



*Please reply to:*

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Date: 13 March 2024

## Notice of meeting

### Neighbourhood Services and Enforcement Committee

**Date:** Thursday, 21 March 2024

**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.E. Rutherford (Vice-Chair)

M. Bing Dong

J.R. Boughtflower

L.H. Brennan

T. Burrell

J.P. Caplin

N. Islam

J.R. Sexton

Substitute Members: Councillors C. Bateson, J. Button, S.M. Doran, K. Howkins,  
M.J. Lee and J.A. 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**

[www.spelthorne.gov.uk](http://www.spelthorne.gov.uk) [customer.services@spelthorne.gov.uk](mailto:customer.services@spelthorne.gov.uk) Telephone 01784 451499

# Agenda

Page nos.

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 18 January 2024 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. **Audited Financial Statements for Spelthorne Direct Services Ltd (SDS) for the year end 31 March 2023**

9 - 40

To note the unqualified audit report for year end 31 March 2023.

6. **Exclusion of Public and Press (Exempt Business)**

To move the exclusion of the Press/Public for Item 7, in view of the likely disclosure of exempt information within the meaning of Part 1 of Schedule 12A to the Local Government Act 1972, as amended by the Local Government (Access to Information) Act 1985 and by the Local Government (Access to information) (Variation) Order 2006.

[Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information) and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information because, disclosure to the public would prejudice the financial position of the authority in any lease, contract or other type of negotiation with the tenant or developer, who could then know the position of the Council.]

7. **Environmental Health Out of Hours Noise Service Provision**

41 - 58

To note the report and to consider the continued provision of the Out of Hours Noise Service provision.

- |            |  |                      |
|------------|--|----------------------|
| <b>8.</b>  | <b>Group Training Licenses in Parks</b>  | <b>59 - 70</b>       |
|            | To consider and approve new procedures for fitness training licence applications including the proposed pricing structure. |                      |
| <b>9.</b>  | <b>Local Planning Enforcement Policy Updates</b>   | <b>71 - 104</b>      |
|            | To consider a report on adoption of the updated Local Planning Enforcement Policy.   |                      |
| <b>10.</b> | <b>Food and Health and Safety Service Plans for 2024/26</b>  | <b>105 - 150</b>     |
|            | To consider a report on the adoption of the proposed service plans for 2024-2026.  |                      |
| <b>11.</b> | <b>Misuse of Public Land Public Space Protection Order (PSPO)</b>  | <b>151 - 208</b>     |
|            | To consider a report on the adoption of a Public Space Protection Order (PSPO) relating to the misuse of public land.      |                      |
| <b>12.</b> | <b>Road Channel Sweeping</b>   | <b>209 - 230</b>     |
|            | To note the report on Road Channel sweeping.   |                      |
| <b>13.</b> | <b>Creation of new dog fouling posters for parks and open spaces</b>   | <b>Verbal Report</b> |
|            | To receive a verbal update on the creation of new dog fouling posters.   |                      |
| <b>14.</b> | <b>Blue Badge Parking - For Discussion</b>   | <b>Verbal Report</b> |
|            | To consider whether a report on Blue Badge parking should be added to the Forward Plan.                                    |                      |
| <b>15.</b> | <b>Community Toilet Scheme - For Discussion</b>  | <b>231 - 232</b>     |
|            | To consider whether a report on Community Toilet Schemes should be added to the Forward plan.                              |                      |
| <b>16.</b> | <b>Forward Plan</b>  | <b>233 - 236</b>     |
|            | To consider the Forward Plan for committee business.   |                      |

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**Minutes of the Neighbourhood Services and Enforcement Committee  
18 January 2024**

**Present:**

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

**Councillors:**

M. Bing Dong                      J.P. Caplin  
T. Burrell                              J.R. Sexton

**Apologies:**              Councillor J.R. Boughtflower

**In Attendance:**      Councillor C. Bateson

**1/24      Apologies and Substitutes**

Apologies were received from Councillor Boughtflower.

**2/24      Minutes**

The minutes of the meeting held on 5 October 2023 were agreed as a correct record.

**3/24      Disclosures of Interest**

There were none.

**4/24      Questions from members of the Public**

There were none.

**5/24      Dog Control Public Space Protection Order**

The Law Enforcement Officer presented the report on the proposed extension of the current Dog Control Public Space Protection Order (PSPO) and advised the Committee that there had been a minor change of wording to point 2.2 which clarified that the exclusion of dogs from sites within the Borough related to park areas which were enclosed by a fence.

The Committee asked what a member of the public could do if they observed someone with a dog in an exclusion zone and were advised that it should be reported. The Law Enforcement Officer informed the Committee that the Team worked flexibly and could arrange for patrols at whatever time of day was required.

The Committee queried whether the signage could include stronger wording and whether a QR code could be used to make it easier for residents to report incidents. The Group Head Neighbourhood Services advised that they understood the PSPO signs could not be altered but would check and let Committee members know. It was agreed that a QR Code linked to the Council's report it forms was a good idea and this would be discussed further with the Communications department.

The Committee **resolved** to adopt the proposed extension to the Dog Control Public Space Protection Order.

#### **6/24 Fees and Charges for 2024-25**

The Chief Accountant presented the report on the proposed Fees and Charges for the Committee and advised that as the budget was balanced, if any changes were requested the Committee would need to suggest how the shortfall would be rectified.

The Committee asked about the decrease in fees for some of the Car Parks in Staines and were advised that a full report on Car Parks would be presented to Corporate Policy and Resources Committee and would include a full analysis and explanation of the changes to the fees. The Chief Accountant advised the Committee that this would be reviewed for the 2025/26 budget with a view to the report on Car Parks going to Neighbourhood Services Committee first and then to Corporate Policy and Resources.

The Committee asked what the maximum increase was for statutory services and were advised that these fees were set by external regulatory bodies or Central Government, and that the guidance from Corporate Policy and Resources Committee was to charge the maximum allowed under regulations.

The Committee queried what the standing charge for repairs to headstones related to and were advised that this was there to cover officer time relating to; checking that the person requesting the repairs was authorised to do so, site visits, and checks that the work has been completed to the correct standard. The Committee asked if this could be communicated to residents and whether the charge was being increased. The Group Head Neighbourhood Services advised that they would check and report back to Members ahead of the Corporate Policy and Resources Committee on 22 January 2024.

The Committee discussed fees for child graves and expressed discomfort over the increase. The Group Head Neighbourhood Services advised that fees for child burials were fully recoverable from Central Government. The Committee requested that information needed to be communicated to residents and the Group Head Neighbourhood services advised that this would be discussed with the Cemeteries Manager to ensure this was happening.

The Committee asked why the fees relating to Gambling Licenses were not being increased and were advised that these were statutory fees and as the maximum amount was already being charged it could not be increased further.

The Committee **resolved** to:

1. Approve the proposed Fees and Charges for 2024-25 for this Committee.
2. Recommend to Corporate Policy & Resources Committee that they approve the proposed Fees and Charges for 2024-25.

## **7/24 Service Plans 2024-25**

The Chief Accountant presented the report on the proposed Service Plans including Revenue and Capital bids, and Savings plans for each Cost Centre and advised the Committee that the recommendation in the report needed to be amended to include the approval and recommendation of the Capital Growth Bids.

The Chief Accountant advised the Committee of an error in Appendix C, stating that the figures in the last row were incorrect and it was agreed that these would be corrected.

The Committee asked if it would be possible to include more information on the Savings Plan to show exactly where the savings were being made and were advised that the Group Head Neighbourhood Services and the Chief Accountant would discuss to see if there was a better way to present this information.

The Committee observed that there was no cumulative total presented on the Savings Plan and the Chief Accountant advised that this would be rectified.

The Chief Accountant advised that the Growth Bid for Ground Maintenance related to the loss of the service for maintaining highway verges. The Committee queried whether there was a clearer way for this to be presented and it was agreed that the term Growth Bid could be replaced by 'budget adjustment'.

The Committee **resolved** to:

1. Approve the proposed Revenue Growth Bids, Capital Growth Bids and Savings Plans for 2024-25 for this Committee.

2. Recommend to Corporate Policy & Resources Committee that they approve the proposed Revenue Growth Bids, Capital Growth Bids and Savings Plans for 2024-25.

## **8/24 Forward Plan**

The Committee queried whether the report on Road Channel Sweeping was still on the Forward Plan and were advised that while this had accidentally been missed off the plan it would be presented at the March 2024 meeting.

The Committee **noted** the forward plan.

## **Meeting ended at 20:55**

## **9/24 Actions arising from Meeting**

The following actions arose from the meeting:

The Group Head Neighbourhood Services agreed to check rules relating to PSPO signage and to discuss with Communications the possibility of using QR codes for residents to report incidents.

The Group Head Neighbourhood Services agreed to speak to the Cemeteries Manager regarding communications to residents relating to fees for headstone repairs and child burials.

The Chief Accountant agreed to correct Appendix C – Capital Bids which had an incorrect amount on the final line.

The Chief Account agreed to investigate whether there was a method to include additional information relating to the Savings Plan to clarify what each saving is, possible through the use of an URL link.

The Chief Account agreed to include a cumulative total on the Savings Plan.

The Chief Account agreed to look at the terminology used around a Growth Bid for Ground Maintenance.

The Committee Manager agreed to amend the Forward Plan to include the missing Road Channel Sweeping Report for March 2024.



# Neighbourhood Services & Enforcement Committee

21 March 2024



<b>Title</b>	<i>To note the audited financial statements for Spelthorne Direct Services Ltd (SDS) for the year end 31 March 2023</i>
<b>Purpose of the report</b>	To note
<b>Report Author</b>	<i>Terry Collier Chief Finance Officer</i>
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Corporate Priority</b>	Community Addressing Housing Need Resilience Environment Services
<b>Recommendations</b>	<b>Committee is asked to note the report, and particularly the unqualified audit report.</b>
<b>Reason for Recommendation</b>	<p>The Board of Directors of Spelthorne Direct Services Ltd approved the accounts for the year ended 31 March 2023 on 14 December 2023.</p> <p>The Auditors provided an unqualified audit report and the accounts have been filed at Companies House and with His Majesty's Revenue &amp; Customs (HMRC), where there is no Corporation Tax to pay.</p>

## 1. Summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> <li>This Committee is responsible for the oversight over Spelthorne Direct Services (SDS).</li> <li>Every year the accounts of SDS are subject to an independent audit.</li> <li>This report is a backward looking and focuses on the year to 31 March 2023.</li> </ul>	<ul style="list-style-type: none"> <li>As part of good governance, this Committee manages the relationship with SDS on behalf of Council.</li> <li>The SDS Board have discharged their duties and obtained an unqualified audit report for the year end 31 March 2023.</li> </ul>

<ul style="list-style-type: none"> <li>Note that the external auditors gave an unqualified (no significant findings of concern) audit opinion for the year end 31 March 2023.</li> <li>After depreciation and interest charges, the Company made a profit of £46k (2021-22: £10k) for the year to 31 March 2023.</li> </ul>	
<b>This is what we want to do about it</b>	<b>These are the next steps</b>
<ul style="list-style-type: none"> <li>To review the report and its appendices.</li> <li>Question managers and the Directors about the results contained in the financial statements, the comments in the management letter and the Directors response in the Letter of Representation, noting that this was a straightforward audit assignment.</li> <li>Focus on the figures for 2022-23, as the previous year has been noted by the Committee.</li> </ul>	<ul style="list-style-type: none"> <li>That the Committee note the report.</li> </ul>

## 2. Summary of the report

2.1 The unqualified audited accounts for the year ended 31 March 2023 were approved by the Spelthorne Direct Services Ltd (SDS) Board on 14 December 2023 and filed at Companies House.

2.2 There was no Corporation Tax to pay.

2.3 A summary of the profit and loss account on page 5 of Appendix A is shown below, noting that under Company Law, losses are shown as a negative figure and profits are shown as a positive figure, which is the reverse situation when reporting under the Chartered Institute of Public Finance Accountancy Code for Local Authorities:

	<b>2022-23</b>	<b>2021-22</b>
<b>Turnover</b>	£373,587	£199,598
<b>Profit/(loss) for the year</b>	£35,316	£58,893
<b>Total equity</b>	£45,658	£10,342

2.4 The business continues to grow steadily, given that it is a start-up business and the main changes during the year were as follows:

- (a) Turnover almost doubled in the year as a result of winning a substantial contract.
- (b) During the year, a new vehicle was acquired, and depreciation increased by £24k.
- (c) Direct cost increased by £83k.
- (d) Wages increased by £67k.

As the business grows, costs tend to take on a stepped change model, i.e., when a new contract is obtained, it is important that the company takes on resources to deliver the contract, in doing so, this provides spare capacity that takes time to fully cover new cost base, until additional contracts are obtained.

Budget monitoring for 2023-24 is forecasting a significantly higher profit than budgeted as turnover is substantially ahead of budget, with no further stepped increase in costs.

### **3. Key issues**

- 3.1 Following a meeting with Tracey Wickens, the Senior Statutory Auditor at MGI-Midgely Snelling, the SDS Board of Directors formally accepted and signed the accounts (Appendix A) on 14 December 2023.
- 3.2 Also attached is the Management Letter from the Auditor, which states that:
  - (a) There was no change in the audit process.
  - (b) There were no significant findings coming from the audit.
  - (c) There was feedback on the bank reconciliation, which highlights a small difference, upon review this issue was successfully resolved and no cash was at risk.

However, these have not been reflected in the trial balance and the Chief Accountant is dealing with this matter in February.

Please note that both adjustments are favourable and under the company's materiality levels and will be adjusted accordingly going forward.

- 3.3 The auditors also provided confirmation:
  - (a) of an anticipated clean audit report being issued, subject to final checks and submissions.
  - (b) that the auditors agree with the Directors' views on:
    - i) Going concern
    - ii) Accounting policies and disclosures
  - (c) that there were no related party issues.
  - (d) that all third-party confirmations were received.
  - (e) of MGI-Midgely Snelling's independence.
- 3.4 As part of the normal audit process, the Directors were asked to review and sign the attached Letter of Representation (Appendix C). This letter sets out key affirmations that the Directors have made during the audit process.

- 3.5 Where adjustments are material, the Board requested that the financial statements were amended to reflect these adjustments. As a result of these adjustments the Spelthorne Borough Council Group accounts will need to be updated to reflect these favourable adjustments.
- 4. Financial implications**
- 4.1 There are no further financial implications in respect of the financial accounts.
- 5. Risk considerations**
- 5.1 There are no significant risk issues to draw to this Committee's attention.
- 6. Options analysis and proposal**
- 6.1 Not applicable
- 7. Financial management comments**
- 7.1 Explain the key financial headlines linked to appropriate data in appendices (if required).
- 8. Procurement comments**
- 8.1 There are no Procurement implications in this report.
- 9. Legal comments**
- 9.1 It is a requirement under section 441 of the Companies Act 2006 for accounts to be filed every year at Companies House.
- 9.2 As the sole shareholder of SDS, the Council should have sufficient oversight of the company's activities. This report assists with providing financial oversight and gives assurance that SDS is financially sound.
- 10. Other considerations**
- 10.1 Detail any other considerations to be taken into account.
- 11. Equality and Diversity**
- 11.1 Detail how the recommended proposals will impact equality and diversity and mitigation measures being taken.
- 12. Sustainability/Climate Change Implications**
- 12.1 Detail how the proposal will support/impact sustainability/climate change issues.
- 13. Timetable for implementation**
- 13.1 Set out a timetable, if required, showing when the proposal in the report will be implemented.
- 14. Contact**
- 14.1 [T.Collier@spelthorne.gov.uk](mailto:T.Collier@spelthorne.gov.uk)

**Background papers:** There are none.

**Appendices:**

**Appendix A** – Signed Audited Accounts for Spelthorne Direct Services for the year end 31 March 2023.

**Appendix B** - Management Letter

**Appendix C – Letter of Representation**

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Company registration number 12700913 (England and Wales)

**SPELTHORNE DIRECT SERVICES LTD**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**SPELTHORNE DIRECT SERVICES LTD****COMPANY INFORMATION**

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<b>Directors</b>	J C Taylor P L P Taylor	(Appointed 19 July 2022)
<b>Secretary</b>	F I Hussain	
<b>Company number</b>	12700913	
<b>Registered office</b>	Council Offices Knowle Green Staines-Upon-Thames Middlesex TW18 1XB	
<b>Auditor</b>	MGI Midgley Snelling LLP Ibex House Baker Street Weybridge Surrey KT13 8AH	



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## SPELTHORNE DIRECT SERVICES LTD

### DIRECTORS' REPORT

**FOR THE YEAR ENDED 31 MARCH 2023**

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The directors present their annual report and financial statements for the year ended 31 March 2023.

#### Principal activities

The company's principal activity during the period is the collection, treatment and disposal of non-hazardous waste and combined facilities support activities.

#### Directors

The directors who held office during the year and up to the date of signature of the financial statements were as follows:

J C Taylor	
T M Collier	(Resigned 19 July 2022)
P L P Taylor	(Appointed 19 July 2022)

#### Statement of directors' responsibilities

The directors are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### Statement of disclosure to auditor

So far as each person who was a director at the date of approving this report is aware, there is no relevant audit information of which the company's auditor is unaware. Additionally, the directors individually have taken all the necessary steps that they ought to have taken as directors in order to make themselves aware of all relevant audit information and to establish that the company's auditor is aware of that information.

#### Small companies exemption

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

On behalf of the board

.....  
 J C Taylor  
 Director

Date: ..... 14/12/2023

# SPELTHORNE DIRECT SERVICES LTD

## INDEPENDENT AUDITOR'S REPORT

### TO THE MEMBERS OF SPELTHORNE DIRECT SERVICES LTD

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#### Opinion

We have audited the financial statements of Spelthorne Direct Services Ltd (the 'company') for the year ended 31 March 2023 which comprise the profit and loss account, the balance sheet and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2023 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

#### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

## SPELTHORNE DIRECT SERVICES LTD

### INDEPENDENT AUDITOR'S REPORT (CONTINUED)

#### TO THE MEMBERS OF SPELTHORNE DIRECT SERVICES LTD

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##### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the directors' report and from the requirement to prepare a strategic report.

##### **Responsibilities of directors**

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

##### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

In planning and designing our audit tests, we identify and assess the risks of material misstatements within the financial statements, whether due to fraud or error. Our assessment of these risks includes consideration of the nature of the industry and sector, the control environment and the business performance along with the results of our enquiries of management, about their own identification and assessment of the risks of irregularities. We are also required to perform specific procedures to respond to the risk of management override.

As a result of this assessment, we considered the opportunities and incentives that may exist within the company for fraud and identified that the greatest area of risk was in relation to management override.

We have obtained an understanding of the legal and regulatory frameworks that the company operates in from discussions with the directors and our knowledge of the company and its industry sector. We have focused on the provisions of those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act and local tax legislation.

## SPELTHORNE DIRECT SERVICES LTD

### INDEPENDENT AUDITOR'S REPORT (CONTINUED)

#### TO THE MEMBERS OF SPELTHORNE DIRECT SERVICES LTD

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We performed the following audit procedures after consideration of the above risks which included the following:

- enquiry of management of actual and potential litigation and claims;
- reviewing correspondence with HMRC and the company's legal advisors;
- reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business; and
- reviewing meeting minutes between the directors and employees during the year.

The engagement partner has assessed that all engagement team members were made aware of the relevant laws and regulations and potential fraud risks and were reminded to remain alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

#### Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Tracey Wickens**  
**Senior Statutory Auditor**  
 For and on behalf of MGI Midgley Snelling LLP

22/12/2023  
 Date: .....

**Chartered Accountants**  
**Statutory Auditor**

Ibex House  
 Baker Street  
 Weybridge  
 Surrey  
 KT13 8AH

## SPELTHORNE DIRECT SERVICES LTD

### PROFIT AND LOSS ACCOUNT

*FOR THE YEAR ENDED 31 MARCH 2023*

	2023 £	2022 £
<b>Turnover</b>	373,587	198,588
Cost of sales	(109,401)	(26,851)
<b>Gross profit</b>	264,186	171,737
Administrative expenses	(235,039)	(107,607)
<b>Operating profit</b>	29,147	64,130
Interest receivable and similar income	2	-
Interest payable and similar expenses	4 (14,792)	(5,237)
<b>Profit before taxation</b>	14,357	58,893
Tax on profit	20,959	-
<b>Profit for the financial year</b>	35,316	58,893

The profit and loss account has been prepared on the basis that all operations are continuing operations.

## SPELTHORNE DIRECT SERVICES LTD

### BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023		2022	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	5		356,956		63,734
<b>Current assets</b>					
Debtors	6	76,229		25,857	
Cash at bank and in hand		118,956		77,654	
		195,185		103,511	
<b>Creditors: amounts falling due within one year</b>	7	(113,483)		(53,903)	
<b>Net current assets</b>			81,702		49,608
<b>Total assets less current liabilities</b>			438,658		113,342
<b>Creditors: amounts falling due after more than one year</b>	8		(393,000)		(103,000)
<b>Net assets</b>			45,658		10,342
<b>Capital and reserves</b>					
Called up share capital	9		1		1
Profit and loss reserves			45,657		10,341
<b>Total equity</b>			45,658		10,342

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the board of directors and authorised for issue on 14/12/2023 and are signed on its behalf by:

J C Taylor  
Director

Company Registration No. 12700913

# SPELTHORNE DIRECT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2023

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#### 1 Accounting policies

##### Company information

Spelthorne Direct Services Ltd is a private company limited by shares incorporated in England and Wales. The registered office is Council Offices, Knowle Green, Staines-Upon-Thames, Middlesex, TW18 1XB.

##### 1.1 Accounting convention

These financial statements have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the requirements of the Companies Act 2006 as applicable to companies subject to the small companies regime. The disclosure requirements of section 1A of FRS 102 have been applied other than where additional disclosure is required to show a true and fair view.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

##### 1.2 Going concern

At the time of approving the financial statements, the directors have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future given the continued support from Spelthorne Borough Council. The directors feel that this facility is sufficient to enable the company to continue to trade over the next twelve months from the date of signing the accounts.

##### 1.3 Turnover

Turnover is recognised at the fair value of the consideration received or receivable for goods and services provided in the normal course of business, and is shown net of VAT and other sales related taxes. The fair value of consideration takes into account trade discounts, settlement discounts and volume rebates.

##### 1.4 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Plant and equipment	10 - 20% straight line basis
Computers	20% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is credited or charged to profit or loss.

##### 1.5 Cash and cash equivalents

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

##### 1.6 Financial instruments

###### Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.



# SPELTHORNE DIRECT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 1 Accounting policies

(Continued)

##### **Basic financial liabilities**

Basic financial liabilities, including creditors, bank loans, loans from fellow group companies and preference shares that are classified as debt, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

#### 1.7 Equity instruments

Equity instruments issued by the company are recorded at the proceeds received, net of transaction costs. Dividends payable on equity instruments are recognised as liabilities once they are no longer at the discretion of the company.

#### 1.8 Taxation

The tax expense represents the sum of the tax currently payable and deferred tax.

##### **Current tax**

The tax currently payable is based on taxable profit for the year. Taxable profit differs from net profit as reported in the profit and loss account because it excludes items of income or expense that are taxable or deductible in other years and it further excludes items that are never taxable or deductible. The company's liability for current tax is calculated using tax rates that have been enacted or substantively enacted by the reporting end date.

##### **Deferred tax**

Deferred tax liabilities are generally recognised for all timing differences and deferred tax assets are recognised to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits. Such assets and liabilities are not recognised if the timing difference arises from goodwill or from the initial recognition of other assets and liabilities in a transaction that affects neither the tax profit nor the accounting profit.

