLOSE	ASHF	1 to 20				✓		
NEWHAVEN CRESCENT	ASHF	1 to 20				✓		
NORTHFIELD ROAD	LALE	1 to 20				✓		
PEAR TREE ROAD	ASHF	1 to 20			✓			
PHILLIP ROAD	LALE	1 to 20				✓		
REDLEAVES AVENUE	ASHF	1 to 20			✓			
RIPSTON ROAD	ASHF	1 to 20			✓			
SHAFTESBURY CRESCENT	LALE	1 to 20				✓		
SOUTHFIELDS AVENUE	ASHF	1 to 20			✓			
STAINFORD CLOSE	ASHF	1 to 20			✓			
TAVISTOCK CLOSE	LALE	1 to 20	✓					
VICARAGE LANE	LALE	1 to 20	✓					
WILLOWMEAD	LALE	1 to 20				✓		
WRABNESS WAY	LALE	1 to 20			✓			
BENENSTOCK ROAD	STAN	1 to 20				✓		
CAREW ROAD	ASHF	1 to 20		✓				
CECIL CLOSE	ASHF	1 to 20	✓					
CECIL ROAD	ASHF	1 to 20		✓				
COLNE REACH	STAN	1 to 20				✓		
CONWAY DRIVE	ASHF	1 to 20		✓				

COURTFIELD ROAD	ASHF	1 to 20			✓			
DANE ROAD	ASHF	1 to 20			✓			
FARM WAY	STAN	1 to 20	✓					
FLINTLOCK CLOSE	STAN	1 to 20				✓		
GORDON ROAD	ASHF	1 to 20			✓			
HUGHES ROAD	ASHF	1 to 20				✓		
KINGSWAY	STAN	1 to 20			✓			
LONDON WAY	ASHF	1 to 20				✓		
MAXWELL ROAD	ASHF	1 to 20				✓		
MEADOW VIEW	STAN	1 to 20				✓		
MOUNTSFIELD CLOSE	STAN	1 to 20				✓		
NORMAN ROAD	ASHF	1 to 20				✓		
ORCHARD AVENUE	ASHF	1 to 20				✓		
ORCHARD CLOSE	ASHF	1 to 20				✓		
RUSSET CLOSE	STAN	1 to 20			✓			
SAXON ROAD	ASHF	1 to 20			✓			
SCOTS CLOSE	STAN	1 to 20			✓			
SEATON DRIVE	ASHF	1 to 20			✓			
SELBY ROAD	ASHF	1 to 20	✓					
SHELLFIELD CLOSE	STAN	1 to 20			✓			
STROUD WAY	ASHF	1 to 20				✓		
THORNBANK CLOSE	STAN	1 to 20				✓		
TUDOR ROAD	ASHF	1 to 20				✓		
VINE CLOSE	STAN	1 to 20				✓		
VIOLA AVENUE	STAN	1 to 20				✓		
WHATMORE CLOSE	STAN	1 to 20				✓		
WINDERMERE CLOSE	STAN	1 to 20				✓		
ANNIE BROOKS CLOSE	STAI	1 to 20				✓		
AUGUR CLOSE	STAI	1 to 20				✓		
BEEHIVE ROAD	STAI	1 to 20				✓		
BERKELEY CLOSE	STAI	1 to 20			✓			
BILLET ROAD	STAI	1 to 20				✓		
BIRCH GREEN	STAI	1 to 20				✓		
BREMER ROAD	STAI	1 to 20				✓		
BUDEBURY ROAD	STAI	1 to 20			✓			
BURGES WAY	STAI	1 to 20			✓			
CHESTNUT MANOR CLOSE	STAI	1 to 20			✓			
DOLPHIN COURT	STAI	1 to 20				✓		
DOLPHIN COURT NORTH	STAI	1 to 20				✓		
DUNCAN GARDENS	STAI	1 to 20			✓			
EDGEHILL ROAD	STAI	1 to 20				✓		
ETHEL ROAD	ASHF	1 to 20	✓					
ETON COURT	STAI	1 to 20				✓		
FARM ROAD	STAI	1 to 20			✓			
FARNELL ROAD	STAI	1 to 20	✓					
GORDON CLOSE	STAI	1 to 20	✓					
GREEN PARK	STAI	1 to 20			✓			
GUILDFORD STREET	STAI	1 to 20				✓		
HALE STREET	STAI	1 to 20			✓			
HOMESTEAD ROAD	STAI	1 to 20			✓			
ISLAND CLOSE	STAI	1 to 20				✓		
KNIGHTSBRIDGE CRESCENT	STAI	1 to 20			✓			
KNOWLE PARK AVENUE	STAI	1 to 20		✓				
LAMMAS CLOSE	STAI	1 to 20	✓					
LANGLEY ROAD	STAI	1 to 20		✓				
MEADOW COURT	STAI	1 to 20			✓			
MIDWAY CLOSE	STAI	1 to 20			✓			
NEW STREET	STAI	1 to 20	✓					
OCTAVIA WAY	STAI	1 to 20		✓				
PARK AVENUE	STAI	1 to 20	✓					
PRIORY GREEN	STAI	1 to 20		✓				
PROSPECT PLACE	STAI	1 to 20		✓				
SHORTWOOD AVENUE	STAI	1 to 20			✓			
STANWELL NEW ROAD	STAI	1 to 20			✓			
VICTORIA ROAD	STAI	1 to 20			✓			
WESTBROOK ROAD	STAI	1 to 20	✓					
WITHEYGATE AVENUE	STAI	1 to 20		✓				