The carrying amount of deferred tax assets is reviewed at each reporting end date and reduced to the extent that it is no longer probable that sufficient taxable profits will be available to allow all or part of the asset to be recovered. Deferred tax is calculated at the tax rates that are expected to apply in the period when the liability is settled or the asset is realised. Deferred tax is charged or credited in the profit and loss account, except when it relates to items charged or credited directly to equity, in which case the deferred tax is also dealt with in equity. Deferred tax assets and liabilities are offset when the company has a legally enforceable right to offset current tax assets and liabilities and the deferred tax assets and liabilities relate to taxes levied by the same tax authority.

#### 1.9 Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### 1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

## SPELTHORNE DIRECT SERVICES LTD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2023

#### 2 Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

#### 3 Employees

The average monthly number of persons (including directors) employed by the company during the year was:

	2023 Number	2022 Number
Total	5	3

#### 4 Interest payable and similar expenses

	2023 £	2022 £
Interest payable and similar expenses includes the following:		
Interest payable to group undertakings	14,792	5,237

#### 5 Tangible fixed assets

	Plant and machinery etc £
<b>Cost</b>	
At 1 April 2022	76,880
Additions	324,845
At 31 March 2023	401,725
<b>Depreciation and impairment</b>	
At 1 April 2022	13,146
Depreciation charged in the year	31,623
At 31 March 2023	44,769
<b>Carrying amount</b>	
At 31 March 2023	356,956
At 31 March 2022	63,734

# SPELTHORNE DIRECT SERVICES LTD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

<b>6 Debtors</b>			<b>2023</b>	<b>2022</b>
			£	£
<b>Amounts falling due within one year:</b>				
Trade debtors			55,269	25,856
Other debtors			1	1
			<u>55,270</u>	<u>25,857</u>
			<b>2023</b>	<b>2022</b>
			£	£
<b>Amounts falling due after more than one year:</b>				
Deferred tax asset			20,959	-
			<u>20,959</u>	<u>-</u>
<b>Total debtors</b>			<u>76,229</u>	<u>25,857</u>
<b>7 Creditors: amounts falling due within one year</b>			<b>2023</b>	<b>2022</b>
			£	£
Trade creditors			12,989	17,244
Amounts owed to parent undertakings			16,936	24,708
Taxation and social security			14,864	4,413
Other creditors			68,694	7,538
			<u>113,483</u>	<u>53,903</u>
<b>8 Creditors: amounts falling due after more than one year</b>			<b>2023</b>	<b>2022</b>
			£	£
	<b>Notes</b>			
Amounts owed to parent undertakings			393,000	103,000
			<u>393,000</u>	<u>103,000</u>
Amounts included above which fall due after five years are as follows:				
Payable other than by instalments			393,000	103,000
			<u>393,000</u>	<u>103,000</u>
<b>9 Called up share capital</b>			<b>2023</b>	<b>2022</b>
			£	£
<b>Ordinary share capital</b>	<b>2023</b>	<b>2022</b>		
<b>Issued and not fully paid</b>	<b>Number</b>	<b>Number</b>		
Ordinary share of £1 each	1	1	1	1
	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>

## SPELTHORNE DIRECT SERVICES LTD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2023

#### 10 Financial commitments, guarantees and contingent liabilities

At the date of the balance sheet, the company had an outstanding commitment of £200 (2022: £Nil) due in relation to employers pension costs.

#### 11 Capital commitments

Amounts contracted for but not provided in the financial statements:

	2023	2022
	£	£
Acquisition of tangible fixed assets	-	280,458
	<u>          </u>	<u>          </u>

As at 31 March 2022 the company had a capital commitment of £280,458. The commitment related to the purchase of a waste refuse vehicle which was delivered in August 2022.

#### 12 Parent company

Spelthorne Direct Services Limited is a private company limited by shares and incorporated in England and is a wholly owned subsidiary of Spelthorne Borough Council who's registered office is Spelthorne Borough Council, Knowle Green, Staines-Upon-Thames, TW18 1XB.

## SPELTHORNE DIRECT SERVICES LTD

### DETAILED PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

	2023		2022	
	£	£	£	£
<b>Turnover</b>				
Sales		373,587		198,588
<b>Cost of sales</b>				
<i>Purchases and other direct costs</i>				
Direct costs	103,251		26,851	
Waste disposal	6,150		-	
Total purchases and other direct costs	109,401		26,851	
Total cost of sales		(109,401)		(26,851)
<b>Gross profit</b>		264,186		171,737
<b>Administrative expenses</b>				
Wages and salaries	99,219		32,241	
Social security costs	10,774		3,135	
Temporary staff	8,505		13,724	
Subcontract labour	-		1,313	
Staff training	4,525		345	
Staff pension costs	2,468		1,290	
Rent	600		-	
Cleaning	60		-	
Insurance	2,182		-	
Computer running costs	2,131		4,718	
Hire of equipment (not operating lease)	-		1,225	
Motor running expenses	39,190		18,693	
Travelling expenses	-		80	
Postage, courier and delivery charges	131		243	
Professional subscriptions	11,638		9,374	
Audit fees	10,000		3,500	
Bank charges	1,894		884	
Bad and doubtful debts	668		-	
Printing and stationery	1,680		445	
Advertising	2,967		4,888	
Telecommunications	1,090		950	
Entertaining	288		208	
Sundry expenses	2,206		892	
Storage costs	1,200		1,200	
Depreciation	31,623		8,259	
		(235,039)		(107,607)
<b>Operating profit</b>		29,147		64,130
<b>Interest receivable and similar income</b>				
Bank interest received	2		-	
		2		-

**SPELTHORNE DIRECT SERVICES LTD****DETAILED PROFIT AND LOSS ACCOUNT (CONTINUED)****FOR THE YEAR ENDED 31 MARCH 2023**

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	<b>2023</b>		<b>2022</b>	
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Interest payable and similar expenses</b>				
Interest payable to group companies		(14,792)		(5,237)
<b>Profit before taxation</b>		<u>14,357</u>		<u>58,893</u>

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**Report to management**  
PRIVATE AND CONFIDENTIAL

Our ref: TKW/MP/S1160/643422

Board of Directors  
Spelthorne Direct Services Limited  
Council Offices, Knowle Green  
Staines – Upon – Thames  
TW18 1XB

7 November 2023

Dear Sir/Madam

**REPORT TO MANAGEMENT – SPELTHORNE DIRECT SERVICES LTD**

During the course of our audit for the year ended 31 March 2023 a number of matters arose which we consider should be brought to your attention.

Accompanying this letter is a memorandum noting these points together with any recommendations we have for possible improvements which could be made.

These matters came to light during the course of our normal audit tests which are designed to assist us in forming our opinion on the financial statements. Our tests may not necessarily disclose all errors or irregularities and should not be relied upon to do so. However, if any irregularity did come to our attention during our audit tests, we would, of course, inform you immediately.

We have complied with the Financial Reporting Council's Ethical Standard and all threats to our independence, as identified to you in our planning communication letter dated 10 August 2023, have been properly addressed through appropriate safeguards. No additional facts or matters have arisen during the course of the audit that we wish to draw to your attention and we confirm that we are independent and able to express an objective opinion on the financial statements.

This report has been prepared for the sole use of the directors of Spelthorne Direct Services Ltd and must not be shown to third parties without our prior consent. No responsibilities are accepted by MGI Midgley Snelling LLP towards any party acting or refraining from action as a result of this report.

Finally, we would like to express our thanks to all of the company's staff who assisted us in carrying out our work.

Yours faithfully

— — —

## SIGNIFICANT MATTERS RELEVANT TO OUR AUDIT FOR THE YEAR ENDED 31 MARCH 2023

### Audit approach

There were no changes to our audit approach as set out to you in our letter dated 10 August 2023.

### Summary of significant audit findings

Significant risk area identified at planning	Findings and recommendations
<p><b>Revenue recognition</b> Under ISA (UK) 240 there is a presumed risk of fraud in relation to revenue recognition. The presumption is that the company could adopt accounting policies or recognise sales in such a way as to lead to a material misstatement in the reported revenue position.</p>	<p>We carried out a review and testing of revenue recognition policies, including transaction testing from source documents and cut off testing.</p> <p>From the testing performed, no issues were identified.</p>
<p><b>Management override of controls</b> Under ISA (UK) 240 there is a presumed risk that management and directors have the ability to process transactions or make adjustments to financial records outside of the normal financial control processes. Such transactions could lead to a material misstatement in the financial statements.</p>	<p>We carried out a review of accounting estimates, judgements and decisions made by management. We performed testing of journal entries and cash book entries, including a review of unusual significant transactions.</p> <p>From the testing performed, no instances of management override of controls were identified.</p>
Other areas where issues were identified during the audit	Findings and recommendations
<p><b>Going concern</b> Under ISA (UK) 570, the company's going concern has been considered.</p>	<p>From our review of forecasts and after discussions with management, the company looks in a positive going concern position.</p> <p>We concur with management's assessment that it is appropriate to continue to adopt the going concern basis and there are no material uncertainties relating to going concern which should be disclosed in the financial statements.</p>

### Internal controls

The purpose of the audit was for us to express an opinion on the financial statements. The audit included consideration of internal controls relevant to the preparation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of internal control. Our audit is, therefore, not designed to identify all control weaknesses and the matters reported below are limited to those deficiencies that we have identified during the audit.



Control weakness identified	Potential implications and recommendations
<p><b>Bank difference</b> We noted during testing that there was a small difference on the bank.</p>	<p>Errors can creep into the accounts when bank account balances do not agree to bank statements, therefore we recommend a monthly reconciliation is prepared to ensure the bank per the accounting records are in line with the bank statement and any timing differences are identified.</p>

### Summary of audit differences and draft letter of representation

We have attached a draft letter of management representations required in connection with our audit.

Attached to the letter of management representations is a schedule of all of the unadjusted misstatements noted during our work. We would be grateful if you could review these and confirm (as point 6 in the letter of representation) that you are satisfied that none of these need to be adjusted for in the financial statements.

### Anticipated audit report

We anticipate that we will issue an unmodified audit report for the year, subject to the satisfactory clearance of any outstanding/unresolved the matters outlined in this report.

### Going concern

We concur with management's assessment that it is appropriate to continue to adopt the going concern basis and there are no material uncertainties relating to going concern which should be disclosed in the financial statements.

### Accounting policies, estimates and disclosures

The accounting policies used in preparing the financial statements are unchanged from the previous year.

Our work included a review of the adequacy of disclosures in the financial statements and consideration of the appropriateness of the accounting policies and estimation techniques adopted by the company. We found the disclosed accounting policies, significant accounting estimates and the overall disclosure and presentation to be appropriate for the company.

### Related parties

We are not aware of any related party transactions which have not been disclosed.

### Confirmations from third parties

All requested confirmations have been received.

### Independence

In accordance with our profession's ethical guidance and further to our planning communication letter to you dated 10 August 2023 confirming audit planning arrangements there are no further matters to bring to your attention in relation to our integrity, objectivity and independence.

**Independence (continued)**

The contents of this report relate only to those matters which came to our attention during the conduct of our normal audit procedures which are designed primarily for the purpose of expressing our opinion on the financial statements. We do not accept any responsibility for any loss occasioned to any third party acting or refraining from acting on the basis of the content of this report, as this report was not prepared for, nor intended for, any other purpose.



PLEASE TRANSFER TO COMPANY LETTER HEAD

Midgley Snelling LLP  
Chartered Accountants  
**DIRECT**  
Services  
Baker Street  
Weybridge  
Surrey  
KT13 8AH



Dear Sirs

The following representations are made on the basis of enquiries of management and staff with relevant knowledge and experience such as we consider necessary in connection with your audit of the company's financial statements for the year ended 31 March 2023. These enquiries have included inspection of supporting documentation, where appropriate, and are sufficient to satisfy ourselves that we can make each of the following representations. All representations are made to the best of our knowledge and belief.

#### General

1. We have fulfilled our responsibilities as directors, as set out in the terms of your engagement letter dated 31 March 2023 under the Companies Act 2006, for preparing financial statements in accordance with applicable law and United Kingdom Accounting Standards (UK Generally Accepted Accounting Practice), for being satisfied that they give a true and fair view and for making accurate representations to you.
2. All the transactions undertaken by the company have been properly reflected and recorded in the accounting records.
3. All the accounting records have been made available to you for the purpose of your audit. We have provided you with unrestricted access to all appropriate persons within the company, and with all other records and related information requested, including minutes of all management and shareholder meetings.
4. The financial statements are free of material misstatements, including omissions.
5. We have considered the adjustments in Appendix 1. We confirm that, in our judgement, these adjustments are appropriate given the information available to us. We further confirm that we have now made these adjustments to the financial statements.
6. The effects of uncorrected misstatements (as set out in the Appendix 2 to this letter) are immaterial both individually and in total.

#### Internal control and fraud

7. We acknowledge our responsibility for the design, implementation and maintenance of internal control to prevent and detect fraud and error, and we believe that we have appropriately fulfilled these responsibilities. We have disclosed to you the results of our risk assessment that the financial statements may be misstated as a result of fraud.
8. We have disclosed to you all instances of known or suspected fraud affecting the entity involving management, employees who have a significant role in internal control or others where fraud could have a material effect on the financial statements.

White House, Datchet, Kingston Road, Ashford, Surrey, TW15 3SE

01784 605620

VAT # - 353008528 Company Reg # - 12700913

www.spelthorndirectservices.co.uk

9. We have also disclosed to you all information in relation to allegations of fraud or suspected fraud affecting the entity's financial statements communicated by current or former employees, analysts, regulators or others.

**Assets and liabilities**

10. The company has satisfactory title to all assets and there are no liens or encumbrances on the company's assets, except for those that are disclosed in the notes to the financial statements.
11. All actual liabilities, contingent liabilities and guarantees given to third parties have been recorded or disclosed as appropriate.
12. We have no plans or intentions that may materially alter the carrying value and, where relevant, the fair value measurements or classification of assets and liabilities reflected in the financial statements.

**Accounting estimates**

13. The methods, data and significant assumptions used by us in making accounting estimates, and their related disclosures, are appropriate to achieve recognition, measurement and disclosure that is reasonable in the context of the applicable financial reporting framework.

**Loans and arrangements**

14. The company has not granted any advances or credits to, or made guarantees on behalf of, directors other than those disclosed in the financial statements.

**Legal claims**

15. We have disclosed to you all claims in connection with litigation that have been, or are expected to be, received and such matters, as appropriate, have been properly accounted for and disclosed in the financial statements.

**Laws and regulations**

16. We have disclosed to you all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial statements.

**Related parties**

17. Related party relationships and transactions have been appropriately accounted for and disclosed in the financial statements. We have disclosed to you all relevant information concerning such relationships and transactions and are not aware of any other matters which require disclosure in order to comply with the requirements of company law or accounting standards.

**Subsequent events**

18. All events subsequent to the date of the financial statements which require adjustment or disclosure have been properly accounted for and disclosed.

**Going concern**

19. We believe that the company's financial statements should be prepared on a going concern basis on the grounds that current and future sources of funding or support will be more than adequate for the company's needs. We also confirm our plans for future action(s) required to enable the company to continue as a going concern are feasible. We have considered a period of twelve months from the date of approval of the financial statements. We believe that no further disclosures relating to the company's ability to continue as a going concern need to be made in the financial statements.



20. All In particular, we make the following representations in relation to the financial statements for the year ended 31 March 2023:

**DIRECT  
SERVICES**

- a. We confirm that no holiday pay accrual is necessary for inclusion in the financial statements;
- b. We confirm that an amount of £409,936 is due to the parent company, Spelthorne Borough Council as at 31 March 2023.

We acknowledge our legal responsibilities regarding disclosure of information to you as auditors and confirm that so far as we are aware, there is no relevant audit information needed by you in connection with preparing your audit report of which you are unaware.

Each director has taken all the steps that they ought to have taken as a director in order to make themselves aware of any relevant audit information and to establish that you are aware of that information.

Yours faithfully

.....  
Signed on behalf of the board of directors

Dated..... 14/12/23 .....

APPENDIX 1

Reconciliation of draft to final accounts

	Profit increase /(decrease) £	Assets increase /(decrease) £	Liabilities increase /(decrease) £	Shareholders' funds £
Profit/(loss) per draft financial statements	<u>34,373</u>			
Depreciation on motor vehicles	(20,099)	(20,099)		
Depreciation adjustment on plastic bins	83	83		
Deferred Tax	20,959	20,959		
Total adjustments	<u>943</u>	<u>943</u>	-	-
Revised profit/(loss) per financial statements as presented to the Board	<u>35,316</u>			



	Profit increase /(decrease) £	Assets increase /(decrease) £	Liabilities increase /(decrease) £	Shareholder funds £
Revised profit/(loss) per financial statements as presented to the Board	35,316			
Difference on audit accrual	(750)		750	
Holiday leave accruals	(536)		536	
Retained earnings adjustment in accruals written off	(300)		300	
<b>Total adjustments</b>	<b>(1,586)</b>	<b>-</b>	<b>1,586</b>	<b>-</b>
<b>Potential revised profit/(loss) per the financial statements</b>	<b>33,730</b>			

**APPENDIX 2**

Unadjusted errors or differences

Revised profit/(loss) per financial statements as presented to the Board

Board

Difference on audit accrual

Holiday leave accruals

Retained earnings adjustment in accruals written off

**Total adjustments**

**Potential revised profit/(loss) per the financial statements**





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of the Local Government Act 1972.

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of the Local Government Act 1972.

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# Neighbourhood Services Committee



21 March 2024

<b>Title</b>	Group Training Licences in Parks
<b>Purpose of the report</b>	To make a decision
<b>Report Author</b>	Kamal Mehmood, Strategic Lead for Leisure and Community Development
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	N/A
<b>Corporate Priority</b>	Community Recovery Environment Service delivery
<b>Recommendations</b>	<b>Committee is asked to:</b> Approve option 1 – adopt new procedure for fitness training licence applications including the proposed pricing structure.
<b>Reason for Recommendation</b>	There has been an increased demand in personal trainers and local organisations enquiring to use our parks for outdoor group fitness training. We want to ensure that we have a robust procedure in place to support the use of parks for outdoor recreation, as well as offering the use at an affordable price.

## 1. Summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> <li>Numerous enquiries are received from fitness instructors interested in delivering fitness classes in parks but we have only issued one licence in recent years. Comments received are that our current prices are too high. During the pandemic, we took an active approach not to charge a fee due to the benefits to the wider community. We currently</li> </ul>	<ul style="list-style-type: none"> <li>To maximise the use of parks for physical activity and to encourage fitness trainers to seek official permission. Instructors will need to display licences to show that they have received authority from the Council to operate. Licences will be issued on receipt of relevant paperwork including insurance and risk assessment.</li> </ul>

suspect that people are using the parks without authorisation.	
<b>This is what we want to do about it</b>	<b>These are the next steps</b>
<ul style="list-style-type: none"> <li>To introduce a new procedure including a new pricing structure, offering a lower price for groups with less participants and keeping the current price for larger groups.</li> </ul>	<ul style="list-style-type: none"> <li>Adopt new procedure and invite applications to capitalise on the summer months to ensure fitness instructors have licences in place.</li> </ul>

1.1 This report seeks to review existing procedures and associated fees and charges for fitness trainers operating in the Borough's parks to encourage fitness trainers to seek official permission.

**2. Key issues**

2.1 Permission was given to 10 fitness trainers to use the parks free of charge in 2020/2021 due to the ongoing displacement situation caused by Covid. All fitness trainers provided risk assessments and public liability insurance.

2.2 Prior to the COVID-19 situation, the Leisure and Community Development Team regularly received enquiries about using the park for fitness training and the associated fees and charges and licence fee. Trainers would enquire and then not pursue this. We have been informed by a few people that they felt that our current charges and licence fees were prohibitive.

2.3 It has become apparent that a few fitness trainers may have been operating in parks for some time without permission and the COVID-19 situation just exacerbated this situation. Law Enforcement Officers have been speaking with fitness trainers and asked them to contact the Leisure and Community Development Team to provide their documentation. There have been a few complaints about some fitness trainers such as blocking areas of the park, disturbance due to shouting or music, displacing other groups and damage to the grass. These have been dealt with by Law Enforcement Officers or Leisure Officers either speaking with the fitness trainers face to face or via the phone.

2.4 Prior to COVID no one enforced fitness training in parks, so we do not know how many fitness trainers had been operating without permission.

2.5 Train Fresh are the only organisation who have had licence and have been operating in Laleham Park, since 2012. British Military Fitness were due to apply for a licence in a different area of Laleham Park when 'lockdown' occurred in March 2020.

2.6 In 2022, a new pilot was launched over the summer to encourage fitness trainers to apply for a licence. Both current users and new enquiries were signposted to the new process but trainers commented that our prices were too high so didn't pursue applications. The only licence issued was to Train Fresh.

2.7 Fees and charges for 2024-25 have already been approved at CPRC on 19 February 2024. They included a single charge for group training and provision

for discounted prices to be considered in exceptional circumstances where an activity supports a strategic priority of the Council to the benefit of a particular community group.

- 2.8 Whilst this report seeks agreement to introduce a broader pricing structure to encourage greater take up of group exercise licences it is envisaged that the condition outlined above and in the overriding report on fees and charges would still apply.
- 2.9 If approved the council would undertake to promote the new requirements and raise awareness of the scheme, through notices in parks, the council website and social media channels; and directly with those delivering classes.

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

3.1 Enquiries usually start in Spring for instructors to use the parks over the summer months. We propose that applications can be made at any time throughout the year.

3.2 Option 1: Adopt new process along with fees and charges as outlined in Appendix A (Recommended)

Advantages:

- Robust and fair procedure in place to assess applications;
- Reasonable fees that providers can afford including a tiered system depending on the group size of participants;
- Short term licence option for new groups interested in starting out;
- Encourage increased use of parks and boosts physical activity, improving health and wellbeing;
- Follows similar process in place for Community Lettings and Annual Tennis Licences;
- Applications can be made throughout the year;
- No fee for one-to-one tuition

Disadvantages:

- Time required to assess applications and create licences for instructors

3.3 Option 2: Keep procedure and fees in line with pilot

Advantages:

- No need to review process

Disadvantages:

- High fees which can deter people from applying;
- The council could miss out on immediate income;
- Fitness trainers may be operating without seeking permission and without a licence;
- It is difficult for the Council to control the activity within its parks;

- There is a risk that fitness trainers may be operating without insurance and are failing to comply with the Council's Health and Safety requirements.

#### 3.4 Option 3: Don't allow instructors to use parks for outdoor fitness training

##### Advantages:

- Saves time as no need to produce licences

##### Disadvantages:

- The council would miss out on immediate income;
- Fitness trainers may be operating without seeking permission and without a licence;
- It is difficult for the Council to control the activity within its parks;
- There is a risk that fitness trainers may be operating without insurance and are failing to comply with the Council's Health and Safety requirements;
- Missed opportunity to encourage parks and open spaces for physical activity.

#### **4. Financial management comments**

- 4.1 Adopting the new process, with the revised fees will ensure an income for the Council from fitness trainers. Proposed charges are outlined in Appendix A. This proposed structure can be incorporated within the fees and charges.

#### **5. Risk management comments**

- 5.1 Member consultation will be required to ensure awareness of new process and associated fees.
- 5.2 If it is foreseen certain areas of parks may sustain heavy use, the inspection regime for these parks or areas will need to be more frequent.

#### **6. Procurement comments**

- 6.1 Not applicable

#### **7. Legal comments**

- 7.1 The legal department have confirmed that a licence is required but associated legal fees will be considered on an individual basis to ensure they are affordable to the applicant. It is recommended that a process is in place to encourage fitness trainers to seek the Council's consent and enter into a licence. The contractual obligations within the licence will assist the Council to manage the risk.
- 7.2 The terms of any licence will require fitness trainers to provide evidence of public liability insurance and third party liability insurance in the sum of £5 million. Fitness trainers will also need to provide Health and Safety risk assessments.
- 7.3 The Council would be liable in the event that injury was caused due to poor maintenance of the ground. Any park and open space inspections undertaken would need to be recorded, even if no issues were found and no remedial action was required. If it is foreseen certain areas may sustain heavy use, the inspection regime for these areas will need to be more frequent.

## **8. Other considerations**

- 8.1 Customer Services also receive enquiries regarding park bookings. All instructors interested can be directed to the online form. Colleagues from Parks, Assets, Legal and Insurance will need to be consulted with as part of the application process. This will help us to assess demand and ensure that we are issuing a reasonable amount of licences for each park.
- 8.2 Promoting fitness in parks helps to break down barriers to participation in physical activity, actively promoting health and wellbeing. Increasing the use of our parks will reduce anti-social behaviour and loneliness as well as increasing resilience and improving mental health.

## **9. Equality and Diversity**

- 9.1 Applications will request a detailed explanation of the service delivery as well as cost of sessions and whether discounts are offered to less advantaged residents.

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

- 10.1 Encouraging use of outdoor areas for fitness supports sustainability as the energy costs required to deliver outdoors are lower than delivering at indoor venues.

## **11. Timetable for implementation**

- 11.1 Decisions on fees and charges are ultimately determined by CPRC. If the Neighbourhood Services Committee approve the recommendation, the pricing will be taken forward to CPRC on 15 April 2024 to be authorised.
- 11.2 If approved work will start to advertise the opportunity, and to raise awareness of the requirements of the council, in order that applications can be considered in a timely manner to maximise participation over the summer period.

## **12. Contact**

- 12.1 Leisure Services – 01784 446433 or [leisure@spelthorne.gov.uk](mailto:leisure@spelthorne.gov.uk)

**Background papers: There are none.**

### **Appendices:**

**Appendix A – Price comparison chart**

**Appendix B – Guidance notes Outdoor Fitness Training Licences**

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Price Comparison Chart

**Group Training Fees**

Frequency	Number of people per session	Annual charge per park			
		Guildford	Surrey Heath	Elmbridge	Spelthorne (proposed)
1-7 times a week	1-2-1 tuition	£201	£220		n/a
8-14 times a week	1-2-1 tuition	£403	£440		n/a
15-21 times a week	1-2-1 tuition	£606	£660		n/a
21+ times a week	1-2-1 tuition	£807			n/a
Once a week	Up to 15	£191	£440	£297	£240
2-4 times a week	Up to 15	£386	£660	£584	£480
5-7 times a week	Up to 15	£620	£880	£967	£840
Once a week	16-35	£453	£550		£360
2-4 times a week	16-35	£777	£1100		£600
5-7 times a week	16-35	£1,274	£2200		£900

6 Monthly Charge	
Elmbridge	Spelthorne (proposed)
£175.50	£150
£344.50	£300
£570.70	£480
	£240
	£360
	£540

3 Monthly Charge
Spelthorne (proposed)
£90
£160
£255

Woking	Annual fee (paid monthly)
1 session a week	£396
2 sessions a week	£792
3+ sessions a week	£1,188

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## **Outdoor Fitness Training**

### **Spelthorne Borough Council Parks and Open Spaces**

### **Parks Licences**

**1 April 2024 – 31 March 2025**

### **Guidance Notes**

Spelthorne Borough Council (SBC) is looking for professional and enthusiastic local fitness providers to deliver outdoor fitness in the Borough's Park and Open Spaces. The Council will provide access to its outdoor parks for a nominal fee. If you have a passion for improving health & wellbeing and making a difference to local communities, the Council would like to hear from you. Please read these guidance notes before completing the application form.

#### **The Opportunity**

Providers will be able to select a preference for the venue, day and time they would like to use the parks. Providers are invited to complete the online application process.

We will use this information to manage demand and assess against our key criteria of which the Council's highest priorities are:

- Health and safety for participants
- Short-term and long-term affordability for residents

We will inform you if your application is successful. Please note that the decision of the Council is final.

#### **Programme Dates**

1 April 2024 – 31 March 2025. Applications can be submitted at any time. Please ensure you complete an application at least 4 weeks before a proposed start date.

#### **1. Terms and Conditions**

1.1 The proposed fees for group exercise programmes are:

<b>Frequency of sessions</b>	<b>Annual Licence Charge</b>	<b>6 Monthly Charge</b>	<b>3 Monthly Charge</b>
Once a week (up to 15 participants)	£240	£150	£90
2-4 times a week (up to 15 participants)	£480	£300	£160
5-7 times a week (up to 15 participants)	£840	£480	£255
Once a week (16-35)	£360	£240	n/a

participants)			
2-4 times a week (16 to 35 participants)	£600	£360	n/a
5-7 times a week (16 to 35 participants)	£900	£540	n/a

Please note if you apply for a 3 month licence, you will only have the opportunity to extend once, before requiring a longer term licence.

Legal fees will also be required.

- 1.2 Proof of relevant fitness qualifications must be evidenced in advance to the Council. Health and Safety Risk Assessment must be provided. Lead coaches must ensure that the venue programme is planned and delivered under their supervision.
- 1.3 The provider must give a list of coaches/coaching assistants who will be operating on the site in advance to the Council.
- 1.4 First Aid qualifications are also required.
- 1.5 A Safeguarding Policy and an enhanced DBS check is also required for those working with children or vulnerable adults.
- 1.6 Instructors must have public liability insurance, with a minimum of £5 million cover. Proof of insurance is required.
- 1.7 The instructor must provide all equipment. No large equipment is allowed eg. tyres are not permitted.
- 1.8 The instructor's ratios must be in line with those recommended by their governing body.
- 1.9 The instructor must ensure that those with disabilities or impairments are provided for.
- 1.10 The instructor must promote the sessions at the site with details of how to book via telephone or email. There must be an adequate administration system in place to efficiently take bookings. This information must be available to the Council at their request. All promotional materials must be approved by the Council in advance of material being displayed.

- 1.11 The instructor must provide programme statistics to the Council initially on a weekly basis (for the first month of a new term to allow the council to assist with promotion), then on a monthly basis and at the end of the programme to include the following information:

Report name	Delivery method	Responsible party
Number of users per session for all bookings	Email	Instructor
Demographic data of users; gender, junior or adult session	Email	Instructor
Details of session e.g type of session.	Email	Instructor
Participant postcode (First 5 characters of the postcode only) eg TW15 1	Email	Instructor

- 1.11 The instructor must ensure that they and their coaching team act in an appropriate manner that reflects positively on the Council. For example, under no circumstances should an instructor behave in an unsafe manner, use inappropriate language, smoke or be under the influence of alcohol or other substances at any time during the sessions.
- 1.12 The instructor must display a valid licence (as provided by Spelthorne Borough Council) at their sessions.
- 1.13 The Council shall have the right to terminate this agreement immediately in the event the provider is in breach of any of its terms.
- 1.12 Subletting of parks will not be permitted.
- 1.13 The Provider must ensure that the parks are left in a clean, safe, and tidy condition, free of litter and other materials. Any defects must be reported to the Council via [leisure@spelthorne.gov.uk](mailto:leisure@spelthorne.gov.uk) or 01784 446433.

## 2.0 Accidents and Incidents:

- 2.1 Any accident or incident that takes place during a coaching providers' booking must be reported to the Council's Leisure and Community Development Team via email or telephone.

- 2.2 If a safeguarding concern is raised during a session, the instructor must follow their Safeguarding procedures and the Council must be notified that this has been done.

### **Contact Details**

Email address for enquiries: **leisure@spelthorne.gov.uk**

Telephone number for queries: **01784 446433**

# Neighbourhood Services and Enforcement Committee



**21 March 2024**

<b>Title</b>	Local Planning Enforcement Policy Updates
<b>Purpose of the report</b>	To make a recommendation to Neighbourhood Services and Enforcement Committee to adopt the updated Local Planning Enforcement Policy.
<b>Report Author</b>	Liz McNulty – Planning Enforcement Officer
<b>Report Owners</b>	Esme Spinks – Planning Development Manager Richard Jones – Planning Enforcement Team Leader
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	N/A
<b>Corporate Priority</b>	Community Environment
<b>Recommendations</b>	<b>Committee is asked to:</b> 1. Adopt the updated Local Planning Enforcement Policy
<b>Reason for Recommendation</b>	The current adopted Local Planning Enforcement Policy is dated 03 March 2022. The Policy document has been reviewed, amended and updated.

## 1. Summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> <li>The current adopted Local Planning Enforcement Policy is dated 03 March 2022. The Policy document has been reviewed, amended and updated.</li> </ul>	<ul style="list-style-type: none"> <li>The LPA has a <u>duty</u> to investigate planning breaches. Planning Enforcement ultimately preserves the integrity of, and public confidence in, the planning system by ensuring that development accords with the rules.</li> </ul>
This is what we want to do about it	These are the next steps

<ul style="list-style-type: none"> <li>To agree the Enforcement Plan which sets out priorities and enforcement action which may be taken.</li> </ul>	<ul style="list-style-type: none"> <li>Adopt the updated Local Planning Enforcement Policy</li> </ul>
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- 1.1 This report seeks approval for the adoption of the updated Local Planning Enforcement Policy. More detail is set out below reflecting officer changes which are being suggested to the policy as a result of learning from the outcome of past investigations. The team regularly looks at the results of taking action to see how they can continuously improve service delivery.
- 1.2 Planning enforcement is not statutory but the failure to take action can, and has, led to successful ombudsman complaints in other LPAs. We have a duty to investigate planning breaches and it is only the taking of further action that is discretionary. Labelling it a 'discretionary service' is therefore a misnomer. The purpose of planning enforcement is to uphold the integrity of the planning system and therefore it plays a very important role. However, it generates very little income (only the submission of retrospective applications generates a planning fee). Therefore, the inevitable increase in workload associated with the Levelling-up and Regeneration Act 2023 (the LURA) is likely to lead to only a very modest increase in planning application fees. The adequacy of resources in the planning enforcement team will be kept under review.

## 2. Key issues

- 2.1 Section 4 of the Local Planning Enforcement Policy - In consideration of taking enforcement action, reference is now made to any breach of planning policy.
- 2.2 Section 5 of the Policy - A further explanation of case priorities that the priority may change after initial investigation.
- 2.3 Section 5 of the Policy - Addition of categorisation of BNG – Biodiversity Net Gain pre commencement conditions as Category 1.
- 2.4 Section 5 of the Policy – Category 3 clarification of 'Other changes of use' to 'Other changes of use including HMOs'.
- 2.5 Section 6 of the Policy - Change the order of the ways of making a complaint, by placing the online form first in the list.
- 2.6 Section 10 of the Policy – Updated the Corporate Priorities and Values for the 2024 – 2028 Corporate Plan.

## 3. Options analysis and proposal

- 3.1 Option 1 – To agree the revised Enforcement Policy. This option would lead to the approval of the amended and updated Enforcement policy and is recommended.
- 3.2 Option 2 – To retain the existing policy. This option would result in an **out-of-date** enforcement policy. It does not reflect an update to the priorities and

does not make reference to the various legislation changes to planning enforcement such as the addition and enforcement of pre-commencement BNG – Biodiversity Net Gain conditions. This option is not recommended.

- 3.3 Option 3 - To make further recommendations to revise or amend the policy. There is an option for members of the committee to revise or amend the policy further if there is a view that certain matters require more resource to deal with it. It will be for councillors to determine what those changes are based on evidence and intelligence.
- 3.4 The Local Planning Enforcement Policy (**Appendix 1**) outlines the Council's approach to dealing with unauthorised development in the borough. It explains the role of the Planning Enforcement function within the Development Management service and how that role is fulfilled. It defines what the priorities are and the various types of breaches of planning control. The policy explains how alleged breaches of planning control are investigated and the enforcement actions available to the LPA. It details the process to be followed when determining whether or not it is expedient to take further enforcement action and the limitations of the law imposed on the Planning Enforcement function.
- 3.5 To manage resources effectively, all reports of suspected breaches of planning control will be investigated and progressed in accordance with the priority rating below. The priority rating is given at the initial stage following the receipt of a complaint. However, depending on the outcome of that initial response, the priority rating may be changed. If a reported breach of unlawful change of use or unlawful development turns out to be temporary in nature (for e.g. a weekend marquee) then the priority would be lowered. On the other hand, if a reported breach turns out to be causing more harm than initially reported then the priority level would be increased (unlawful development of a listed building that was initially reported as a neighbouring unlisted building).
- 3.6 This is not an exhaustive list, and there may be exceptions.
- 3.7 The policy document sets out 3 categories of priority:
  - (a) Category 1: Serious harm (High Priority)
    - Unauthorised demolition of Listed Buildings, ancient monuments and locally Listed Buildings.
    - Felling or lopping of a preserved tree or tree in a Conservation Area.
    - Where development has started and is subject to planning conditions which are required to be agreed before commencement (e.g. contamination, archaeology, nature conservation or trees).
    - Development or breach of conditions likely to cause serious harm/danger to people or amenity.
    - Harmful unauthorised development which is about to become immune from any action being taken against it because of the passage of time periods set in legislation.
    - Failure to discharge BNG – Biodiversity Net Gain pre-commencement conditions.

(b) Category 2: Significant and widespread harm to local amenity (Medium Priority)

- Unauthorised development causing significant or widespread harm.
- Breaches of planning conditions causing serious nuisance to adjoining residents.
- Breaches that are contrary to well established planning policies such as Green Belt
- Unsightly buildings or untidy land that is causing serious harm to the amenity of neighbours.

(c) Category 3: Other

- Breaches of a technical nature and not in significant conflict with planning policy
- Breaches which are temporary and unlikely to result in any long-term harm.
- Advertisements not included above
- Breaches of other planning conditions
- Other changes of use including HMOs (which are not permitted development)
- High hedges
- Unauthorised pitching of caravans
- Businesses being operated from home
- Development not in accordance with the plans during the build process

3.8 Individual cases may be re-prioritised as the investigation progresses.

3.9 To ensure that a good overall service is provided, resource allocation will be periodically reviewed. The quality of evidence and support provided by complainants can also impact on the outcome of an investigation, and where such support is likely to increase the chances of a successful outcome, the matter will be prioritised.

3.10 The Planning Enforcement function falls under the Planning Development Management service. The table below sets out statistics of case workload for the last four years.

3.11 The enforcement case types received by the Planning Enforcement Team for the last four years are set out in the table below. The case type is a means officers use to categorise the nature of the complaint as perceived and submitted by the resident or complainant. It is worth noting that in many instances after investigation, the alleged breach turns out to be a mixture of breaches, a different breach all together or not a planning breach. Therefore, the initial categorisation type is not a confirmation of the number and type of actual breach types, but rather an indication of the perceived nature of the complaint. For example, in 2023, 25 complaints or enquiries were received regarding HMOs. Of these:



- 7 were confirmed as permitted development as there were a maximum of 6 occupants
- 12 are currently under ongoing investigation
- 4 were not HMOs and no breach was found
- 1 was for EH to check the licensing only
- 1 was an 8 person HMO and planning permission was granted

<b>Enforcement Case Types</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
PLNCON - Breach of Planning Conditions	38	41	47	72
COURTB & BUSRES - Change of Use from Residential to Business	15	24	5	28
COU - Change of Use (Other)	34	35	28	39
CONSRV - Conservation Area	0	1	1	1
HMO - Houses in Multiple Occupancy	18	24	6	25 (see 3.11)
LBCOM - Listed Buildings	2	2	0	2
MISC - Miscellaneous	29	40	13	21
HIGHH – High Hedges	N/A(a)	1	0	1
S215 – Untidy Land	3	7	4	3
TCAEN - Unauthorised Work to Trees in a Conservation Area	2	0	0	0
TPO - Tree Preservation Orders	7	16	8	5
UNADV - Unauthorised Adverts	6	10	6	14
UNDEV - Unauthorised Development	172	188	111	124
UNOUT - Unauthorised Residential Use of Outbuilding	N/A(b)	N/A(b)	3	15
Uncategorised	6	0	3	0
<b>Totals</b>	<b>332</b>	<b>389</b>	<b>235</b>	<b>350</b>

### 3.12 Legend for the above table:

- No stats available for this type of breach (HIGHH) pre 2021 as the type did not exist in our database and was added to give more granularity. Prior to this new breach type HIGHH breaches were recorded as MISC.
- No stats available for this type of breach (UNOUT) pre 2022 as the type did not exist in our database and was added to give more granularity. Prior to this new breach type UNOUT breaches were recorded as COUOTH.

3.13 Overall, there has been an increase in planning enforcement complaints by 49% from 2022 to 2023.

3.14 There can be large variations in timescales regarding the length of time a case remains open. Some cases are simple to resolve and are open and closed very quickly, for e.g., the breach is a minor technical issue, there isn't a breach or planning permission has already been granted. However, other cases can take years to complete the investigation and can involve enforcement and stop notices, planning and enforcement appeals and prosecution proceedings for non-compliance with an enforcement notice. In

such instances, the case will remain open until there is a satisfactory resolution.

- 3.15 Notices - When enforcement action has been deemed expedient and formal notices have been served, the statistics are listed in the table below:

<b>Enforcement Notices</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
BCN - Breach of Condition Notices	0	1	0	1
ENF - Enforcement Notices	3	1	4	16
PCN - Planning Contravention Notice	4	5	5	3
STOP - Stop Notices	0	0	1	0
TEMP - Temporary Stop Notices	2	0	1	0
ENF Appeals Started	7	1	1	9
<b>Totals</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>20</b>

- 3.16 The number of notices served as expected dropped 2020-2021 and started increasing in 2022 again with an 82% increase in notices served in 2023 compared with the preceding year.
- 3.17 In particular, Enforcement Notices have jumped to double digits in 2023. With a 300% increase from 2022 to 2023.
- 3.18 The number of Enforcement Appeals is the highest recorded over the past 6 years. The number of appeals has increased by 800% over the same period. During this time, resources in planning enforcement have actually decreased due to the loss of one member of staff in April 2023. However the enforcement team have remained focussed and effective in working through the increased workload.
- 3.19 The more notices served the more resource heavy these cases are, as evidence must be gathered, statements, reports and often appeal documentation compiled. If the notices are not complied with, then resources must be allocated to potential prosecution.

#### Levelling-up and Regeneration Act 2023 (LURA)

- 3.20 On 26 October 2023, the Levelling-up and Regeneration Bill became law. The Act has introduced a number of changes which impact on planning enforcement. The provisions are not yet in force and this will occur when the Regulations are issued by Parliament. Overall, the proposals will strengthen the LPAs powers in taking action against unauthorised development and are welcomed, although the changes are highly likely to lead to additional resource implications associated with the additional work.

In summary the changes are:

- A new power to issue Temporary Stop Notices (TSN) in respect of works to Listed Buildings. This can be in force for up to 56 days.
- A new provision for Development Commencement Notices. Following the grant of planning permission and before work has begun, the person proposing to carry it out must give notice (a 'commencement notice') to the LPA, specifying when they propose to commence the

work. Where it appears to the LPA that a person has failed to comply with the requirements set out above, they may serve a notice on any relevant person, requiring the relevant information to be submitted to the LPA. This change has positive connotations as far as the commencement of developments should be recorded formally. The failure to provide the LPA with the information requested introduces an offence for which the planning enforcement would likely be responsible for pursuing.

- The Planning Act has been amended to include reference to 'termination of planning permission'. This applies where a planning permission has been granted for development and is subject to the 'commence within 3 years' condition, and this condition was complied with, but the development has not been completed. If the LPA are of the opinion that the development will not be completed within a reasonable time period, then they may serve a notice ('completion notice') stating that the planning permission will cease to have effect at a specified time ('the completion notice deadline').
- A change to the time limits for taking enforcement action to 10 years. At present, a change of use of a building to residential and operational development (i.e., constructing a building) can only be enforced against within a period of four years, other changes of use are subject to 10 years. This change to the time limits will mean that all breaches of planning control can only become immune from enforcement action after 10 years.
- A change to the duration of temporary stop notices (TSNs) from 28 days to 56. This change means that LPAs can have more time to consider next steps. LPAs may set shorter TSNs if necessary.
- Introduction of Enforcement Warning Notices (EWNs). Under this provision, LPAs can issue an EWN where it appears to them that there has been a breach of planning control and that there is a reasonable prospect that, if an application is made, permission would be granted. Issuing an EWN 'stops the clock' on immunity and can reduce the number of appeals for 'acceptable' developments when an enforcement notice has been issued.
- Restrictions on appeals against enforcement notices. This change means that if planning permission for what is alleged in an enforcement notice has been refused by the LPA and that refusal was appealed and dismissed, an appellant in an enforcement appeal **cannot** appeal under ground (a) (i.e., planning permission should have been granted). This change effectively removes the possibility of a '3<sup>rd</sup>' bite at the cherry. Whereas previously an applicant could apply for planning permission, appeal a refusal, then receive an enforcement notice and have 'another go' at obtaining planning permission through ground (a), this is now barred at the 3<sup>rd</sup> attempt.
- Undue delays in appeals. There is a new power for the Secretary of State to dismiss appeals where it appears to them that the appellant is responsible for undue delays in the progress of the appeal. This

change applies to both s176 enforcement appeals and s195 certificate of lawfulness appeals.

- Penalties for non-compliance. The level of fine has been increased for breach of condition notices and for non-compliance with a S215 notice. This means that, on conviction, the fine for breaching a breach of condition notice is now unlimited in theory on conviction, the fine for breaching a S215 notice can now be higher than previously (amounts vary).
- Power to provide relief from enforcement of planning conditions. The Secretary of State may provide that an LPA may not take or is subject to specified restrictions in how it may take relevant enforcement measures in relation to any actual or apparent failure to comply with a relevant planning condition.

3.21 The release of the Regulations (secondary legislation) by Parliament will provide detailed guidance on how these changes will work and when they will commence. The Government has not provided the likely date for this although speculation amongst the Planning profession is that the date could be April 2024. The provisions will provide greater powers to the LPA Planning Enforcement, which is to be welcomed, although there will also be a commensurate increase in workload pressures on the Team, particularly the change to the time limits for taking enforcement action from 4 years to 10 years, as it will capture a number of sites which under the current legislation would be time expired for action to be taken. This matter will be kept under review.

3.22 Following the release of the Regulations, the Enforcement Policy will be updated to reflect the changes, and come back to committee.

#### **4. Financial management comments**

4.1 The revised Local Planning Enforcement Policy includes the financial considerations outlined below. This demonstrates a strong and thorough argument for the expediency of any enforcement action taken.

4.2 In taking enforcement action the Local Planning Authority (LPA) must consider the financial implications in doing so. The LPA must first determine that there is a specific breach of planning control and that the harm caused far outweighs the cost of rectifying the breach.

4.3 The Council must also consider the likelihood of recuperating costs from the recipient of the enforcement action. The LPA has been successful under the specific provisions of the Town and Country Planning Act 1990 and the Proceeds of Crime Act (POCA) if a criminal offence has been committed.

4.4 The Council must exhaust all means of negotiation for a resolution to the breach prior to commencing any costly enforcement action.

4.5 The forthcoming changes to planning enforcement legislation provisions in the LURA will provide greater powers to Planning Enforcement which is to be welcomed. However, there will also be a commensurate increase in workload pressures on the Enforcement Team, particularly the work associated with the

change to the time limits for taking enforcement action from 4 years to 10 years, as it will capture a number of sites which, under the current legislation, would be time expired for action to be taken. This matter will be monitored following the introduction of the legislation.

## **5. Risk management comments**

- 5.1 The purpose of planning enforcement is to uphold the integrity of the planning system the risks associated with not taking action when necessary are high . Whilst enforcement action is not a statutory process the failure to take action can, and has, led to successful ombudsman complaints in other LPAs. We have a duty to investigate planning breaches and it is only the taking of further action that is discretionary.