WYATT ROAD	STAI	1 to 20				✓		
YEOVENEY CLOSE	STAI	1 to 20		✓				
ALLYN CLOSE	STAI	1 to 20	✓					
AVENUE, THE	STAI	1 to 20		✓				
BADEN CLOSE	STAI	1 to 20		✓				
BRAMBLEDOWN	LALE	1 to 20			✓			
BROADACRE	STAI	1 to 20		✓				
CARLYLE ROAD	STAI	1 to 20			✓			
CHERRY ORCHARD	STAI	1 to 20		✓				
CHILTERN CLOSE	STAI	1 to 20	✓					
FLORENCE GARDENS	STAI	1 to 20	✓					
GARRICK CLOSE	STAI	1 to 20			✓			
THE GLADE,	STAI	1 to 20		✓				
GROSVENOR ROAD	STAI	1 to 20			✓			
HEREFORD CLOSE	LALE	1 to 20			✓			
JAMNAGAR CLOSE	STAI	1 to 20	✓					
LANSDOWNE ROAD	STAI	1 to 20		✓				
LINK WAY	STAI	1 to 20		✓				
MEADWAY CLOSE	STAI	1 to 20			✓			
MURDOCH CLOSE	STAI	1 to 20				✓		
NURSERY GARDENS	STAI	1 to 20		✓				
RIVERWAY	LALE	1 to 20			✓			
RUSKIN ROAD	STAI	1 to 20				✓		
RYDE, THE	STAI	1 to 20			✓			
ST OLAVES CLOSE	STAI	1 to 20		✓				✓
STAINASH CRESCENT	STAI	1 to 20				✓		
STUART WAY	STAI	1 to 20			✓			
WESTBOURNE ROAD	SHEP	1 to 20			✓			
WORPLE AVENUE	STAI	1 to 20		✓				
RICHMOND ROAD	STAI	1 to 20				✓		
CONVENT ROAD	ASHF	2 x per month			✓			
STAINES BYPASS (A308)	STAI	2 x per month	✓					
STAINES ROAD WEST	SUNB	2 x per month	✓					
STANWELL MOOR ROAD	STAN	2 x per month	✓					
UPPER HALLIFORD BYPASS	SHEP	2 x per month	✓					
UPPER HALLIFORD ROAD	SHEP	2 x per month	✓					
WALTON BRIDGE ROAD	SHEP	2 x per month	✓					
WALTON LANE	SHEP	2 x per month	✓					
WINDMILL ROAD	SUNB	2 x per month	✓					
TOWN TREE ROAD	ASHF	1 to 20		✓				
STAINES BY PASS (A30)		1 to 20	✓					
VICARAGE ROAD (CHURCH STREET	STAI	1 to 20	✓					
AVENUE, THE (THAMES STREET to S	SUNB	2x per wk				✓		
BEVERLEY ROAD (1st 50 metres)	SUNB	2x per wk				✓		
BRIDGE STREET	STAI	Daily	✓					
BROADWAY, THE (KINGSTON ROAD)	STAI	Daily	✓					
BROWNRIGG ROAD (1ST 50M)	ASHF	Daily	✓					
BRYONY WAY	SUNB	1 to 20				✓		
BURCHETTS WAY	SHEP	2x per wk				✓		
CHURCH APPROACH	STAN	1 to 20	✓					
CHURCH ROAD	ASHF	Daily	✓					
CHURCH STREET	STAI	Daily	✓					
CHURCH STREET	SUNB	2x per wk				✓		
CLARENCE STREET	STAI	Daily	✓					
CLARENDON ROAD	ASHF	Daily	✓					
CLIVEDEN PLACE	SHEP	2x per wk				✓		
CROSSWAYS	SUNB	2x per wk				✓		
DUDLEY ROAD	ASHF	Daily	✓					
EDINBURGH DRIVE (outside shops)	LALE	2x per wk			✓			
ELMSLEIGH ROAD	STAI	Daily	✓					
FAIRFIELD AVENUE (HIGH ST to MOC	STAI	1 to 20	✓					
FELTHAM HILL ROAD (CHURCH RD to	ASHF	Daily	✓					
FELTHAM ROAD (CLOCKHOUSE LAN	ASHF	Daily	✓					
FELTHAM ROAD (NOS. 111 - 131)	ASHF	Daily	✓					
FORDBRIDGE ROAD (CHURCH RD to	ASHF	Daily	✓					
GEORGE STREET	STAI	Daily				✓		
GLEBELAND GARDENS	SHEP	2x per wk			✓			