## **6. Procurement comments**

- 6.1 This is not applicable.

## **7. Legal comments**

Policies do not create legal rights but often serve useful functions in promoting good administration. It is essential for the Council to ensure that its services operate within up to date Local Plan Enforcement Policy. The policy should remain up to date with the latest legislation and in accordance with other internal policies to reduce any potential legal challenge and provide compliance with legal requirements.

An up-to-date policy is critical to the ongoing success of planning enforcement, assists in the performance of public duties and helps increase trust and transparency with the community.

## **8. Other considerations**

- 8.1 The Local Planning Enforcement Policy advises under section 6 how to make a complaint or enquiry concerning a suspected breach of planning control using the standard form on our website, or by email, or letter.
- 8.2 It should be noted that the resourcing of the planning enforcement team is matched to meet the current enforcement policy. However, in view of the increasing workload, this is under review. If there is to be a change in the enforcement policy, this would impact on our resources and could potentially require additional officers or require a further review of the Councils Enforcement Policy and the prioritisation process in particular.
- 8.3 Planning enforcement training for members has been undertaken in 2023 and further training will be undertaken once the legislative changes outlined in this report have been confirmed. Furthermore, there is a short article on Planning Enforcement in the Borough's Spring Borough Bulletin and a longer article is planned for the Summer Bulletin to advise the local community on the work of the enforcement team, the enforcement process and how enforcement complaints are prioritised.

## **9. Equality and Diversity**

### **9.1 Human Rights Act 1998**

- (a) the LPA should pay due regard to the Human Rights Act 1998. In particular, the requirement not to act in a way which is incompatible with any relevant Convention rights which include the right to a fair trial, the right to respect for private and family life, the prohibition of discrimination and protection of property.

### **9.2 Public Sector Equality Duty (Equality Act 2010)**

- (a) The Council should:
  - i) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
  - ii) advance equality of opportunity
  - iii) foster good relations

### **9.3 The addition of these considerations ensures the provision of more robust reasoning and justification for all enforcement action, which in turn strengthens our arguments on appeal or prosecution and will lead to more successful legal outcomes for the Council.**

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

### **10.1 There are no sustainability/climate change issues.**

## **11. Timetable for implementation**

### **11.1 It is recommended:**

- i) the updated Local Planning Enforcement Policy be adopted with immediate effect,
- ii) a review of the Policy to reflect the legislative changes will be brought to Committee within six months of the changes coming into effect and,
- iii) member training be undertaken following the introduction of the legislative training.

## **12. Contact**

### **12.1 For any queries regarding the Local Planning Enforcement Policy, please contact:**

Richard Jones, Planning Enforcement Team Leader on  
r.jones@spelthorne.gov.uk,

Liz McNulty, Planning Enforcement Officer on l.mcnulty@spelthorne.gov.uk or

Lynsey Tracey, Planning Enforcement Officer, on l.tracey@spelthorne.gov.uk

## **13. Background papers:**

- i) The currently adopted Local Planning Enforcement Policy – version 9 – located under ‘Downloads’ - <https://www.spelthorne.gov.uk/enforcement>

**14. Appendix 1: Local Planning Enforcement Policy 2024.**

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## LOCAL PLANNING ENFORCEMENT POLICY

The Council's policy towards dealing with unauthorised development.

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## 1 Introduction

This document sets out the main Planning Enforcement service areas and explains how the Council carries out its enforcement activities. In order to provide the best possible service, the Council must give clear guidance on what it can and can't do, and how the demands on our services are balanced against available resources.

The Council has also published a separate list of frequently asked questions which cover other matters related to Planning Enforcement. This can be viewed on our web site at

<https://www.spelthorne.gov.uk/article/17706/Planning-enforcement-FAQs> It should also be noted that the Council has enforcement powers and responsibilities relating to Building Control and Environmental Health matters, Those are not detailed in this Enforcement Plan.

## 2 What you can expect from the Planning Enforcement Service

- A proactive and efficient service for customers seeking advice and information.
- A full range of available powers when conducting investigations (including negotiations and retrospective planning applications) and, where appropriate, immediate action.
- Minimising compliance costs by ensuring that action taken is proportionate to the risks.
- Care taken to work with small businesses and voluntary and community organisations to assist them in meeting their legal obligations without unnecessary expense, where practicable.
- Where appropriate, prosecute individuals or organisations who fail to comply with any formal notice served on them.
- Take direct action having regard to the degree of harm and public safety.
- Carry out our duties in a fair, equitable and consistent manner.
- Consider each matter on its merits and ensure a consistent approach to enforcement resolution.
- Ensure we follow principles of consistency and high standards in each and every case.
- Provide information and advice on the rules applied and publish this as widely as possible.

### **3 Definition of unauthorised development**

Planning permission is required for the erection of many types of buildings and for a material change in use of land or buildings, and to erect some forms of advertisement. There are controls to protect Listed Buildings and trees covered by a Tree Preservation Order. Unauthorised development generally constitutes the following: -

- The erection of buildings or a material change of use without the necessary planning permission.
- The carrying out of development at variance to that given planning permission (and shown on the approved plans)
- The carrying out of development not in accordance with the conditions on the planning permission.
- The display of advertisements without the necessary advertisement consent.
- Felling of, and works to, trees included in a Tree Preservation Order, or in a Conservation Area.
- Demolition of, and alterations to, Listed Buildings and certain buildings in Conservation Areas without the necessary consent.

### **4 The Council's approach to unauthorised development**

The purpose of planning enforcement is to investigate and resolve breaches of planning control and unauthorised development which cause harm to public amenity and the environment.

Enforcing against unauthorised development is a discretionary power and the Council is not legally bound to act. However, the Council consider it essential, where unauthorised development occurs which has harmful consequences either to the environment or to people living nearby or is contrary to planning policy that swift action is taken to prevent it continuing. The nature of the harm arising from unauthorised development will be the primary factor which influences the course of action taken to deal with an issue. Those cases which cause most harm will be prioritised.

The Council will respond sympathetically to those situations where a breach of planning control has genuinely occurred unintentionally (particularly in relation to household development) but will take the necessary steps to resolve any harm arising from the work.

In all, but the most serious of cases, the Council will first seek to resolve the matter through discussion with the owner/person carrying out the work and to avoid any unnecessary formal legal action.

**The Council will generally seek to prosecute those people who have felled or damaged a preserved tree or demolished or damaged a listed building.**

The Council wishes to support activities which contribute to economic growth and will have regard to the impact of any enforcement action on businesses. It will ensure that the time periods for compliance in any Notice are sufficient to minimise disruption to the business and if possible, avoid any permanent loss of employment.

## **5 Priorities**

To manage resources effectively, all reports of suspected breaches of planning control will be investigated and progressed in accordance with the priority rating below. The priority rating determines the initial response. Dependent on the outcome of that initial response the priority rating may be changed. This is not an exhaustive list, and there may be exceptions.

### **5.1 Category 1: Serious harm (High Priority)**

- Unauthorised demolition of Listed Buildings, ancient monuments and locally Listed Buildings.
- Felling or lopping of a preserved tree or tree in a Conservation Area.
- Where development has started and is subject to planning conditions which are required to be agreed before commencement (e.g. contamination, archaeology, nature conservation or trees).
- Development or breach of conditions likely to cause serious harm/danger to people or amenity.
- Harmful unauthorised development which is about to become immune from any action being taken against it because of the passage of time periods set in legislation.
- Failure to discharge BNG – Biodiversity Net Gain pre-commencement conditions.

### **5.2 Category 2: Significant and widespread harm to local amenity (Medium Priority)**

- Unauthorised development causing significant or widespread harm.
- Breaches of planning conditions causing serious nuisance to adjoining residents.

- Breaches that are contrary to well established planning policies such as Green Belt.
- Unsightly buildings or untidy land that is causing serious harm to the amenity of neighbours.

### 5.3 **Category 3: Other**

- Breaches of a technical nature and not in significant conflict with planning policy
- Breaches which are temporary and unlikely to result in any long-term harm.
- Advertisements not included above.
- Breaches of other planning conditions.
- Other changes of use including HMOs (which are not permitted development)
- High hedges.
- Unauthorised pitching of caravans.
- Businesses being operated from home.
- Development not in accordance with the plans during the build process.

Individual cases may be re-prioritised as the investigation progresses.

To ensure that an adequate overall service is provided resource allocation will be periodically reviewed. The quality of evidence and support provided by complainants can also impact on the outcome of an investigation, and where such support is likely to increase the chances of a successful outcome, the matter will be prioritised.

## **6 Investigation of suspected breaches of planning control**

### 6.1 **Making a complaint or an enquiry**

To start a planning enforcement investigation, you can contact us by any of the following methods: -

- Completing the standard form on our web site:  
<http://www.spelthorne.gov.uk/planningenforcementcomplaintform>
- Email at [planningdm@spelthorne.gov.uk](mailto:planningdm@spelthorne.gov.uk)

- By letter to Planning Enforcement, Spelthorne Borough Council, Council Offices, Knowle Green, Staines Upon Thames, Surrey, KT18 1XB.

When complaints are received, they are recorded on our database with a unique reference number so they can be monitored, and the complainant updated on progress.

So that your enquiry can be processed efficiently the following information should be provided: -

- Name and contact details of complainant.
- Full address of the alleged breach of planning control.
- Nature of the breach and the harm it may be causing.

To avoid unnecessary use of resources, anonymous reports of suspected breaches of planning control will not normally be pursued unless other evidence suggests that the breach is causing serious harm to the environment or the amenities of residents. Confidentiality of a complainant's identity will be safeguarded unless it is necessary for the complainant to give evidence at an appeal.

**We will aim to acknowledge receipt of any complaint within 5 working days and to provide an initial response on the actions we are taking within 10 working days**

After receipt of a complaint initial research will be carried out, and a site visit may be required to establish whether or not a breach of planning control has occurred.

The initial site visit (where necessary) will be conducted within the following timescales:

- High priority cases – within two working days
- Medium priority cases – within five working days
- Low priority cases – within ten working days

There will be exceptions to this, particularly in very urgent matters.

These timescales allow officers to carry out research before visiting a site. If carrying out the initial site visit within these time frames is problematic on a specific case the officer will notify the complainant.

On completion of the initial site visit, the findings will be assessed by the Officer, and a view taken as to how the investigation will proceed, which may include taking legal advice.

## 6.2 **Cross Service Enforcement**

In the event of an issue being reported to multiple services, for e.g. Environmental Health and Planning Enforcement, the other service is then consulted to determine the most efficient and expedient action to take to resolve the issue. Usually this will mean after initial investigation, one service takes the lead and carries out enforcement action as and when it is expedient to do so. For example, it may mean that one service has more effective powers in legislation than the other and so takes the enforcement lead.

In certain instances, it is recommended to carry out a joint investigation. However, resourcing will be taken into consideration to ensure it is essential and effective.

## 6.3 **Right of Entry**

The Planning Enforcement Officers are authorised to act on the Council's behalf and have a right to enter land and buildings without warrant for the purposes of making inspections, surveys and examinations as required, pursuant to any statutory planning related powers of the Council.

Section 196A and section 324 of The Town and Country Planning Act 1990 and section 88 of The Planning (Listed Buildings and Conservations Areas) Act 1990 identify those powers giving rights of access.

## 6.4 **If no breach of planning control is established**

A significant number of investigations are closed as there is no breach of planning control established. For example:

- There is no evidence to substantiate the allegation.
- Development has taken place but planning permission is not required (usually because it is permitted development)
- Planning permission has been granted or an application is in progress.

Where this is the case, the complainant will be notified that no further action will be taken, either verbally or in writing, within 10 working days of the initial site visit

## 6.5 **Where further investigation is required**

There are cases where the initial site visit does not provide sufficient evidence to prove whether a breach of planning control has taken place such as business operating from home and breaches of hours conditions, and further investigation is required. In these cases, the complainant will be notified within 10 working days of the initial site visit that further investigation is required. If they are unwilling to help, it may not be possible to take further action due to insufficient evidence.



A Planning Contravention Notice can be served to obtain information relating to the suspected breach, which can take time.

A person on whom notice is served has 21 days to respond. Therefore, it may be several weeks until the appropriate evidence can be collected.

## **6.6 Where there is a breach of planning control**

When a complaint is received the case officer will check to see if there is a breach of planning control and that legislation allows us to take action. Each case is judged on its individual merits. In some cases, although a breach of planning control has been identified it is not possible for the Council to take action because it has been occurring, or in existence, for a long period of time and is immune from Enforcement action.

In most cases it is not possible to take action against buildings and structures which have been erected without consent if they have been in existence for more than four years. Similarly, a change of use of a building or land without permission, or the breach of a planning condition imposed on a permission, will be immune from enforcement action if it has occurred for more than 10 years.

## **6.7 Negotiation**

Where it is considered that the breach of planning control is unacceptable Officers will initially attempt to negotiate a solution without going straight to formal action unless the breach is causing significant harm. Negotiations may involve scaling down or stopping an unauthorised use or activity or changing or removing the unauthorised development.

Where negotiation is not an acceptable solution, or it is clear at the outset that the breach is not capable of being resolved, formal enforcement action will proceed where it is expedient to do so. Service of a temporary stop notice may be appropriate to prevent the breach becoming worse.

## **6.8 Not expedient to pursue formal action**

There are cases where it would not be 'expedient' or worthwhile for the Council to take enforcement action. Expediency is a test of whether the unauthorised activities are causing serious harm, and the officer investigating the case will consider this. The outcome of this consideration will generally inform the course of the investigation. Taking formal enforcement action is only one option with other courses open to the Council. Examples of where it may not be expedient to take action are as follows:

- A technical breach of planning control is so minor that it has no, or very little, impact on amenity.
- The work carried out is only marginally in excess of that allowed under permitted development and the increase causes no harm ie. a fence

has been erected and is only a few centimetres above the normal allowance of 2m (where it does not front a road).

- Where building work or a change of use has taken place, but it is clear that retrospective planning permission is likely to be granted.

Although development should not be carried out without first getting planning permission, an enforcement notice should not be issued solely to regularise development which is acceptable in planning terms, but for which permission has not been sought. In these cases, the Council will ask for an application.

It is generally regarded as unreasonable for a Council to issue an enforcement notice solely to remedy the absence of a valid planning permission if there is no significant planning objection to the building works/use.

Where officers conclude that it is not expedient to take action the case will be closed (with a reasoned justification).

Action taken should be proportionate to the breach. Many technical breaches of planning control are investigated (e.g. a fence or a rear extension slightly higher than permitted development). In such cases it would be unreasonable to require the removal of an entire building or fence where a slightly lower structure could be put up without planning permission.

We will work with owners to resolve situations, but ultimately it is unlikely that formal action could be warranted in the case of a technical breach.

## **7 Retrospective planning applications**

In some cases, unauthorised development may be rendered acceptable by the imposition of appropriate conditions on a planning permission. For example, a change of use to a restaurant may be acceptable in principle but give rise to concerns about late opening hours. Rather than take formal action against the use, it would be appropriate to request a retrospective application which if, having assessed the detail and taken into account the views of consultees, was found to be acceptable, could be granted permission subject to a condition restricting hours of use.

A retrospective application is processed in the same way as a standard planning application. This allows third parties to be formally consulted and make their views known. In addition to those adjoining the site, the Council notify anyone who originally complained about the unauthorised work. The fact that the development has already been carried out in part or full can have no bearing on the Council's decision on the application.

The Council will specify a time period in which a retrospective application must be submitted. The period given will vary from case to case but will reflect the complexity in preparing such a submission. Periods of 28 or 56 days are often given. If no application is submitted the Council will consider the expediency of taking further action, taking into account any harm arising from the breach (and

lack of conditions imposed on a planning permission to control it). It may become necessary to serve an Enforcement Notice.

If the development is unlikely to receive permission the Council will not encourage the submission of a retrospective application, although there remains a right to make such an application. Unless the Council has served an enforcement notice prior to the submission of the retrospective application (which relates to those matters sought permission in the application) the Council is duty bound to consider it.

The Council will, generally, refuse to process retrospective applications which are submitted after serving of an enforcement notice unless entertaining the application is likely to result in an amended proposal which overcomes the reason for serving the notice.

## **8 Material and non-material amendments to planning permissions**

Development should be completed strictly in accordance with the approved plans, which form part of the planning permission. Following the grant of permission applicants often wish to make variations. Sometimes, because of problems during the construction process or a change in the client's wishes. The Council's approval is required for any changes from the approved plans, and this should be sought before work is carried out. Sometimes, however, changes occur without the Council's prior approval.

Where these alterations are materially different from the permission a new application for the whole development will be required

Where the scale and nature of the alterations results in a development that is not substantially different from the one that has been approved, a "minor material amendment application" will be invited which, in effect, seeks permission for the changes proposed rather than the whole scheme again. The Council will consult adjoining properties in the consideration of these types of application and take into account any representations submitted.

Where the changes proposed are extremely minor (such as the omission of a window or reduction in the size of an extension) the Council will request the submission of a "non-material amendment". This is also subject to a fee but will usually be considered by exchange of letter and without notification to neighbouring properties.

## **9 Monitoring of planning permissions**

It is not practical or proportionate to monitor all planning permissions granted by the Council, and all development carried out as permitted development. Most development occurring in the Borough is in built up areas close to adjoining properties and the majority of alleged breaches of planning control

are reported by people living close to development. Most of the Council's planning enforcement officers time is spent resolving reported breaches.

Compliance with pre commencement conditions is also checked. In addition, planning officers will, as resources allow, check sensitive development at key stages of construction and on completion of the development.

With the advent of the new Biodiversity Net Gain (BNG) legislation, applicants will be required to deliver 10% "Biodiversity Net Gain" when building new housing, industrial or commercial developments. This commenced on 12 February 2024 for major development and from 3 April 2024 for minor developments. Documents will need to be submitted as part of a planning application, including a metric detailing how a 10% net gain will be achieved. Developers are required to achieve all of their BNG on site. If this cannot be achieved on-site, they can deliver through a mixture of on-site and off-site. Developers can either make gains on their own land outside the development site or buy off-site biodiversity units on the market. If developers cannot achieve on-site or off-site BNG, they must buy statutory biodiversity credits from the government. This should be a last resort. There will be a pre commencement condition on any granted planning permission. This means that before any development begins, applicants need to provide a biodiversity net gain plan to show the existing and proposed biodiversity values of their sites. A strategy of monitoring compliance of BNG is currently being formulated within the Council, however, checking that a pre commencement condition has been discharged before development is implemented will fall to the Planning Enforcement Team.

## **10 Considerations prior to taking enforcement action**

Several factors must be taken into consideration prior to any enforcement action.

### **10.1 Human Rights Act 1998**

When deciding whether or not to take enforcement action, the Council will pay due regard to the Human Rights Act 1998 and, in particular, to the requirement not to act in a way which is incompatible with any relevant Convention rights which are the right to a fair trial, right to respect for private and family life, prohibition of discrimination and protection of property. These rights are qualified rights which means that, when considering enforcement action, the Council will balance the rights of those who may be in breach of the planning legislation against those affected by the breach, including the community at large.

### **10.2 Public Sector Equality Duty (Equality Act 2010)**

**10.2.1** A public authority must, in the exercise of its functions, have due regard to the need to—

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.

- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

**10.2.2** For the purposes of the provisions of this Section, pregnancy and maternity, age, gender reassignment, disability, race, religion or belief, sex and sexual orientation are all protected characteristics. That question in every case is whether the decision maker has in substance had due regard to the relevant statutory need, to see whether the duty has been performed.

**10.2.3** The Council's obligation is to have due regard to the need to achieve these goals in making its decisions. Due regard means to have such regard as is appropriate in all the circumstances.

**10.2.4** The Council must consider if formal enforcement action to remedy harm is wholly appropriate and proportionate. If a breach of planning control has occurred and requires further investigation, then the subsequent investigation must be proportionate.

In any event, if human rights or public sector equality rights are potentially affected, the Council must consider that the public interest factors outweigh any potential interference.

### 10.3 **Corporate Priorities and Values**

The Council takes the following corporate priorities and values into consideration when determining the expediency of enforcement action against unauthorised development and changes of use.

The priorities for the 2024 - 2028 focus on:

**C** - Community  
**A** - Addressing housing need  
**R** - Resilience  
**E** - Environment  
**S** - Services

Our values, ethos and ways of working will inform and underpin everything that we do:

**P** - Pride in our Council, communities, and Borough  
**R** - Responsive and respectful  
**O** - Open and accountable  
**V** - Value for money  
**I** - Integrity  
**D** - Dependable  
**E** - Empowering and inclusive

The Environment priority now includes the implementation of Biodiversity Net Gain (BNG) obligations, which in turn means the Planning Enforcement team will now investigate and enforce against non-compliance with BNG planning conditions.

Our priorities and values are outlined in more detail in the Corporate Plan 2024 – 2028 which can be found here:

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

## 10.4 **Financial Implications**

In taking enforcement action the Council must consider the financial implications in doing so. The Council must first determine that there is a specific breach of planning control and that the harm caused far outweighs the cost of rectifying the breach.

The Council must also consider the likelihood of recuperating costs from the recipient of the enforcement action. Could POCA (Proceeds of Crime Act) be applied?

The Council must exhaust all means of negotiation for a resolution to the breach prior to commencing any costly enforcement action.

Planning enforcement is not statutory. However, we have a duty to investigate planning breaches and it is only the taking of further action that is discretionary.

## 11 **Taking formal enforcement action**

### 11.1 **Enforcement Notice**

Enforcement Notices can be served where development or a change of use has taken place without permission, and it is considered expedient to do so. They are served on the owner, occupier and any other person with an interest in the land and must set out what is expected to happen (for example demolishing a building or stopping a car repair workshop) in order to:

- Ensure development complies with the terms of any planning permission granted
- Stop the use of the land or restore it to the condition it was in before the breach took place
- Ensure that development does not have an adverse impact on amenity

A notice will specify a timescale for works to be carried out, and it comes into effect a minimum of 28 days after it is served. There is a statutory right of

appeal to the Planning Inspectorate against the notice during this period. Once the Planning Inspectorate has received a valid appeal, the enforcement notice has no effect until the appeal has been determined.

Any appeal may include one or all of these grounds:

- a) Planning permission ought to be granted
- b) The development or change of use has not taken place
- c) The development or change of use does not need permission
- d) The development or change of use is immune from action (e.g. been in place or operating too long)
- e) The enforcement notice(s) were not served correctly
- f) The works/action to be carried out are excessive
- g) Not enough time has been allowed for the works/action to be carried out

Given these rights of appeal it is important that all relevant matters are taken into account before serving an enforcement notice. This includes being clear about:

- What the specific breach is (e.g. building is too high, in the wrong place, agricultural building being used for industrial purposes)
- What must be done to set it right (e.g. reduced height, demolish and re-build, stop the use)
- How long is given for the works/actions to be carried out (e.g. three months, 12 months).

If the breach of planning control relates to a listed building or unauthorised demolition within a conservation area, the expediency of serving a listed building enforcement notice or a conservation area enforcement notice will be considered. Where appropriate prosecution in the Courts will be commenced.

All enforcement notices are placed on the Council's enforcement register which is available to view on the Council's website.

## **11.2 Planning contravention notice (PCN)**

This is often served prior to serving an enforcement notice. It can be served on the owner or occupier of the land in question, or a person who is carrying out operations or using the land. The PCN gives those people 21 days to provide the information which the Council has asked for. If they do not give the information they can be prosecuted (maximum fine of £1,000). To knowingly provide false information on a PCN can result in a fine of up to £5,000.

### 11.3 **Other requisition for information notices**

The Council can require anyone who receives a requisition for information notice to supply, in writing, details of their interest in a property and details of anyone else having an interest in the property. A reply must be supplied within 14 days. Failure to comply with the requirements of a notice or makes a false statement in a reply is an offence punishable by a fine of up to £5,000.

The Council can also require those individuals to state in writing the nature of their interest in a property and the name and address of any other person known to them as having an interest in the property, such as a freeholder, mortgagee, lessee or otherwise. Failure to return the form or to provide an untrue statement is an offence punishable by a fine up to £1,000.

### 11.4 **Breach of condition notice (BCN)**

This can be served where a planning condition has not been complied with. The type of condition which has been breached has to be taken into account (e.g. windows are not obscure glazed or contaminated land conditions have not been complied with), and what should be done to correct the situation. Once issued the notice does not take effect for 28 days.

A BCN has to set out what is required to ensure compliance with the condition and by when. There is no appeal against a BCN and therefore it can be more expedient than issuing an enforcement notice. Failure to comply with the notice is dealt with by a prosecution in the Magistrates Court (maximum fine is currently £2,500). The BCN is ideal for matters where the steps to be taken are relatively simple and can be readily achieved.

### 11.5 **Stop notice**

A stop notice may be served where urgent action is necessary to stop a relevant activity before the end date of the related enforcement notice.

A stop notice must be served at the same time or after the service of an enforcement notice.

The stop notice must refer to the enforcement notice, specify the activity or activities that have to stop and set the date when it comes into effect. Failure to comply with the notice is an offence (maximum fine on summary conviction is £20,000). The Council must consider the use of stop notices carefully as they carry with them significant statutory compensation provisions.

### 11.6 **Temporary Stop Notice (TSN)**

A TSN can be issued without an enforcement notice and is designed to halt breaches of planning control for a period of up to 28 days. This comes into immediate effect and is used to stop work and to see if issues can be resolved within a limited timescale. These are most often served where a development has started but conditions on the planning information requiring further action



before commencement have not been complied with (e.g. a contaminated land investigation and mitigation measures have not been agreed).

Whilst TSNs also carry some compensation provisions these are significantly lower than with a stop notice and therefore the risk to the Council is reduced.

### 11.7 **Section 215 notice**

In cases where the amenity of an area is adversely affected by the condition of land or buildings a Section 215 Notice (untidy land) may be served. This will set out what is expected to happen (e.g. remove building materials/shrubs/board up windows), when it needs to be done by, and the date the notice takes effect.

A Section 215 notice takes effect after 28 days service during which time an appeal can be made in the Magistrates Court.

## 12 Time limits for taking formal action

Where a breach of planning control involves building operations and has been ongoing for more than four years the Council cannot serve a notice. For example:

- Extensions to dwellings
- New buildings
- Laying hardstanding
- Change of use of any building to a single dwelling.

Unauthorised changes of use and breaches of conditions are subject to a 10 year time limit (e.g. use of an agricultural building for industrial warehousing).

The Council are not able to take action on anything beyond the four or ten years, and the use becomes lawful. The landowner can apply for a Certificate of Lawful Existing Use or Development (CLEUD) and, if the evidence is clear, they can 'regularise' the situation. However it should be noted that even if a use is lawful, it does not mean that the Council would have granted planning permission if this has been applied for before the development/change of use had taken place.

Serving an enforcement notice in respect of a particular development 'stops the clock' in relation to these four and ten year time limits. Therefore where the Council consider a breach may be close to the four or ten year time limit it may seek to take urgent enforcement action to prevent such a development or use becoming lawful

The Localism Act 2011 introduced a new enforcement power in relation to time limits which allows Councils the possibility to act against concealed breaches of planning control even after the usual time limit for enforcement has expired.

## **13 Failure to comply with formal notices**

Where a notice has been served and has not been complied with there are three main options available to the Council.

### **13.1 Prosecution**

Prosecution proceedings can be instigated against any person who has not carried out the works expected of them and where the end date for compliance/action has passed. This may be in relation to any of the following Notices:

- enforcement notice
- listed building enforcement notice
- conservation area enforcement notice
- breach of condition notice
- section 215 notice
- stop notice

Cases involving unauthorised works carried out to a Listed Building and unauthorised demolition in a Conservation Area also constitute an offence in their own right. Consideration of whether it would be expedient to prosecute for these works rather than issuing a notice will be given on a case by case basis.

Before commencing any legal proceedings, the Council needs to be satisfied that there is sufficient evidence to offer a realistic prospect of conviction and that the action taken is in the public interest.

### **13.2 Direct action**

Where any works/actions required by an enforcement notice or section 215 notice have not been completed within the time period (other than stopping the use of a piece of land), consideration will be given whether it is expedient to enter the land and undertake the works (e.g. Demolish the building and recover from the owner of the land, any expenses reasonably incurred by them in doing so).

In most cases the Council will seek to prosecute the failure to comply with a notice before seeking to initiate direct action.

### 13.3 **Injunction**

Where an enforcement notice has not been complied with and, because of the special circumstances of the case, either direct action or prosecution would not be an effective remedy, we will consider applying to the Court for an Injunction.

An injunction can also be applied for where there is clear evidence that a breach of planning control is anticipated but has not actually occurred. Such action will only be considered if the breach, actual or anticipated, is particularly serious and is causing or likely to cause exceptional harm (e.g. materials for hard standing being put on a site and services being laid).

### 13.4 **POCA – Proceeds of Crime Act**

The Proceeds of Crime Act 2002 (“POCA”) sets out the legislative scheme for the recovery of criminal assets with criminal confiscation being the most commonly used power. Confiscation occurs after a conviction has taken place.

The aim of the asset recovery schemes in POCA is to deny criminals the use of their assets, recover the proceeds of crime (planning and non-planning related) and disrupt and deter criminality.

With regard to planning enforcement the Council will consider requesting a confiscation order if it is considered expedient to do so.

The Crown Court must consider making a confiscation order against a defendant under Part 2 POCA if:

- a) the defendant is convicted of an offence or offences in the Crown Court, or has been committed to the Crown Court for sentence or to be considered for a confiscation order; and
- b) the prosecutor requests that the court consider making a confiscation order, or the court believes that it is appropriate to consider making a confiscation order.

## 14 **Other Types of Enforcement**

### 14.1 **Advertisements**

The display of advertisements without consent is an offence the Council can prosecute against without the need to issue a notice. Where it has been considered that an advertisement should be removed an offender will normally be given one written opportunity to remove the advertisement voluntarily. Failure to do so may result in further action being taken without further correspondence.

The Council is also able to remove or obliterate posters and placards and will consider using these powers as appropriate

The Localism Act 2011 has introduced new provisions in respect of dealing with advertisements. These are Removal Notices, Action Notices and the powers to remedy the defacement of property. Each provision includes rights of appeal to the Magistrates Court.

#### **14.2 Removal notices**

The Council can seek removal of any structure used to display an advertisement and where the notice is not complied with can remove the structure and recover the cost of doing so.

#### **14.3 Action notices**

Where there is a persistent problem with unauthorised advertisements an Action Notice can be issued specifying measures to prevent or reduce the frequency of the display of advertisements. Where the notice is not complied with the Council may remove the structure and recover the cost of doing so.

#### **14.4 Power to remedy defacement of premises**

Where a sign is readily visible from an area where there is public access and is considered to be offensive or damaging the amenity of the area, a Notice may be issued requiring the removal or obliteration of the sign. As with the above provisions failure to comply with the notice will allow the Council to undertake the works in default and recover costs (except where it relates to a flat or house or is within the curtilage of a house).

#### **14.5 Trees**

Legislation protects trees, which are the subject of Tree Preservation Orders (TPOs) or are within a Conservation Area, from felling or other works without permission. Such works are an offence and prosecution without a notice can take place. However, such action would not remedy the harm caused.

Where a tree covered by a TPO has been removed a notice requiring an appropriate replacement tree to be planted can be issued.

#### **14.6 High hedges**

From 1 June 2005 Councils have had the power to deal with disputes over high hedges where all reasonable steps to resolve the issue have been taken by the relevant parties. In cases where we find in favour of the complainant we will ensure, through enforcement action, if necessary, that any specified schedule of remedial works is carried out.

### **15 Complaints about the Planning Enforcement Service**

If you feel that there is unreasonable delay with an enforcement investigation, or you believe there is an error in the way an investigation is being carried out, please inform the Planning Enforcement Officer dealing with your case so that they may respond or take the necessary action.

If you remain dissatisfied with the service, it is open to you to make a formal complaint. Please remember that the complaints procedure does not apply to matters that are directly related to a Council or Panel decision. You can, of course, contact your local Councillor at any time.

If you remain dissatisfied, you may write to the Local Government Ombudsman and information on how to do this will be given to you by the Head of Corporate Governance. The Ombudsman will not normally deal with a complaint unless it has first been through the Council's own complaint procedures and will deal only with matters relating to the conduct of the investigation.

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# Neighbourhood Services & Enforcement Committee



21 March 2024

<b>Title</b>	Food and Health and Safety Service Plans for 2024/26
<b>Purpose of the report</b>	To make a decision
<b>Report Author</b>	Fidelma Bahoshy, Principal Environmental Health Officer (Commercial) & Tracey Willmott-French, Senior Environmental Health Manager
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	n/a
<b>Corporate Priority</b>	Community Environment Service delivery
<b>Recommendations</b>	<b>Committee is asked to adopt the proposed service plans for 2024/2026</b>
<b>Reason for Recommendation</b>	Local Authorities are required to produce and adopt service plans for their food safety and health and safety enforcement services.

## 1. Summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> <li>Spelthorne has a regulatory responsibility for both food safety and health and safety at work. We draw up Service Plans for each area which must include the aims and objectives for the years ahead and evaluate the achievements of the past.</li> </ul>	<ul style="list-style-type: none"> <li>We have statutory obligations to have both of these service plans in place and require that these plans be approved by Elected Members.</li> </ul>
This is what we want to do about it	These are the next steps
<ul style="list-style-type: none"> <li>The Service Plans outlines our objectives for the next two years for each area and reflects upon the</li> </ul>	<ul style="list-style-type: none"> <li>Adopt the service plans</li> </ul>

work completed and any significant variations to the planned works.	
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- 1.1 This report seeks to outline the services plans for the food safety and health and safety at work enforcement team for 2024/2026 and proposes that the plans be adopted.
- 1.2 The Service Plans sets out the priority work for the Environmental Health’s Commercial Team and whilst the plans mention two additional workstreams, namely animal licensing and the registration and regulation of special treatments, they do not provide details of the work undertaken in these areas. The plans are reliant upon our current resourcing levels staying as is.

**2. Key issues**

- 2.1 Local Authorities are required by the Food Standards Agency (FSA) and the Health and Safety Executive (HSE) to produce service plans for their food safety and health and safety services. Each service plan must outline the aims and objectives for the two years ahead and evaluate the achievements of the past two years. The service plans are produced every two years.
- 2.2 This report briefly outlines the main achievements of Environmental Health’s Commercial Team who is responsible for enacting the plans and the objectives. The report also outlines the main objectives for this coming year.

**Achievements**

- 2.3 Food Safety Service Plan - in 2022/24 the team continued to focus their resources on the highest risk food businesses and work through the backlog. The following table summarised some of the work undertaken:

	2021-2022	2022-2023	2023-2024*
Food Inspections	336	299	330
Complaints Investigated	92	72	77
Queries from businesses	82	117	91
Infectious Disease cases	109	137	129

\*full year data not yet available, accurate as of 22 January 2024

- 2.4 The team has continued to participate in the national Food Hygiene Rating Scheme (FHRS); 97% of eligible businesses have ratings of three or above, well in excess of our target of 92%. Those businesses who are below this standard will continue to be targeted for improvement with revisits and where appropriate taking further legal action against them; 0.8% of businesses have a rating of 0 or 1 (represents 5 food businesses).
- 2.5 Health and Safety Service Plan - in 2022/24, reactive work was prioritised and actioned as required but there was very limited available resource to undertake proactive inspections or projects. The team focused our resources on three projects out of the four projects as outlined in the Service Plan for 2022 -2024 (electrical safety, inflatable amusement devices, and gas safety in commercial catering settings). The following table summarised some of the work undertaken:



	2021-2022	2022-2023	2023-2024*
Health & Safety Inspections	37	24	43
Complaints & service requests	20	39	40
Notifiable Accidents	34	26	22

\*full year data not yet available, accurate as of 22 January 2024

2.6 In addition to this work, the team was involved in one enforced closure of a food business for mice, one voluntary closure of a food warehouse for rats, two exhumations, two simple cautions and we served enforcement notices under both food safety and health and safety legislation. We also worked in liaison with partner organisations with regards the illegal harvesting of shellfish, illegal imports via Heathrow, invasive mosquito controls and insect preparations.

2.7 The team is meeting both of its two corporate Key Performance Indicators and these are, firstly the percentage of our businesses with a food hygiene rating of 3-5 (target of 92% or higher, current figure is 97%) and 0-1 (target of 4% or lower, current figure is 0.8%), and secondly customer satisfaction rates which is currently on target at 98%.

### Objectives

2.6 The main objectives for the Food Safety Service Plan 2024/2026 are outlined on page 4 of the plan and include a target of inspecting at least 95% of higher risk food businesses, the promotion of the FHS with 92% of all food businesses achieving a food hygiene ratio of 3 or above, and to respond to a minimum of 95% of service requests within six days. The Food Safety Service Plan 2024/2026 is provided in **Appendix 1**.

2.7 The main objectives for the Health and Safety Service Plan 2024/2026 are outlined on page 3 of the plan and include targets to respond to at least 95% of service requests and accidents within six days and to participate in selected national/regional projects. The Health and Safety Service Plan 2024/2026 is provided in **Appendix 2**.

2.8 The team will continue with an existing project to increase efficiencies and improve service delivery through the use of technology namely the utilisation of Surface Pro tablets during site visits.

### 2.9 Review

2.10 The team has continued to provide a professional and quality service. A detailed review including identification of any variation is included on page 18 of the Food Service Plan and on page 15 of the Health and Safety Service Plan.

2.11 Overall, the higher priority objectives of both services were met. However, by virtue of the variation outlined in pages 15 and 18 of the service plans, and in consideration of the new duties associated with special treatments we need to carry out a review to determine whether the Commercial team are sufficiently resourced to provide the statutory duties required by the food safety legislation and the health and safety legislation.

2.12 Further to the above, the FSA has recently written to the chief executives of all local authorities outlining their concerns that local authorities are not

adequately resourcing their food safety services. By August 2024, the Senior Environmental Health Manager and the PEHO (Commercial) will carry out a review of the staff resources required to ensure the ongoing effective delivery of Spelthorne's food safety service (section 4, page 15 of the food safety service plan refers).

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

- 3.1 The preferred option is to adopt the proposed service plans for 2024/26, and for them to come into effect within 7 days of approval.
- 3.2 There is also an option for Members to amend the proposed service plans, for example Members may wish to comment on the projects identified within the Health and Safety Service or recommend additional resourcing.
- 3.3 There is an option for Members not to adopt the proposed service plans. This would mean the Council would not be following either the Food Standards Agency's "Framework Agreement on Local Authority Food Law Enforcement", or the Health and Safety Executive's Guidance, as this requires local authorities to have food and health and safety service plans and recommends that the plans relate specifically to food and health and safety enforcement. If these service plans are not adopted, the likelihood of the FSA or HSE auditing us would increase.

### **4. Financial management comments**

- 4.1 The proposed service plans will be delivered within the proposed budget for 2024/26. The financial implications have been discussed with the relevant finance staff.

### **5. Risk management comments**

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

### **6. Procurement Comments**

- 6.1 There are no procurement issues associated with this report.

### **7. Legal comments**

- 7.1 It is anticipated that the team will receive new regulatory powers with the introduction of a new licensing system for non-surgical cosmetic treatments during the period of these service plans. We are awaiting further details on this following a period of consultation in late 2023. The current regulatory framework includes a registration system for certain procedures such as tattooing and cosmetic piercing and falls within the remit of the Commercial Team; it places few restrictions on who can perform non-surgical cosmetic procedures. Under the proposed new scheme, which will be operated by local authorities in England, practitioners will need to be licensed to perform specific non-surgical cosmetic procedures and the premises from which they operate will also need to be licensed.
- 7.2 As regards the health and safety service plans, local authorities are responsible for the enforcement of the Health and Safety at Work Act 1974, (HSW) to the extent as prescribed in the Health and Safety (enforcing

authority) Regulations 1998. By virtue of section 18(4) of the HSW we have a duty to perform our duties in accordance with guidance from the Health and Safety Executive. The requirement includes having a service plan detailing the local authorities priorities and its aims and objectives for the enforcement of health and safety.

## **8. Equality and Diversity**

8.1 Adoption of the proposed service plans provides a level ground for compliant businesses.

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

9.1 The proposed service plans have no impact on sustainability or climate change issues.

## **10. Timetable for implementation**

11. If the service plans are approved, they shall come into effect after seven days.

## **12. Contact**

12.1 Fidelma Bahoshy – [f.bahoshy@spelthorne.gov.uk](mailto:f.bahoshy@spelthorne.gov.uk) or Tracey Willmott-French – [t.willmott-french@spelthorne.gov.uk](mailto:t.willmott-french@spelthorne.gov.uk).

**Background papers:** There are none.

### **Appendices:**

Appendix 1 - Food Service Plan 2024/2026

Appendix 2 - Health and Safety Service Plan 2024/2026

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# **Spelthorne Borough Council**

## **Food Safety Service Plan**

**2024 – 2026**

## FOREWORD

This plan sets out how the Council will deliver its 2024-2026 Food Safety Service.

This Service Plan has been produced in response to the Food Standard Agency's (FSA) Framework Agreement on Food Law Enforcement which sets out how the plan should be structured and what the plan should contain.

This Service Plan explains how the team will protect and promote food safety throughout the Borough by a combination of measures which include the enforcement of food safety law, sampling, advice, and education and liaising with other organisations. The mix of enforcement includes aspects that are demand driven, inspection driven, education driven, and intelligence driven. All activities and procedures take account of the Food Law Code of Practice and its supporting document the Food Law Practice Guidance (England). In addition, officers take account of the Food Hygiene Rating Scheme – Brand Standard.

The Plan is approved by Elected Members to ensure transparency and accountability and is published on the Council website.

The Plan is reviewed every two years and an annual update will be included in the Environmental Health Service's annual Service Plan.

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## Summary

Local Authorities are required by the Food Standards Agency (FSA) to produce service plans for their food safety services. The service plan must outline the aims and objectives for the two years ahead and evaluate the achievements of the past two years.

In 2022/24 the team continued to focus their resources on the highest risk food businesses and work through the backlog. The following table summarised some of the work undertaken:

	2021-2022	2022-2023	2023-2024*
Food Inspections	336	299	330
Complaints Investigated	92	72	77
Queries from businesses	82	117	91
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\*full year data not yet available, accurate as of 22 January 2024

The team has also continued to participate in the national Food Hygiene Rating Scheme (FHRS); 97% of eligible businesses have ratings of three or above, well in excess of our target of 92%. Those businesses who are below this standard will continue to be targeted for improvement with revisits and where appropriate taking further legal action against them; 0.8% of businesses have a rating of 0 or 1 (represents 5 food businesses).

The main objectives for the Food Safety Service Plan 2024/2026 are outlined on page 4 of the plan and include a target of inspecting at least 95% of higher risk food businesses, the promotion of the FHRS with 92% of all food businesses achieving a food hygiene ratio of 3 or above, and to respond to a minimum of 95% of service requests within six days.

Overall, the higher priority objectives of both services were met. However, by virtue of the variation outlined in pages 18 of the service plan, and in consideration of the anticipated new duties for special treatments we need to carry out a review to determine whether the Commercial team are sufficiently resourced to provide the statutory duties required by the food safety legislation and the health and safety legislation.

## 1. SERVICE AIMS AND OBJECTIVES

### 1.1 Aims

- 1.1.1 The aim of the food safety service is to protect health by assuring the production, preparation, storage, distribution, and supply of food by businesses within Spelthorne is safe.
- 1.1.2 We aim to provide a comprehensive food safety service to consumers and the operators of food businesses and achieve a good balance between providing advice, information, training, and where necessary enforcement.

### 1.2 The following objectives have been identified for 2024/26:

Objective	
1.	To achieve at least 95% of higher risk food hygiene inspections/interventions in accordance with the frequencies set out in the Food Law Code of Practice.
2.	To promote the FSA national Food Hygiene Rating Scheme (FHRS), including publicising on the Council's Facebook and Twitter accounts those business receiving a 5 rating.
3.	To achieve a 92% ratio of food businesses with a food hygiene ratio of 3 to 5 compared to those scoring 0 to 2.
4.	To actively work with our lower rated businesses to improve their standards and achieve a maximum 4% of food business with a food hygiene rating of 0 and 1. Where necessary we will take appropriate enforcement action in line with our Enforcement Policy.
5.	To respond to a minimum of 95% of food safety service requests within ten days.
6.	To ensure all authorised officers are competent as per the requirements of the revised Competency Assessment Framework as set down in the Food Law Code of Practice for all officers undertaking official food controls.
7.	To participate in national and local sampling projects as appropriate.
8.	To highlight issues with food allergens and hypersensitivity - during routine inspections, businesses will be signposted to the free material available from the FSA and we will participate in any campaigns run by the FSA, as appropriate.

### 1.4 Links to corporate objectives and plans

The Council's Corporate Plan 2021 – 2023 has five key priorities and seven values for Spelthorne:

#### 1.4.1 Priorities

- Community
- Addressing housing need



- Resilience
- Environment
- Services

#### 1.4.2 Values

- Pride in our Council, communities and Borough
- Responsive and respectful
- Open and accountable
- Value for money
- Integrity
- Dependable
- Empowering and inclusive

#### 1.4.3 The Food Safety Service Plan is key in protecting our Community and providing a safe Environment.

An effective food safety team contributes to these priorities by protecting the health of its residents and visitors through the provision of safe food, the prevention and detection of food borne illness and food poisoning, and by ensuring that good businesses are not disadvantaged by non-compliant traders. We are working with business to help them to recover from the impact of the pandemic.

#### 1.4.4 This Service Plan incorporates these values.

## **2. BACKGROUND**

### **2.1 Profile**

2.1.1 Spelthorne is in the far north corner of Surrey. Boroughs adjacent to are Runnymede and Elmbridge to the south in Surrey, Windsor and Maidenhead and Slough to the west in Berkshire, and Hillingdon, Hounslow, and Richmond upon Thames to the north and east in Greater London.

2.1.2 Spelthorne's population is approximately 103,000 based on figures from the 2021 census. The main centres of population are the towns of Staines-upon-Thames, Ashford, Sunbury-on-Thames, Shepperton and Stanwell.

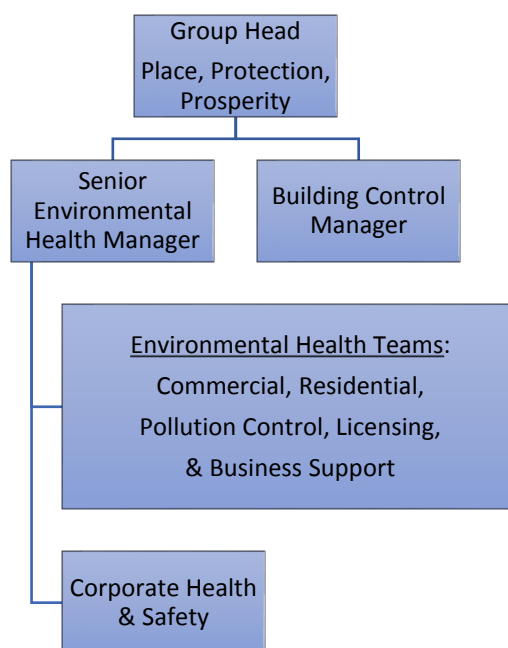
### **2.2 Organisational Structure**

2.2.1 The organisational structure of the Council comprises of the 39 elected members and a Chief Executive who is supported by two deputies. The food safety service forms part of the Environmental Health Department. The food team is headed by the Principal Environmental Health Officer (Commercial) who reports to the Senior Environmental Health Manager (SEHM). The SEHM reports to the Group Head for Place, Protection and Prosperity.