GREEN LANE (STAINES ROAD WEST	SUNB	2 x per month				✓		
GREEN LANE (no. 135 to GASTON WA	SHEP	2x per wk			✓			
GREEN STREET (THAMES STREET to	SUNB	2x per wk				✓		
GROVELEY ROAD (nos. 115 - 137)	SUNB	2x per wk				✓		
HEATHCROFT AVENUE	SUNB	2x per wk				✓		
HIGH STREET	SHEP	2x per wk				✓		
HIGH STREET	STAI	Daily	✓					
HIGH STREET	STAN	Daily				✓		
HORTON ROAD ( o/s shops )	STAN	Daily				✓		
KINGSTON ROAD (HIGH STREET to S	STAI	Daily	✓					
KNAPP ROAD	ASHF	Daily	✓					
LALEHAM ROAD (opp. WATERSPLASH	SHEP	2x per wk				✓		
LONDON ROAD (A308)	STAI	Daily	✓					
LORD KNYVETT CLOSE	STAN	Daily				✓		
MANOR FARM AVENUE (HIGH ST to C	SHEP	2x per wk			✓			
MANOR LANE (FRENCH STREET to A	SUNB	2x per wk				✓		
MERE ROAD	SHEP	2x per wk				✓		
MUSTARD MILL ROAD	STAI	Daily	✓					
PARKLAND GROVE (CHURCH RD to S	ASHF	Daily	✓					
PEREGRINE ROAD (outside shops)	SUNB	2x per wk				✓		
QUEENS LANE	ASHF	Daily	✓					
SOUTH STREET	STAI	Daily	✓					
STAINASH PARADE	STAI	Daily	✓					
STAINES BRIDGE	STAI	Daily	✓					
STAINES ROAD WEST (SUNBURY CR	SUNB	2 x per month	✓					
STATION APPROACH	ASHF	Daily	✓					
STATION APPROACH	SHEP	2x per wk	✓					
STATION ROAD	ASHF	Daily				✓		
STATION ROAD	SHEP	2x per wk				✓		
STATION ROAD	SUNB	2x per wk				✓		
SUNBURY CROSS - THE PARADE (inc	SUNB	2 x per month				✓		
THAMES STREET	STAI	Daily	✓					
THAMES STREET (GREEN STREET to	SUNB	2x per wk				✓		
THURLESTONE CLOSE	SHEP	2x per wk				✓		
THURLESTONE PARADE	SHEP	2x per wk				✓		
UPPER HALLIFORD ROAD (South of A	SHEP	1 20				✓		
VICARAGE ROAD (SUNBURY CROSS	SUNB	1 to 20			✓			
WOODLANDS PARADE	ASHF	2x per wk				✓		
WOODTHORPE ROAD (CHURCH ROA	ASHF	Daily	✓					
LONDON ROAD (A30)		1 to 20	✓					
MILL MEAD	STAI	1 to 20	✓					
ROWLAND WAY	ASHF	1 to 20				✓		
			<b>20%</b>	<b>50%</b>	<b>80%</b>	<b>100%</b>	<b>Total</b>	
<b>Total Area</b>			<b>149</b>	<b>200</b>	<b>267</b>	<b>229</b>	<b>845</b>	

<b>Ashford</b>	27	43	69	75	<b>214</b>
<b>Staines</b>	29	38	43	33	<b>143</b>
<b>Shepperton</b>	50	34	41	28	<b>153</b>
<b>Sunbury</b>	19	61	50	44	<b>174</b>
<b>Lelaham</b>	9	3	18	10	<b>40</b>
<b>Stanwell</b>	15	21	46	39	<b>121</b>

31 leafing roads

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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](mailto:CommitteeServices@spelthorne.gov.uk)

## Spelthorne Borough Council

### Service Committees Forward Plan and Key Decisions for 5 October 2023 to 31 December 2023

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 and Enforcement Committee 05 10 2023	Q and A with Borough Commander	Non-Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services
Neighbourhood Services and Enforcement Committee 05 10 2023	Procurement of equipment for Play Areas	Non-Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services
Neighbourhood Services and Enforcement Committee 05 10 2023	Review of Community Safety	Non-Key Decision	Public	Will Jack, Community Safety Officer
Neighbourhood Services and Enforcement Committee 05 10 2023  Corporate Policy and Resources Committee 16 10 2023	Environmental Health & Building Control Enforcement Policy 2023/2026	Non-Key Decision	Public	Tracey Willmott-French, Senior Environmental Health Manager
Neighbourhood Services and Enforcement Committee 05 10 2023	Road Channel Sweeping	Non-Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services