2.2.2 The food safety service is provided by the Commercial Team who also provide a health and safety enforcement service including smoke-free legislation; and process, monitor and enforce various licensing/registration

regimes, such as all animal licensing and beauty treatments in relevant premises.

2.2.3 The structure is as follows:



## 2.3 Scope of the Food Service

2.3.1 The Council provides a comprehensive service to food consumers and food businesses in Spelthorne. We have the main responsibility for enforcing the provisions of the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and the European Union (Withdrawal) Act 2018 as amended by the European Union (Withdrawal Agreement) Act 2020 relating to retained EU regulations

2.3.2 As a designated Food Authority we are responsible for a full range of duties including:

- food hygiene inspections
- participation in the national Food Hygiene Rating Scheme to enable consumers to make informed choices about the places where they eat out or shop for food
- the investigation of complaints and service requests relating to food safety matters
- responding to food safety incidents
- the provision of advice to businesses and the public on food safety matters
- sampling of foodstuffs for microbiological and where necessary chemical examination; and analysis of food handling environments through surface swabs
- controls of imported and exported foods
- the investigation of notifications and outbreaks of food poisoning and gastrointestinal infection to control and prevent further cases from source of disease, identify source and prevent spread from primary case

- provision food safety advice to managers and proprietors of food businesses
- the implementation of the Commercial Team's Health Promotion initiatives as required
- the maintenance the database of food premises in the Borough and ensuring that the information is accurate and up to date

2.3.3 Enforcement of food standards including labelling, calorie display and animal feedstuff legislation is the responsibility of Surrey County Council Trading Standards Department and is outside the scope of the service.

2.3.4 Spelthorne is signed up to a Memorandum of Understanding in relation to food and feed imported through London Heathrow Airport. This MoU is managed by the FSA and was due for review in November 2023, however we are still waiting for this review to take place.

The purpose of the MoU is to set out in writing the arrangements that have been agreed to establish Hillingdon as the single designated local authority responsible for carrying out all appropriate safety checks at Heathrow Airport on imported food at Internal Temporary Storage Facilities. External Temporary Storage Facilities remain our responsibility.

## 2.4 Demands on the Food Service

2.4.1 The majority of food premises in Spelthorne are predominantly small to medium sized catering or retail businesses.

2.4.2 The premises profile is outlined below. Please note that this is a snapshot in time that changes regularly as new businesses open and others close.

Type of Premises	on 1 April 2022	on 17 January 2024
Primary Producers	1	1
Manufacturers & Packers	8	6
Importers/exporters	2	7
Distributors/Transporters	20	24
Retailers	170	209
Restaurants/Caterers	639	596
<b>Total</b>	<b>840</b>	<b>843</b>

2.4.3 In addition there are:

- Two markets – one in Kempton Park every Thursday and one on Staines High Street on Wednesdays, Fridays, and Saturdays.
- One approved premises (an inflight caterer). There is also one large cereal producer.
- Routinely there are several events held within the borough during the year, including Staines-upon-Thames Day, Shepperton Big Tree Night, a number of Christmas Markets and Shepperton Village Fair.

2.4.4 **Brexit Impacts on the Food Service**

#### 2.4.4.1 Imports

The final Border Target Operating Model was released in August 2023 following many delays. This sets out the following timeframes for import controls:

31 January 2024 - The introduction of health certification on imports of medium risk animal products, plants, plant products and high risk food and feed of non-animal origin from the EU.

30 April 2024 - The introduction of documentary and risk-based identity and physical checks on medium risk animal products, plants, plant products and high risk food and feed of non-animal origin from the EU. Existing inspections of high risk plants/plant products from the EU will move from destination to Border Control Posts. The simplification of imports from non-EU countries. This will include, the removal of health certification and routine checks on low risk animal products, plants, plant products from non-EU countries as well as reduction in physical and identity check levels on medium-risk animal products from non-EU countries.

The team work closely with colleagues at the Imported Food Office in Heathrow Airport and a Memorandum of Understanding is in place with regards storage sheds within the borough. Any consignments that illegally bypass the Border Control Post are referred to the inland authority where the consignment is stored. A similar arrangement is in place for third country imports prior to EU Exit and Spelthorne has received such referrals infrequently. It is yet to be seen if there will be an increase in the referrals of illegally imported consignments to the team because of these changes.

#### 2.4.4.2 Exports

The EU require that some UK food and drink exports are certified by a UK certifying authority before being exported. In Great Britain, the Animal and Plant Health Agency (APHA) is responsible for issuing export health certificates (EHC) for certain products of animal origin (POAO) to specific countries.

Local authorities can provide export certification for certain products not covered by official EHCs issued by APHA. This can relate to products that are:

- not of animal origin
- processed meat products
- manufactured food and drinks

The type of certification that needs to be provided is specific to the product being exported and the requirements of the destination country.

To date the team has not received any requests from businesses to certify any products for export from the UK however requests for certifications for products not of animal origin have been received for countries not within the EU. We receive on average 2 – 3 such requests per year.

### 2.4.5 Access to the Service

The service can be accessed by: -

- Calling in person to the Spelthorne Borough Council, Knowle Green, Staines upon-Thames, TW18 1XB. The Offices are open from 9am to 5pm Mondays to Thursdays and 9am to 4.30pm on Fridays. The office is closed in the evenings and at weekends.
- Telephoning the support staff (01784 446291). The Business Support Team is available from 9 am to 5 pm on Monday to Thursday and 9 am to 4.30 pm on Friday.
- A duty officer is available from 9.30 am to 5 pm Monday to Thursday, and from 9.30 am to 4.30 pm on Fridays.
- By telephoning officers through their direct line telephone numbers.
- By emailing the Commercial Team at [eh.commercial@spelthorne.gov.uk](mailto:eh.commercial@spelthorne.gov.uk).
- Emailing officers directly via their individual email addresses.
- Food safety emergencies can be dealt with by telephoning our 24-hour out-of-hour's emergency service where the on-call officer will contact a senior officer from Environmental Health.
- Information and advice can be accessed via the Council's website at [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk).
- Submitting information through the Food Standards Agency website portal.
- The food hygiene ratings of eligible businesses can be found at <http://ratings.food.gov.uk/> and via a link on the Spelthorne website.

## 2.5 Enforcement Policy

2.5.1 Enforcement will be carried out in a fair, equitable and consistent manner in accordance with the Regulator's Code and the Environmental Health Enforcement Policy.

2.5.2 The policy was last updated in August 2023.

## 3. SERVICE DELIVERY

### 3.1 Food Premises Interventions

It is our policy to carry out programmed food hygiene interventions in accordance with the minimum inspection frequencies defined in the Food Law Code of Practice, and priority will be given to inspections of higher risk premises and approved premises.

#### 3.1.3 Programmed Food Premises Interventions

The profile of premises by risk rating and the anticipated number of interventions to be undertaken during the years 2024-2025, are outlined in the table below. This is a snapshot of the system as of 22 January 2024. The

profile can change quickly because of an intervention meaning that a premises can move either up or down. The number of “A” rated businesses can vary significantly during the year.

<b>Risk Category</b>	<b>Number of Premises inspections due</b>	<b>Inspection Frequency</b>
A	0	6 months
B	8	12 months
C	89	18 months
D	99	24 months
E	48	Alternative Strategy
<b>Total</b>	<b>244</b>	

The above table does not include inspections carried over from the 2023-2024 programme and details of these are included in Section 6.

- 3.1.4 The risk categories are derived from the scoring system laid down in the Food Law Code of Practice and are based on the type of food handled, the size of the business, the level of compliance with hygiene and structural requirements and the extent of management control.
- 3.1.5 In addition to this list, there will be unrated premises which are awaiting inspection (such as new businesses) and revisits to premises in line with our Food Hygiene Intervention Policy and Food Hygiene Enforcement Procedure.
- 3.1.6 **New Business Registrations**

All new registrations were reviewed by the PEHO within 10 days of receipt and were then prioritised upon receipt with higher risk business receiving inspections within 28 days of opening.

<b>Year</b>	<b>Number of new registrations</b>
2022/2023*	90
2021/2022	94
2020/2021	109
2019/2020	121

\*not whole year data, registrations received as of 17 January 2024

## **3.2 Food Complaints**

- 3.2.1 We will investigate food complaints or complaints relating to the hygiene of food premises in accordance with centrally issued guidance and our own Food Complaints Procedure. The depth and scope of investigation required will depend on the nature of the complaint.
- 3.2.2 All food complaints involving an imminent risk to health will be responded to as quickly as possible and all others within six working days. Where appropriate, complainants will be advised of the outcome.
- 3.2.3 The following tables outlines the number of complaints received:

Year	Complaints Received
2023 / 2024*	77
2022 / 2023	72
2021 / 2022	92
2020 / 2021	72
2019 / 2020	110
2018 / 2019	82

\* not whole year data, complaints received as of 17 January 2024

The subject of these complaints often includes allegations of illness, poor hygiene practices, concerns about cleaning and general repair, pest infestations and foreign body allegations.

### 3.3 Home Authority Principle and Primary Authority Scheme

- 3.3.1 We support both the Home Authority Principle and the Primary Authority Scheme. We do not currently have any formal primary authority agreements in place.
- 3.3.2 The Primary Authority scheme permits any business to register with one local authority as a source of advice on environmental health issues. Officers are required to contact the Primary Authority before taking any enforcement action against that company. The Primary Authority can then block the proposed action if it believes that it is inconsistent with advice or guidance previously given to the organisation concerned.
- 3.3.3 All authorised officers are registered with the online database and are familiar with the requirements of the scheme.

### 3.4 Advice to Business

- 3.4.1 We recognise that most food businesses seek to comply with the law and will provide such advice and assistance as may be necessary.
- 3.4.2 This includes:
- Guiding businesses to food hygiene training courses/seminars as required.
  - Provision of business information sheets, including leaflets detailing local providers of food hygiene courses, practical advice on hazard analysis and controlling food safety hazards, temperature control and guides to compliance with specific food safety legislation.
  - On the spot advice during routine visits and inspections.
  - Advice in written inspection reports.
  - Provision of free telephone advice.
  - Provision of information on the Council's social media accounts.
- 3.4.3 We dealt with the following requests from businesses and individuals for information requiring advice.

Year	Requests for help / advice
2023 / 2024*	91
2022 / 2023	117

Year	Requests for help / advice
2021 / 2022	82
2020 / 2021	82
2019 / 2020	71
2018 / 2019	90

\*not full year's data, requests received as of 22 January 2024

These requests are often from new businesses setting up, businesses about to refurbish their premises or those wishing to expand upon their current activities.

- 3.4.4 The team has noticed an increase on business reliance on online platforms such as Just Eat, Deliveroo and Uber Eats to reach a larger customer base. This has resulted in increased contact from these organisations checking on registration and hygiene rating status. Businesses are also demanding faster re-inspections and the publications of ratings due to the pressure from these platforms. Generally food businesses cannot trade from these platforms if they have a hygiene rating of two or less.

### 3.5 Food Sampling

- 3.5.1 Food sampling provides useful information about the microbiological constitutes an important element of the intelligence driven side of the food safety enforcement mix.
- 3.5.2 We will ensure that food is inspected and sampled in accordance with our sampling procedure, relevant legislation, statutory Food Safety Code of Practice and centrally issued guidance to ensure that food meets the food safety requirements.
- 3.5.3 Our approach to sampling is:
- We will continue to support and participate in FSA/UKHSA national sampling programmes as appropriate and where resources allow.
  - Where appropriate, samples will be taken during routine inspection and if necessary, as part of legal proceedings.
  - Food complaint samples will be submitted on an ad-hoc basis as appropriate.
  - We will re-sample should any sample result be unsatisfactory or potentially hazardous.
- 3.5.4 Food samples will be submitted for analysis to the UKHSA laboratory in Porton Down, Salisbury as it currently holds UKAS accreditation for the microbiological examination of food samples.

#### 3.5.5 Submission of Food Samples

Year	Number of Samples
2023 / 2024*	9
2022 / 2023	15



Year	Number of Samples
2021 / 2022	9

\* not whole year data, correct as of 22 January 2024

### 3.6 Control and Investigation of Outbreaks & Food Related Infectious Diseases

3.6.1 We work closely with our colleagues in UK Health Security Agency (UKHSA). In the event of an outbreak of food poisoning we follow the procedures set down in the Surrey Outbreak Control Plan.

3.6.2 We regularly attend the Surrey Health Protection Group meetings to keep informed of local and national issues, the Spelthorne representative also provides an update to the Group on our work. We also regularly attend training events run by this group.

3.6.3 Certain infectious disease must by law be reported to us. Notifications received are shown in the table below.

Year	Notifications
2023 / 2024*	129
2022 / 2023	137
2021 / 2022	109
2020 / 2021	86
2019 / 2020	144
2018 / 2019	141

\* not whole year data, notifications received as of 17 January 2024

3.6.4 We have a responsibility to investigate notifications to identify the source, to prevent cases from the source or from a primary case. In certain cases, we may need to require exclusion from work or nursery/schools. Our officers refer to the Single Case Plan when handling all notifications. This document has been drawn up in conjunction with UKHSA and is maintained and updated by them. The response times required of us varies from 24 hours to three days and often these notifications will be treated as a priority.

### 3.7 Food Safety Incidents

3.7.1 Food alerts are issued by the FSA and notify the public and food authorities to serious problems involving food that does not meet food safety standards or food that does not meet compositional standards. They come to a special inbox that is monitored daily.

3.7.2 The content of all food alerts received will be assessed by the Principal Environmental Health Officer (Commercial) or an Environmental Health Officer on the Commercial team and appropriate action taken as specified in the alert.

3.7.3 We will promptly notify the FSA and all other relevant agencies if any potentially serious incident is identified locally.

3.7.4 The team were involved with an assessment by the Foods Standards Agency following an unsatisfactory results for acrylamide in crisps.

### **3.8 Liaison with Other Agencies**

3.8.1 We actively participate in liaison arrangements with a number of other local authorities, agencies and professional organisations in order to facilitate consistent enforcement, to share good practice and to reduce duplicity of effort.

3.8.2 This includes:

- Surrey Food Liaison Group – Spelthorne will be the Chair of this group for 2024.
- Surrey Health Protection Group
- Surrey Environmental Health Managers' Group
- Liaison arrangements with Corporate Health and Safety, Building Control, Planning, Licensing, Legal etc.
- UK Health Security Agency
- Surrey County Council Trading Standards
- Surrey County Council Public Health Team
- Immigration Enforcement
- Marine Management Organisation

### **3.9 Food Safety Promotion**

3.9.1 We participate in the national Food Hygiene Rating Scheme. Most of our food business are included in the scheme and it is well received by both food business and consumers. The aim of the scheme is to help consumers to make informed choices about where they purchase food from.

3.9.2 We adhere to the guidance contained within the FSA's document – "The Food Hygiene Rating Scheme: Guidance for local authorities on implementation and operation – the Brand Standard".

3.9.3 We publicise businesses with the top rating of 5 on the Council's Facebook and Twitter accounts.

3.9.4 We introduced a cost recovery fee for requested re-inspections under the Food Hygiene Rating Scheme in April 2019. Between the 1 April 2022 and the 31 March 2023, we received 20 requests for a re-inspection and between 1 April 2023 and the 22 January 2024 we have received 5 requests. All of these were revisited within the three-month timescale. It was noted that many food businesses have identified an urgency with these revisits as they are unable to trade on the online food platforms, and as a result we aim to do these visits as quickly as possible, circumstances depending.

3.9.5 Business have a right of appeal under the FHRS. An appeal must be made within 21 days of receiving notification of their rating. The appeal is considered by the Lead Officer for food, unless she was actively involved in the determination of the initial rating and in this instances another competent food officer will undertake the appeal, where necessary this may be an officer from another Local Authority. The rating is not published until after the appeal has been considered and this should be within 21 days of submitting the appeal.

During 2022/23 one appeal was received (the appeal was dismissed and the rating remained the same) and as of 22 January 2024 no appeal had been received.

- 3.9.6 Businesses also have the “right of reply”. This enables businesses to explain to their customers any actions they have taken to improve hygiene standards at their premises since their inspection or to say if there were unusual circumstances at the time of the inspection that might have affected the rating. This comments are published beside their rating.

During 2022/23 and so far this year we have no received any requests for this.

## **4. RESOURCES**

### **4.1 Financial Allocation**

- 4.1.1 The cost of providing the food safety service in 2024/2025, including staff and budgetary expenses is expected to be approximately £182,511 and the budget will be similar for 2026/27.

### **4.2 Staff Allocation**

- 4.2.1 The 2021/2022 staffing allocation was 2.9 full time equivalents. This included administrative supports (0.65), and management support (0.15) to provide overview of service plans, officer performance, service development and budget controls.
- 4.2.2 The allocation of staff remains at 2.9 full-time equivalent.
- 4.2.3 In addition, approximately 0.1 FTE of authorised officer time is spent on duties such as checking notices, detailed investigations, small outbreaks, and preparation for prosecutions etc.
- 4.2.4 It should be noted that frequently this resource is diverted to other areas of work including health and safety enforcement, public health functions and animal licensing work.
- 4.2.5 The team were supported by a full-time contractor until February 2023 when the funding expired. This contractor solely undertook food hygiene inspection.
- 4.2.6 The FSA has committed to providing guidance for Local Authority on how to assess the resource required to adequately operate this service. It is likely that our current allocation is an under-estimate of what is required and will be reviewed when the FSA guidance is published.

### **4.3 Assessment of staff resources required to ensure the delivery of Spelthorne’s food safety service**

4.3.1 The FSA has a statutory function to monitor the performance of local authorities and ensure that it meets the minimum standards set out in the Feed Law Code of Practice and Food Law Code of Practice.

FSA performance monitoring has found that there may be inadequate resourcing by many local authorities to ensure that food and feed official controls are effectively delivered.

4.3.2 While the FSA are identifying measures that they can implement that can help address the findings under their control, they are writing to local authorities in respect of these concerns.

4.3.3 By August 2024, the Senior Environmental Health Manager will carry out a review of the staff resources required to ensure the ongoing effective delivery of Spelthorne's food safety service.

#### **4.4 Staff Development Plan**

4.3.1 We recognise the need for all officers engaged in food safety work to be trained, not only to the minimum level required by law, but also to a level commensurate with the work they carry out. We also recognise the need to develop the personal skills needed to work effectively in the field and for EHOs' to meet the requirements of the Chartered Institute of Environmental Health Continuing Professional Development (CPD) scheme.

4.3.2 The Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement requires Local Authorities to appoint enough authorised officers to carry out food enforcement work and that they shall have suitable qualifications, training, and experience consistent with their authorisation and duties in accordance with the relevant Food Safety Code of Practice.

4.3.3 The Food Safety Code of Practice requires the Local Authority to ensure that every officer receives structured on-going training, which is managed, assessed, and recorded. The minimum on-going/update training for each officer should be at least 20 hours per year, of which at least 10 hours must be food based.

4.3.4 Each member of staff receives one-to-one meetings as set out in the Council's Continuous Performance Management programme, at which time development needs are identified and a plan agreed to address these.

4.3.5 Training and development is provided by a range of methods including: -

- i. Post Entry Training - Nominations for formal training courses/qualifications are considered annually and in appropriate cases members of staff are sponsored on formal academic and practical courses.
- ii. Short Course Training - Where appropriate, short courses, seminars and workshops can provide valuable updates for staff. We support attendance at such events through the Council's short courses training budget.
- iii. In-house Training - We encourage in-house training as this helps to develop individual's presentation skills as well as cascade information to other members of staff.

- iv. Cascade Training - Staff are encouraged/required to cascade information skills and knowledge they possess or have gained through attendance at Seminars and short courses to other members of staff at in-house training sessions.
- v. Peer Review - Using peer review, during joint visits, and in monitoring work performance we encourage exchange of expertise and skills between staff.
- vi. Surrey Food Study Group & Team Meetings - These provide useful forums for exchange of information and experience amongst team members and colleagues and assist in achieving a uniformity of approach to food safety issues.
- vii. Consistency Exercises – these are held routinely following our monthly team meetings and involve either an exercise provided by the FSA or a recent case presented by one of the team.

## **5. QUALITY ASSESSMENT**

### **5.1 Internal Monitoring**

- 5.1.1 We have a monitoring programme in place. The PEHO (Commercial) undertakes a monitoring visit each quarter. In addition to these visits the PEHO will randomly check one report/written warning monthly. Contractors are also included in this schedule. The implementation of the schedule is a standing item on the agenda for the monthly Commercial Team meetings.
- 5.1.2 The PEHO also carries out one to ones with each member of the food team on a regular basis.
- 5.1.3 In addition to these checks, all food businesses who are moved out of Categories A & B into lower risk categories must be counter-signed by an authorised officer. In the first instance these files should be passed to the Principal Environmental Health Officer, however in her absence another authorised food officer will be acceptable.

### **5.2 External Monitoring**

- 5.2.1 The service is subject to audit from the Food Standards Agency. The last audit was carried out in October 2014. This was an in-depth three day audit of the food service.
- 5.2.2 A statutory return is submitted to the FSA twice a year in April and in October. This is a requirement of all Local Authorities, and it outlines in detail the work of our service. The FSA will follow up any anomalies within the return or may seek further clarification.
- 5.2.3 Our implementation of the FHRS was audited in December 2015 as part of an inter-authority audit organised by the Surrey Food Liaison Group and funded by the FSA. This audit focussed on our implementation of the national Food Hygiene Rating Scheme.

- 5.2.4 The team participate in the FHRs consistency exercises run by the FSA. With these exercises the FSA provide a scenario for all Local Authorities in England, Wales and Northern Ireland to work through and score under the Food Hygiene Rating Scheme. The score is reported back to the FSA with justification. The results are collated and circulated to all Local Authorities. The scenarios are also discussed and peer reviewed at the Surrey Food Liaison Group.
- 5.2.5 An annual return is also made to HMRC. This is a statutory return and provides HMRC with requested details from our database.

## 6. REVIEW

### 6.1 Review against the Service Plan

- 6.1.1 The service has continued to provide a professional and quality service. Overall, the higher priority objectives of the Council's food service were met.
- 6.1.2 The service aims to complete 95% of it programmed high risk inspections before the end of each financial year.
- 6.1.3 Programmed Inspections Due & Completed

Risk Category	Inspections due 2022 /2023 including backlog	Inspections completed in 2022-2023	Inspections due 2023/24 including backlog	Inspections completed in 2023-2024* including backlog	Inspections due before 31/03/2024
A	1	1	0	0	0
B	25	29	28	9	12
C	92	90	82	49	33
D	121	102	226	109	120
E	254	77	198	38	165
<b>Sub-total</b>	<b>493</b>	<b>299</b>	<b>534</b>	<b>205</b>	<b>330</b>

\*completed as of 23 January 2024, therefore not a full year's data

These numbers include new businesses that were not included in the list of programmed inspections, we receive an average 100 of these per year. Also the risk rating is given as a result of the inspection, therefore the premises may be a C when the officer arrives but a B as a result of this inspection.

The number of inspections completed does not also include the numbers of businesses that have ceased trading.

### 6.1.3 Comparison with national situation

The FSA Annual Local Authority Performance Review, states that "six months after the end of the recovery plan, local authorities are still a long way off meeting the required frequencies of interventions in the lower risk establishments.

The following tables sets out the percentage of inspections carried out for each risk category between 1 April 2023 and 30 September 2023:

<b>Category</b>	<b>Nationally</b>	<b>Spelthorne</b>
A	87%	100%
B	82%	58%
C	68%	82%
D	42%	46%
E	18%	14%

6.1.4 We have continued to successfully participate in the national Food Hygiene Rating Scheme.

<b>FHRS</b>	<b>No. of Premises</b>	<b>%</b>
5	480	72
4	127	19
3	40	6
2	15	2.2
1	5	0.8
0	0	0.0

On the 22 January 2024, 97% of our eligible businesses have ratings of three or above. This exceeds the target set of 92%.

We will continue working to reduce the percentage of business having a rating of 0 or 1. Businesses that continue to fail to meet the required standards are subject to re-inspections, are invited to attend formal interview, and where appropriate further legal action is taken. We are meeting the target of below 4% for our one and zero rated premises.

- 6.1.5 During 2022-2023, in addition to programmed inspections other interventions were also undertaken: one Food Hygiene Improvement notice was served, one detention notices was served on illegal imported consignments of food and 214 written warnings sent out.
- 6.1.6 So far in 2023/2024 we have served one hygiene emergency prohibition notice following a mouse infestation, agreed one voluntary closure following a rat infestation, served four hygiene improvement notices, issued one simple caution and served two detention notices for illegal of imported consignments.
- 6.1.7 We continue to receive a high number of new food business registrations. Many of these businesses are based from home and gaining access to carry out the inspection can be time-consuming.

6.1.8 Throughout 2022-2024, we have continued to provide a free information and assistance to local businesses to help them operate safely for purposes of food safety and hygiene. We shall continue to do so in 2024 – 2026.

## **6.2 Identification of any Variation**

### **6.2.1 Animal Licensing Work**

The PEHO (Commercial) is the only competent officer within the organisation to undertake animal licensing inspections as required under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. All animal licensing work including renewals, new applications, interim revisits, complaint investigations and statutory returns now sit with the PEHO solely.

Since the introduction of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 the intention has been to transfer the responsibilities for animal licensing from the Commercial Team to the Licensing Team. It was anticipated that two officers from the Licensing Team would undertake the required training course in 2022/23, however only one Licensing Officer (LO) was able to do. The PEHO supported and mentored the officer throughout 2022/2023 to complete the qualification. Unfortunately, the LO left Spelthorne Borough Council in November 2023 just as the qualification has been satisfactory completed. Due to the staffing issuing within the Licensing Team, there are currently no officers studying for the required qualification. The training required is intensive and generally takes about one year to completed.

The lack of resilience in this area has had a direct impact on the PEHO's workload with time diverted from normal activities to undertake the work.

6.2.2 In 2023 the team served a Hygiene Emergency Prohibition Notice on a food business following the discovery by officers of an extensive mouse infestation throughout the premises. The infestation presented an imminent risk to public health and swift action was taken to address this risk. A formal caution was issued to this business instead of a prosecution due to the circumstances involved and the improvement made by the business. The investigation into this business was time intensive and involved interview under caution, a court hearing, site visits and sampling.

6.2.3 The team also agreed a voluntary closure of part of another food business with an active rat infestation.

6.2.4 The team is involved in a number of complex cases including:

- A fatal accident investigation with an inquest listed for April 2024.
- The preparation for and attendance at two exhumations.
- The investigation of the infection controls including water sampling at a swimming pool following the notification of a serious illness.



- Assisted UKHSA in the investigation of two separate cases of Legionella.
- Liaised with the UKHSA on the surveillance and prevention of invasive mosquitoes.
- Worked with the Marine Management Organisation following an operation they ran with Hampshire Police which resulted in the identification of a food business within Spelthorne illegal harvesting shellfish.
- Responded to two national consultations - the introduction of a new licensing system for non-surgical cosmetic treatments and significant amendments to the Food Law Code of Practice.

6.2.5 The team has experienced difficulties with Spelthorne's IT systems including difficulties sending emails to certain neighbouring local authorities, slow internet speed at Knowle Green, difficulties using the kit provided in meeting rooms within Knowle Green, difficulties using SharePoint while logged in at the office and connectivity issues both while working from home and in Knowle Green.

The in-house migration from the use of T-drive to SharePoint was problematic and resulted in an additional and unexpected drain on resource. The implementation of SharePoint is ongoing with the expectation that additional time will be diverted to this new way of working. Collectively these issues have negatively impacted productivity.

6.2.6 The Eat Out Eat Well programme is not operational but is currently under review. Responsibility for the scheme has moved from the Trading Standards Team at Surrey County Council to the Public Health Team within Surrey CC. This team are currently running a pilot with a small number of businesses within Runnymede and Surrey Heath. We are waiting the outcome of this pilot.

### **6.3 Areas of Improvement**

6.3.1 The following are planned for 2024-2026:

- Continue to update and implement any policies and procedures required to ensure the service complies with the FSA Framework Agreement. Our inhouse procedures require review and updating. This is time-intensive work that we have been unable to complete due to other higher priority pressures within the team.
- Ensure that the service is inclusive and is provided to hard-to-reach groups. Our webpages requires updating to help with this.
- Retain qualified and competent food officers.
- Ensure that technology is used efficiently to record information necessary to deal with customer queries, provide FSA returns and provide information to customers in an electronic format. The team are currently

engaged in a project which involves the utilisation of Surface Pro tablets during site visits.

- We are also anticipating the introduction of a new licensing system for non-surgical cosmetic procedures in 2025/26. The current regulatory framework includes a registration system for certain procedures such as tattooing and cosmetic piercing and falls within the remit of the Commercial Team; and it places few restrictions on who can perform non-surgical cosmetic procedures. Under the proposed scheme, which will be operated by local authorities in England, practitioners will need to be licensed to perform specific non-surgical cosmetic procedures and the premises from which they operate will also need to be licensed. The new licencing system is likely to have a significant impact on workloads.

**Spelthorne Borough Council**  
**Health and Safety Service Plan**  
**2024 – 2026**

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### Summary

Local Authorities are required by the Health and Safety Executive (HSE) to produce service plans for their food safety and health and safety services. The service plan is produced every two years. The service plan must outline the aims and objectives for the two years ahead and evaluate the achievements of the past two years.

Our objectives are outlined on Page 3 and include targeting our resources on the list produced by the HSE of higher risk activities/sectors suitable for targeting for proactive inspection, responding to at least 95% of health and safety service requests and accidents within six working days and to participate in selected national/regional projects along with other Surrey LAs and HSE where resources allow.

In 2022/24, reactive work was prioritised and actioned as required but there was very limited available resource to undertake proactive inspections or projects. The team focused our resources on three projects out of the four projects as outlined in the Service Plan for 2022 -2024 (electrical safety, inflatable amusement devices, and gas safety in commercial catering settings).

The following table summarised some of the work undertaken:

	2021-2022	2022-2023	2023-2024*
Health & Safety Inspections	37	24	43
Complaints & service requests	20	39	40
Notifiable Accidents	34	26	22

\*full year data not yet available, accurate as of 22 January 2024

The team has continued to provide a professional and quality service. Overall, the higher priority objectives of the services were met, however in consideration of the anticipated new duties for special treatments we need to carry out a review to determine whether the Commercial team are sufficiently resourced to provide the statutory duties required by the food safety legislation and the health and safety legislation. A detailed review including identification of any variation is included on page 15.

## 1. SERVICE AIMS & OBJECTIVES

### 1.1 Aims

- 1.1.1 The aim of the health and safety service is to protect the health and safety of those working within the borough in workplaces where we are the enforcing authority. We also aim to protect members of the public and others who may be harmed by the work practices of those businesses.
- 1.1.2 Enforcement is shared with the Health and Safety Executive (HSE), with Spelthorne being responsible for workplaces such as offices, shops, hotels, restaurants, nurseries, pubs, wholesale distribution and warehousing.

### 1.2 Objectives

Spelthorne's role as a regulator is to support, encourage, advise and where necessary hold to account business to ensure that they effectively manage the occupational health and safety risks they create.

Our Health & Safety at Work enforcement objectives will be incorporated into the wider Environmental Health Service Plan.

#### 1.2.1 For 2024 - 2026 we have the specific objectives: -

Objective	
1.	To target our resources on the list produced by the HSE of higher risk activities/sectors suitable for targeting for proactive inspection (the 'List'). Under the Code, proactive inspection should be used only for the activities on the 'List' or where there is specific intelligence that risks are not being effectively managed.
2.	To respond to at least 95% of health and safety service requests and accidents within six working days. The team adopts the HSE's risk-based approach to complaint handling and incident selection criteria, to select relevant incidents and complaints. This will target reactive interventions to make best use of regulatory resources.
3.	To comply with all new legislative requirements imposed on the Borough regarding the enforcement of Health & Safety at Work. This includes any relevant guidance, codes of practice, etc., published by the HSE.
4.	To actively participate in selected national/regional projects along with other Surrey LAs and HSE.
5.	To undertake a review of our procedures.
6.	To continue enforcing smoke free legislation, which prohibits smoking in most workplaces, work vehicles and public buildings and working with our partners on smoke free initiatives.

### 1.3 Links to corporate objectives and plans

1.3.1 The Council's Corporate Plan for 2021-2023, has five key priorities for Spelthorne:

- Community
- Addressing housing need
- Resilience
- Environment
- Services

1.3.2 The Council has identified seven key values

- Pride in our Council, communities and Borough
- Responsive and respectful
- Open and accountable
- Value for money
- Integrity
- Dependable
- Empowering and inclusive

1.3.3 The Health and Safety Service Plan is key in protecting our community, providing a safe environment. An effective health and safety team contributes to these priorities by protecting the health of its residents and businesses through the provision of safe workplaces, and by ensuring that good businesses are not disadvantaged by non-compliant traders.

1.3.4 The Service Plan incorporates our values.

### 1.4 Links to the HSE's Strategy – National Local Authorities' Enforcement Code

1.4.1 This National Code was developed by the HSE to ensure that Local Authority (LA) health and safety regulators take a more consistent and proportionate approach to enforcement. This Code provides statutory guidance and a framework to guide local approaches.

1.4.2 It identifies that local authorities should use the full range of regulatory interventions available to influence behaviours and the management of risk with proactive inspection utilised only for premises with higher risks or where intelligence suggests that risks are not being effectively managed.

1.4.3 The HSE Local Authority Circular (LAC 67/2 (rev 11)) specifies how local authorities should prioritise interventions to comply with the National Local Authority Enforcement Code. The Code provides LAs with a principles-based framework that focuses regulatory resources based on risk. It supports LAs to develop their health and safety priorities and target their interventions to consistently comply with the Code. The Code provides flexibility for LAs to address local priorities alongside the national priorities set by HSE.

- 1.4.4 Whilst the primary responsibility for managing health and safety risks lies with the business that creates the risk, local authorities have an important role in ensuring the effective and proportionate management of risks, supporting business, protecting communities, and contributing to the wider public health agenda.
- 1.4.5 The Code includes an annual list of LA regulatory priorities and the HSE also publishes a list of specific activities in defined sectors that are considered suitable for proactive inspection (known as the 'List')
- 1.4.6 National Priorities are collated from the most recent intelligence from HSE's Sector teams, and address work strands supporting the wider strategy for the health and safety regulatory system and for Spelthorne the following priorities have been identified.

**Priority 1:** Raising awareness of the work-related stress and mental health campaign 'Working Minds' with businesses.

Poor mental health in the workplace has a direct impact on the nation's workers, businesses, and the economy. There are increasing numbers of workers suffering from work-related stress, anxiety and depression. The campaign brings together guidance advice and support from a wide range of partner organisations and stakeholders. LAs are asked to raise awareness of the campaign with appropriate businesses.

**Priority 2:** Electrical safety in hospitality settings

The Electricity at Work Regulation 1989 requires that any electrical equipment which has the potential to cause injury is maintained in a safe condition. Local authority enforcement officers are asked to increase awareness to improve standards of compliance. The pandemic has meant that many hospitality venues have extended their space to make the most of outdoor areas. Pubs, restaurants and cafés are urged to ensure outdoor electrical equipment such as lights and heaters are specifically designed for outdoor use, installed by a competent person and checked regularly for damage or water ingress.

**Priority 3** Inflatable amusement devices

There have been a number of serious incidents where inflatable amusement devices have collapsed or blown away in windy conditions. Inflatables can be found at many premises that fall to LAs for enforcement, and LAs should raise awareness of the general risks associated with the operation of such devices. In particular, that devices are correctly anchored to the ground, there are suitable arrangements for measuring wind conditions at regular intervals, there is written documentation from a competent inspection body to show it complies with British Standard BS EN 14960 and it is subject to an annual inspection by a competent person.

**Priority 4** Gas safety in commercial catering premises

LA health and safety regulators should raise awareness, with their local duty holders, of the risks of exposure to carbon monoxide in commercial kitchens

from badly installed or faulty appliances; poor ventilation resulting in lack of make-up air to support combustion; and/or inadequate extraction systems. LA regulators should consider a range of interventions to raise awareness of this issue.

## **1.5 Links to the HSE Section 18 – Guidance to Local Authorities**

1.5.1 Local Authorities are responsible for the enforcement of the Health and Safety at Work etc. Act 1974 (HSW Act), to the extent as defined and prescribed in the Health and Safety (Enforcing Authority) Regulations 1998.

1.5.2 Section 18 (4) of the HSW Act requires us to perform our duties in accordance with guidance from the Health and Safety Executive (HSE). The “Section 18 Guidance” is therefore mandatory.

1.5.3 Section 18 (4) of the HSW Act states ‘it shall be the duty of every local authority to: -

- I. Make adequate arrangements for the enforcement within their area of the relevant statutory provisions; and
- II. To perform the duty imposed on them by (a) above and any other functions confirmed on them by any of the relevant statutory provisions in accordance with such guidance as the commission may give them.

1.5.4 The HSE considers the following elements are essential for a LA to adequately discharge its duty as an Enforcing Authority: -

- A clear published statement of enforcement policy and practice.
- A system for prioritised planned inspection activity according to hazard and risk, and consistent with any advice given by the HSE.
- A Service Plan detailing the LA’s priorities and its aims and objectives for the enforcement of health and safety.
- The capacity to investigate workplace accidents and to respond to complaints by employees and others against allegations of health and safety failures.
- Arrangements for benchmarking performance with peer LAs.
- Provision of a trained and competent inspectorate; and
- Arrangements for liaison and co-operation in respect of the Primary Authority Partnership Schemes.

1.5.5 We need to ensure that we devote sufficient resources to the health and safety enforcement to comply with our duties under section 18 (4). HSE will take a view on the performance of LA enforcement and promotional activities, in accordance with its strategy using information supplied by authorities as requested (e.g. Annual LAE1 returns) and by reviewing the reports of inter-authority audits.

1.5.6 If a LA fails to meet its legal obligation under Section 18 of the HSW Act, the Secretary of State may, after considering a report submitted by the HSE, cause a local enquiry to be held. If the Secretary of State is satisfied by such



an enquiry that a LA has failed to perform any of its enforcement function, he may make an order declaring the Authority to be in default. The order may direct the LA to perform their enforcement functions in a specified manner within a specified period of time.

- 1.5.7 If the defaulting LA fails to comply with such an order, under Section 45 of the HSW Act, the Secretary of State may enforce the order, or make an order transferring the enforcement functions of the defaulting LA to the HSE, in which case the HSE's expenses are paid by the defaulting authority.

## **2. BACKGROUND**

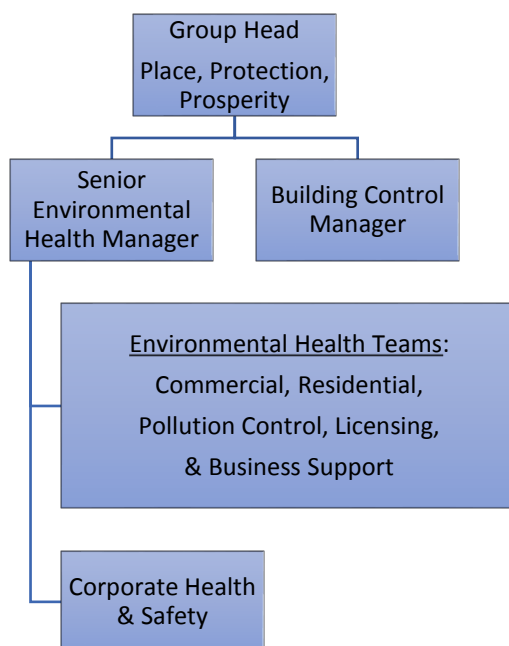
### **2.1 Profile**

- 2.1.1 Spelthorne is in the far north corner of Surrey. Boroughs adjacent to us are Runnymede and Elmbridge to the south in Surrey, Windsor and Maidenhead and Slough to the west in Berkshire, and Hillingdon, Hounslow and Richmond upon Thames to the north and east in Greater London.
- 2.1.2 Spelthorne's population is approximately 103,000, based on figures from the 2021 census. The main centres of population are the towns of Staines-upon-Thames, Ashford, Sunbury-on-Thames, Shepperton and Stanwell.

### **2.2 Organisational Structure**

- 2.2.1 The organisational structure of the Council comprises of the 39 elected members and a Chief Executive who is supported by two deputies. The health and safety service forms part of the Environmental Health Department's Commercial Team. The Commercial Team is headed by the Principal Environmental Health Officer (Commercial) who reports to the Senior Environmental Health Manager (SEHM). The SEHM reports directly to the Group Head for Place, Protection and Prosperity.
- 2.2.2 The Commercial Team also provide a food safety enforcement service and licensing/registration regimes, such as all animal licensing and beauty treatments in relevant premises.

2.2.3 The structure is as follows: -



## 2.3 Scope of the Health and Safety at Work Enforcement Service

2.3.1 Businesses, regulators, and professional bodies all have a role and responsibility to help prevent work place death, injury and ill health and to apply health and safety at work in a proportionate way. Health and Safety law in Great Britain clearly sets out that the primary responsibility for managing risks to workers and the public who might be affected by work activity lies with the business or organisation that creates the risks in the first place.

2.3.2 We provide a service to both employers and employees of commercial premises, and the general public who may be affected by work activity within our borough. The responsibility for health and safety enforcement within commercial premises in the Borough, is shared between the Health and Safety Executive and us. This responsibility is determined by statutory legislation (The Health and Safety (Enforcing Authority) Regulations 1998) and is established on the basis of the “main activity” carried out at the premises.

2.3.3 The main elements of the service are: -

- **Targeted Health and Safety Inspections** - Proactive inspection should only be used for:
  - a) Specific projects/programmes of inspections identified by HSE for LA attention.
  - b) High risk premises/ activities within the specific LA enforced sectors published by HSE
  - c) Locally identified potential poor performers. This is where specific local intelligence indicates that a business is failing to effectively manage risk.

- **Revisits** are carried out to premises to check if specific action has been taken to remedy faults found at a previous inspection/visit.
- **Special/Other Health and Safety Inspections** – To undertake visits as necessary having regard to the priority programmes within HSE's Strategy, focusing our enforcement on particular hazards or sectors where the greatest action will be necessary. This may come to light having analysed trends in official accident notifications.
- **Health and Safety Investigations** - Investigation of complaints relating to health and safety received from employers, employees, and the general public.
- **Accident Investigation** - Investigation of accident notifications received via the RIDDOR notification online system. This system is managed by the HSE. The PEHO (Commercial) or, in her absence the SEHO (Commercial), checks the database on a daily basis. Accidents are investigated in accordance with the adopted Accident Investigation Procedure.
- **Health and Safety Initiatives** - To participate in local and national initiatives.
- **Non-Food Premises Database** - we will maintain the database of non-food premises allocated to us under the Health & Safety (Enforcing Authority) Regulations 1998, in the Borough and take steps to ensure that the information is accurate and up to date.

## 2.4 Demands on the Health and Safety at Work Enforcement Service

We have the responsibility for enforcing the provisions of the Health and Safety at Work etc. Act 1974, and regulations made under the Act in approximately 1058 (**as of 19 January 2024**) commercial premises located within the Borough. This is likely to be an under-estimation as there is no longer a requirement for new businesses to inform us and as fewer inspections are being carried out this impacts the accuracy of our database.

## 2.5 Accessing the Service

The service can be accessed by: -

- Calling in person to the Spelthorne Borough Council, Knowle Green, Staines upon-Thames, TW18 1XB. The Offices are open from 9am to 4.45 pm Mondays to Thursdays, and 9 am to 4.30 pm on Fridays. The office is closed in the evenings and at weekends.
- Telephoning the support staff (01784 446291). The Business Support Team is available from 9 am to 5 pm on Monday to Thursday, and 9 am to 4.30 pm on Friday.
- A duty officer is available from 9.30 am to 5 pm Monday to Thursday, and from 9.30 am to 4.30 pm on Fridays.
- By telephoning officers through their direct line telephone numbers.
- By emailing the Commercial Team at [eh.commercial@spelthorne.gov.uk](mailto:eh.commercial@spelthorne.gov.uk)

- Emailing officers directly via their individual email addresses.
- Health and safety emergencies can be dealt with by telephoning our 24-hour out-of-hour's emergency service where the on-call officer will contact a senior officer from Environmental Health.
- Information and advice can be accessed via the Council's website at [www.spelthorne.gov.uk](http://www.spelthorne.gov.uk).

## **2.6 Enforcement Policy**

- 2.6.1 Enforcement will be carried out in a fair, equitable and consistent manner in accordance with the Regulator's Code and the Environmental Health Enforcement Policy.
- 2.6.2 The policy was last updated in August 2023.

## **3. SERVICE DELIVERY**

### **3.2 Health and Safety Complaints**

- 3.2.1 Our policy is to investigate health and safety complaints in accordance with our policies and procedure notes, whilst having regard to our Enforcement Policy. The investigation of some complaints can be a lengthy process, it is expected that officers will ensure a first response within 6-days of the complaint being received. It is also recognised that certain issues will require a quick response and a duty officer rota is in place during office hours to ensure this.
- 3.2.2 The depth and scope of investigation required will depend on the nature of the complaint and whether the complaint arose within premises for which the Council has health and safety enforcement responsibility.
- 3.2.3 Complainants are advised of the outcome where appropriate.

### **3.3 Accident Investigation**

- 3.3.1 Our policy is to investigate accident notifications received via the online RIDDOR notification system, in accordance with the departmental policies and Accident Investigation procedure notes, whilst having regard to our Enforcement Policy and HSE's Guidance including selection criteria. The RIDDOR portal is checked daily.
- 3.3.2 The depth and scope of investigation required will depend on factors such as the nature and seriousness of the accident and whether the accident arose within premises for which the Council has health and safety enforcement responsibility.
- 3.3.3 RIDDOR Accident notifications shall be investigated in accordance with the Accident Investigation procedure.

3.3.4 The table below shows the numbers of notifiable accidents reported over the last four years:

Year	No. of notifiable accidents
------	-----------------------------

2023 – 2024*	22
2022 -2023	26
2021-2022	34
2020-2021	24
2019-2020	55
2018-2019	35

\*full year's data not available, accurate as of 19 January 2024.

The number of accidents reported to us is likely to under represent the true picture as some businesses will be unaware of their obligations to report certain incidents and some businesses may blatantly chose not to report to avoid the subsequent scrutiny of their practices.

### **3.4 Asbestos Notifications**

3.4.1 Asbestos notifications are received via a portal on the Health and Safety Executive's website. Contractors and others are required by law to notify the relevant enforcing authority of their intention to carry out both licensed and unlicensed work on asbestos. The PEHO (Commercial), or in her absence the SEHO (Commercial), checks this portal once a week.

### **3.5 Advice to Business**

3.5.1 We recognise that the majority of businesses seek to comply with the law and we endeavour to provide such advice and assistance as may be necessary.

This includes:

- providing businesses with details of our Enforcement Policy. This may be through a leaflet either left at premises during routine visits or sent with inspection reports.
- developing and providing business free information sheets, leaflets, practical information and other guides as necessary to simplify legislation and aid compliance with specific health and safety legislation.
- providing on the spot free advice during routine visits and inspections.
- provision of free telephone advice.
- the provision of information through the Council's social media pages.
- signposting to the Health and Safety Executives website.
- Health and Safety initiatives.

### **3.6 Primary Authority Partnerships**

3.6.1 The Primary Authority Principle (PAP) is a formal recognition of the importance of the relationship between a business and a specific local authority.

3.6.2 This is a statutory scheme and all local authorities must have regard to it when considering enforcement action in relation to a business which has a number of branches or units in other authority areas and a decision making base in another area, the relevant "Primary Authority" (PA) must be consulted

before taking formal action. The only exemption to this requirement is when a local authority needs to take urgent action to avoid a significant risk of serious harm to human health.

3.6.3 Spelthorne does not have PA arrangements with any business currently.

3.6.4 Prior to undertaking an intervention, an officer must take appropriate steps to find out if the business concerned participates in a PAP and if so the conditions of that partnership. Any inspection plan devised as part of the PAP arrangement must be adhered to and actions taken must be fed back through the specified means.

### **3.7 Liaison with Other Organisations**

3.7.1 The Council actively participates in liaison arrangements with other local authorities, agencies, and professional organisations in order to facilitate consistent enforcement, to share good practice, and to reduce duplicity of effort.

- Surrey Health and Safety Study Group (Spelthorne held the position of Chair from 2021 until January 2024)
- Surrey Environmental Health Managers' Group
- Health and Safety Executive
- Local Government Regulation
- Liaison arrangements with Corporate Health and Safety, Licensing, Building Control, Planning, Legal etc
- UK Health Security Agency
- The Coroner's Service
- Immigration Enforcement

## **4. RESOURCES**

### **4.1 Financial**

The cost of providing the health and safety service, i.e. staff and budgetary expenses, in the current financial year (2024/2025) is £71,357. The budget for 2025/2026 will be similar.

### **4.2 Staffing Allocation**

The 2024/2025 staffing allocation is currently 1.13 full time equivalents; this includes administrative supports (0.3) and management support (0.08) such as reviewing service plans, officer performance, service development and budget controls.

There is no officer specifically dedicated to health and safety work, with the allocated hours shared between all of the permanent officers within the Commercial Team.

It should be noted that frequently this resource is diverted to other areas of work including food safety controls, public health functions and animal licensing work.

The team were supported by a full-time contractor until February 2023 when the funding expired. This contractor solely undertook food hygiene inspection.

We expected a greater demand on resource in 2024/2025 due to Spelthorne's role in an inquest schedule for April 2024 following a fatal accident in workplace within the borough in 2020.

We are also anticipating the introduction of a new licensing system for non-surgical cosmetic procedures in 2025/26. The current regulatory framework includes a registration system for certain procedures such as tattooing and cosmetic piercing and falls within the remit of the Commercial Team; and it places few restrictions on who can perform non-surgical cosmetic procedures. Under the proposed scheme, which will be operated by local authorities in England, practitioners will need to be licensed to perform specific non-surgical cosmetic procedures and the premises from which they operate will also need to be licensed. The new licencing system is likely to have a significant impact on workloads.

### **4.3 Staff Training and Development**

4.3.1 Spelthorne has a statutory duty to 'make adequate arrangements for enforcement' and to legally appoint suitably qualified inspectors to carry out the range of regulatory duties they have been appointed for.

We recognise the need for all officers engaged in the health and safety service to be trained, not only to the level required by law, but also to a level commensurate with the work they carry out. We also recognise the need to develop the personal skills needed to work effectively in the field, and for EHOs to meet the requirements of the CIEH Continuing Professional Development (CPD) scheme.

4.3.2 Each member of staff receives regular one-to-one meetings as per the Council's Continuous Performance Management programme, during which development needs are identified and a development plan is agreed to address these.

4.3.3 Training and development of staff is provided by a range of methods including:

- i) Post Entry Training - Nominations for formal training courses/qualifications are considered annually and in appropriate cases members of staff are sponsored on formal academic and practical courses.
- ii) Short Course Training - Where appropriate, short courses, seminars and workshops can provide valuable updates for staff. We support attendance at such events through the Departments short courses training budget.
- iii) In-house/cascade Training - We carry out in-house training sessions as this helps to develop an individual's presentation skills, as well as cascading information to other members of staff following attendance at seminars and short course. They also assist in maintaining consistency of enforcement and the competency of Officers.

- iv) Peer Review - We use peer review, e.g.: joint visits, to monitor work performance; encourage exchange of expertise and skills between staff; achieve consistency in enforcement; to strive for continual improvement in service delivery.
- v) Commercial Team Meetings - These monthly meetings provide a useful forum for exchange of information and experience amongst team members and assist in achieving a uniformity of approach to health and safety enforcement. Health and Safety is a standing item on the agenda for these meetings.
- vi) Attendance at the Surrey Health and Safety study group meetings.
- vii) Participating in HSE webinars which are held routinely during the year.

4.3.4 We will ensure that the Council's Continuous Performance Management scheme and training plan is used effectively to identify general and personal training and development needs for all members of staff. These are addressed through officer's agreed personal development plan.

## **5. QUALITY ASSESSMENT**

### **5.1 Internal Monitoring**

- 5.1.1 We have set up documented internal monitoring procedures to monitor compliance with HSE strategies and guidance, and our own internal procedures and policies.
- a. Officers carry out joint visits with each other once a year to ensure consistency between officers (Peer Review).
  - b. The Principal Environmental Health Officer (Commercial) checks a selection of post-inspection risk scores and correspondence that is sent out.
  - c. The PEHO (Commercial) shall carry out joint visits with each officer twice a year to ensure consistency between officers.
  - d. Customer questionnaires are sent out to all businesses.

### **5.2 External Monitoring**

- 5.2.1 Our health and safety enforcement service receives peer review as part of the local Surrey Districts inter-authority audit scheme.

We participated in an Inter-Authority audit organised by the Surrey Health & Safety Study Group in accordance with both the HSC Section 18: Guidance to Local Authorities, which was issued in September 2001, and the revised HELA Audit Protocol (issued in January 2002). The audits were carried out in May/June 2004. Our Health & Safety Service was audited on 29 June 2004.

There are no confirmed plans in place for further inter-authority audits at present.

The Study Group undertake annual peer reviews with the topics covered last year including the review of a prosecution case taken by one member of the



group and a desktop examination of reportable accident reports across the group.

5.2.2 We currently submit annual statistical returns to the HSE in respect of our health and safety enforcement activity.

### 5.2.3 Independent Regulatory Challenge Panel

Where service users are dissatisfied with advice given by our officers and have failed to informally resolve the issue with the officer and their manager, they will be informed of the Independent Regulatory Challenge Panel. This Panel considers complaints regarding advice given by HSE or LA inspectors about health and safety which the complaint considered to be incorrect or goes beyond what is required to control the risk adequately.

The panel consists of independent members who will have the competence and experience to assess advice that has been given on regulatory matters. The issue will be put before the panel members who will review it thoroughly and inform the complainant of its findings. The outcome will be made available on the HSE website.

The panel's role is advisory, however Spelthorne will respect the independence of the panel and its advice and where appropriate take it onboard.

## 6. REVIEW

### 6.1 Performance review against the Service Plan

6.1.1 The team continued to provide a professional and quality service; reactive work was prioritised and actioned as required but there was limited resource to undertake proactive inspections or projects. In keeping with the Code, we targeted interventions on those activities that give rise to the most serious risks or where the hazards are least well controlled.

6.1.2 The team focused our limited resources on three projects out of the four project as outlined in the Service Plan for 2022 -2024. These three projects were: electrical safety in hospitality settings, inflatable amusement devices and gas safety in commercial catering settings.

#### 6.1.3 Electrical Safety in Hospitality Settings

This project was extended to also include retail settings following concerns raised during routine food hygiene inspections. As part of this project the following outcomes were achieved:

- Two joint visits were made to sites with a competent electrician where serious concerns had been reported.
- Four health and safety notices were served of which all were subsequently complied with.
- A communication was sent to 152 licensed catering premises warning of the dangers of improperly installed and/or maintained electrical outdoor appliances. This was part of the HSE campaign to raise

awareness of safety standards following the death of Harvey Tyrrell, a seven-year-old boy who died after he touched unsafe lighting in the garden of a pub in Harold Wood, Essex.

This remains priority work and stays on the project list for 2024 / 2026.

#### 6.1.4 Inflatable Amusement Devices

This project focused mainly on events and licensed premises providing such amusements.

- The team liaised and supported the Council's Corporate Health and Safety Team in considering the risks and adequacy of controls for such devices at events held on Council land.
- Visits were made to three large events. At one event officers found unsafe practices and the inflatables were taken out of use.

This remains priority work and stays on the project list for 2024 / 2026.

#### 6.1.5 Gas safety in commercial catering premises

This project was carried out as an additional check during food safety inspections. In addition, we wrote to 11 food businesses with a food hygiene rating of two or worse to provide them with advice and to request details of the controls they had in place for gas safety. We continue to work with these businesses to improve standards.

This remains priority work and stays on the project list for 2024 / 2026.

#### 6.1.6 The team is involved in a number of complex cases including:

- A fatal accident investigation with an inquest listed for April 2024.
- The preparation for and attendance at two exhumations.
- The investigation of the infection controls including water sampling at a swimming pool following the notification of a serious illness.
- Assisted UKHSA in the investigation of two separate cases of Legionella.
- Working with the UKHSA on invasive mosquito controls.
- Responding to the consultation of the introduction of a new licensing system for non-surgical cosmetic treatments.

#### 6.1.7 In total following enforcement actions was taken:

- 67 site visits were undertaken
- 12 warning letters were sent to business detailing requirements for improvements
- 6 improvement notices were served

- consulted on 31 events in conjunction with the Corporate Health and Safety Team

6.1.8 We continued to provide free advice and support to our local businesses as requested and attend regular liaison group meetings.

## 6.2 Identification of any variation

6.2.1 Due to the impacts of pressures from other areas of work within the team, there have been difficulties in meeting some of the objectives set out in the 2022-2024 service plan.

6.2.2 The team has also been very focused on food safety work including the prioritisation of high risk food inspections and complaints in addition to working through the backlog of inspection that resulted from the work we undertook at the height of the pandemic.

6.2.3 The PEHO (Commercial) is the only competent officer within the organisation to undertake animal licensing inspections as required under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. All animal licensing work including renewals, new applications, interim revisits, complaint investigations and statutory returns now sit with the PEHO (Commercial) solely.

Since the introduction of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 the intention has been to transfer the responsibilities for animal licensing from the Commercial Team to the Licensing Team. It was anticipated that two officers from the Licensing Team would undertake the required training course in 2022/23, however only one Licensing Officer (LO) was able to do. The PEHO supported and mentored the officer throughout 2022/2023 to complete the qualification. Unfortunately, the LO left Spelthorne Borough Council in November 2023 just as the qualification has been satisfactorily completed. Due to the staffing issues within the Licensing Team, there are currently no officers studying for the required qualification. The training required is intensive and generally takes about one year to complete.

The lack of resilience in this area has had a direct impact on the PEHO's workload with time diverted from normal activities to undertake the work.

6.2.4 The team has experienced difficulties with Spelthorne's IT systems including a difficulties emailing certain neighbouring local authorities, sending documents securely since the removal of Egress, slow internet speeds at Knowle Green, difficulties using the kit provided in meeting rooms within Knowle Green, difficulties using SharePoint while logged in at the office and connectivity issues both while working from home and in Knowle Green.

The in-house migration from the use of T-drive to SharePoint was problematic and resulted in an additional and unexpected drain on resource. The

implementation of SharePoint is ongoing with the expectation that additional time will be diverted to this new way of working. Collectively these issues have negatively impacted productivity.

6.2.5 The team were involved in the preparation for and attended two exhumations, one in 2022 and one in 2023.

### **6.3 Areas of Improvement**

6.3.1 The following are planned for 2024-2026:

- The National Local Authority Enforcement Code has resulted in a decrease to the number of proactive inspections carried out each year. This has impacted the competency of officers as they now undertake fewer inspections and has negatively impacted officer confidence when dealing with more complex cases resulting in investigations taking longer to completed. To offset this, we ensure that officers routinely attend training events and cascade the crucial points of these events to their team.
- Ensure that the service is inclusive and is provided to hard-to-reach groups. Our webpages requires updating to help with this.
- Retain qualified and competent health and safety officers.
- Ensure that technology is used efficiently to record information necessary to deal with customer queries, provide HSE returns and provide information to customers in an electronic format. The team are currently engaged in a project which involves the utilisation of Surface Pro tablets during site visits.
- Continue to update and implement our policies and procedures to ensure the service complies with HSE requirements. Our inhouse procedures require review and updating. This is time-intensive work that we have been unable to complete due to other higher priority pressures within the team.

# Neighbourhood Services and Enforcement Committee



21 March 2024

<b>Title</b>	<i>Misuse of Public Land Public Space Protection Order (PSPO)</i>
<b>Purpose of the report</b>	To make a decision
<b>Report Author</b>	Tristan Gardner Neighbourhood Services
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	N/A
<b>Corporate Priority</b>	Environment
<b>Recommendations</b>	<p>Committee is asked to:</p> <p>(a) To make a Public Space Protection Order (PSPO) relating to misuse of public land in accordance with section 59 of the Anti-social Behaviour, Crime and Policing Act 2015.</p> <p>(b) Adopt the Fixed Penalty Notices for breaches of the misuse of public land PSPO which currently stand at £100.</p> <p>(c) Delegate authority to the Group Head Neighbourhood Services to issue Fixed Penalty Notices for breaches of the PSPO misuse of public land.</p>
<b>Reason for Recommendation</b>	To reduce levels of Anti-social behaviour caused as a result of the misuse of public land To create high levels of enjoyment and provide a safe environment for all users of Spelthorne Borough's parks and open spaces. To limit the issues caused by taxi drivers including littering and public urination/defecation.

## 1. Summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> <li>• Anti-social behaviour caused by the irresponsible use of tents and barbecues on public land</li> <li>• Anti-social behaviour caused by taxi and private hire drivers parking in communities close to Heathrow</li> </ul>	<ul style="list-style-type: none"> <li>• To ensure the Council is able to respond effectively to reports of anti-social behaviour</li> </ul>

<p>Airport and littering/urinating/defecating in public.</p>	<ul style="list-style-type: none"> <li>To maintain public confidence in the Council that their complaints will be dealt with</li> </ul>
<p><b>This is what we want to do about it</b></p>	<p><b>These are the next steps</b></p>
<ul style="list-style-type: none"> <li>Create a new Public Space Protection Order as follows:</li> <li>Ban the erection of any tent or similar structure on public land in the Borough of Spelthorne</li> <li>Ban the lighting of fires or use of any equipment utilising a naked flame within the Borough of Spelthorne</li> <li>Set up an exclusion area in Stanwell Moor and parts of Stanwell where no taxi or private hire vehicle will be allowed to park.</li> </ul>	<ul style="list-style-type: none"> <li>When the PSPO is approved, we will launch a communications strategy to make the general public aware of the PSPO.</li> <li>Ensure requisite signage is procured and installed in appropriate places</li> <li>Commence education and enforcement once order is in place, making use of initiatives such as Partnership Action Days (PADs)</li> </ul>

1.1 The proposed new Public Space Protection Order aims to deal with three main issues – the anti-social and irresponsible use of tents and barbecues on public land, and the anti-social behaviour of taxi and private hire vehicle drivers parking in communities close to Heathrow Airport. The proposed PSPO will allow JET officers to deal effectively with reported issues which include littering, public urination and defecation and damage to Council property.

## 2. Key issues

2.1 A Public Space Protection Order (PSPO) is made under Section 59 of the Anti-social Behaviour, Crime and Policing Act 2015. As part of the process when considering whether to make a new PSPO, two of the following conditions need to be met:

- Activities carried on in a public place within the authority's area have had a detrimental effect on the quality of life of those in the locality, or
- It is likely that activities will be carried on in a public place within that area and that they will have such an effect and
- Is or is likely to be, of a persistent or continuing nature,
- Is or is likely to be, such as to make the activities unreasonable, and
- Justifies the restrictions imposed by the notice.

2.2 The proposed restrictions are intended to combat the specific harm caused by the anti-social behaviour. The prohibition on tents and similar structures is intended to limit the littering and public urination and defecation caused by persons using tents on public land, during the day and night. The prohibition on barbecues and fires will limit the risk of fires growing out of control and

damage being caused to Council property. The exclusion area where no taxi, or private hire vehicle will be allowed to park is intended to limit the issues caused by some of the occupants including littering and public urination/defecation.

- 2.3 If adopted, the proposed PSPO would run for an initial three year period, after which time it would be formally reviewed.
- 2.4 The proposed Misuse of Public Land PSPO, attached as **Appendix A**, includes restrictions on the following:
  - a. Tents, bivouacs and similar structures
  - b. Fires, barbecues and cooking equipment using naked flames
  - c. Taxis and private hire vehicles
- 2.5 Prior to the introduction of a PSPO the Council is required to conduct a public consultation.
- 2.6 A consultation on the above PSPO proposals was conducted between 2 January and 31 January 2024 inclusive.
- 2.7 The consultation was widely published through the Council's website, Twitter, Facebook, press releases to local media, posters, and emails to relevant stakeholders – Surrey Police, the Office of the Police and Crime Commissioner, Surrey Fire and Rescue Service, Surrey County Council Highways, Natural England, the Licensed Private Hire Car Association, the National Private Hire and Taxi Association, Stanwell Moor Residents' Association, Heathrow, Staines Moor Masters and Transport For London.
- 2.8 The Consultation consisted of an online survey asking for the public's view on the proposed restrictions (the survey in full is shown at **Appendix B**).
- 2.9 In total, 349 people and 3 organisations, Surrey Police, Heathrow and Staines Moor Masters, took part in the consultation. The level of response means that we can be confident that we have a good understanding of the possible impact of the PSPO proposals on the local community.
- 2.10 The responses from Surrey Police and Staines Moor Masters were supportive of the proposals. As the results show, there was strong support for the PSPO proposals. The full summary of responses from the public can be found at **Appendix C**. Heathrow's response to the consultation can be found in **Appendix D**.
- 2.11 Participants were asked whether they agreed or disagreed with the proposal to ban the erection of tents, bivouacs or similar structures on the parks and open spaces, Sites of Special Scientific Interest (SSSIs) of Dumsey Meadow and Shortwood Common, and Staines Moor. 233 respondents in total either strongly or fairly agreed with the proposal (67%).
- 2.12 In the comment section for this part of the PSPO, two main concerns were raised by respondents. These were the potential effect on the homeless, and the use of sun shelters to protect young children.
- 2.13 Spelthorne Borough Council are committed to assisting rough sleepers wherever possible, and runs a purpose-built facility to provide emergency accommodation. In line with this policy, enforcement action will not be undertaken against rough sleepers in tents unless all offers of assistance have been refused, and reports of anti-social behaviour are received.

Additionally, the Council must comply with Home Office guidance in this regard and have regard to its Public Sector Equality Duty.

- 2.14 Officers will always use discretion when enforcing any part of the order. It is unlikely that enforcement action would be taken against a parent seeking to provide shelter from the sun for their child, unless reports of associated anti-social behaviour were received.
- 2.15 Participants were asked whether they agreed or disagreed with the proposal to ban the use of any device for cooking that utilises a naked flame on the parks and open spaces, SSSIs of Dumsey Meadow and Shortwood Common, and Staines Moor. 255 respondents in total either strongly or fairly agreed with the proposal (73%).
- 2.16 In the comment section for this part of the PSPO, the question was raised as to why the Council did not provide dedicated barbecue areas within certain parks. This point has been raised with the Parks Manager, who advised that these facilities were previously available however were regularly misused, with hot coals being thrown into bushes and grass, and food being left behind, creating a risk of vermin issues and posing risks to wildlife through eating potentially dangerous items. The designated areas were discontinued and the equipment removed for these reasons.
- 2.17 An exemption for both the erection of tents and the use of barbecues will be in place as long as the owner, occupier or other person or authority having control of the land has given consent to the activity taking place. This exemption would allow the various fairs, fetes and other events to continue as normal, as these will be pre-arranged and approved with the Council.
- 2.18 Participants were asked whether they agreed or disagreed with the proposal to create an exclusion area encompassing Stanwell Moor and parts of Stanwell where no taxi, private hire vehicle or other vehicle carrying paying passengers would be allowed to wait. 281 respondents in total either strongly or fairly agreed with the proposal (80%).
- 2.19 Exemptions will exist under this section to allow the restricted vehicles to wait in the area if picking up or dropping off a fare from within the exclusion area, if the person in charge of the vehicle resides within the exclusion area or if the company operating the vehicle is based within the exclusion area. This will allow the individuals and businesses affected by these restrictions to continue operating, whilst reducing the impact to local communities.

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

- 3.1 The following decision options are available for consideration by the Committee:

#### **Option 1 Preferred option**

The Neighbourhood Services and Enforcement Committee agree to make the order, which will allow the JET team and Surrey Police to deal with complaints regarding the anti-social and irresponsible use of tents and barbecues on public land, and the anti-social behaviour caused by taxi and private hire vehicles.

#### **Option 2**



The Committee do not agree to make the order which would mean that no additional powers would be available to Spelthorne Borough Council officers to deal with the described issues.

**Option 1 is recommended for the following reasons:**

The proposed PSPO seeks to protect the community from the detrimental effect on the quality of life of those in the locality of the continuing unreasonable behaviours referred to within the order and will give the JET team and Surrey Police further powers to deal with the highlighted issues.

- 3.2 All of proposals that have been put forward seek to ensure that the Council's parks, open spaces and communities are welcoming and safe for all residents, visitors, and other users.
- 3.3 Spelthorne Borough Council's byelaws currently prohibit the erection of tents and the lighting of fires in the parks and open spaces covered by the byelaws. The options for enforcement for a breach of the byelaws are limited to either a warning, or prosecution for the offence, which carries a maximum penalty of £500. Because the legal cost to prosecute would likely outweigh the likely return, this is not viewed as a proportionate response.
- 3.4 Data concerning the number of incidents reported to the Council is not readily available. This is primarily because there is not a specific reporting form for any of the issues described.
- 3.5 During the summer months, JET officers frequently come across persons in tents, and the use of barbecues, as well as mess and damage left behind following their departure. Reports have been received of persons staying within tents using areas of the park as a toilet. This has led to the Council having to employ a specialist cleaning company on several occasions, costing over £1000 per clean.
- 3.6 The use of barbecues and other devices using naked flames also causes a number of issues. Damage has been caused to Council park furniture, notably picnic benches, where disposable barbecues have been used on the bench and melted the surface. Numerous areas of burned grass have been found in parks where the barbecue has been used directly on the ground. In some of the parks and open spaces, areas of grass are allowed to grow to encourage the recovery of wildlife, this carries an additional risk as a single stray spark carries the risk of causing a potentially devastating fire.
- 3.7 Data was obtained from Surrey County Council following a Freedom of Information Act request on the number of incidents attended by Surrey Fire and Rescue Service involving a barbecue between the months of April and September in 2022 and 2023. The data provided shows that SFRS attended 12 reports in this period within Spelthorne.
- 3.8 JET officers currently act proactively to ensure compliance with the Council byelaws. Engagement and education is regularly carried out through the summer months, however as detailed above, enforcement options are severely limited.
- 3.9 Photographs have been taken by JET officers of these issues, a selection of which are shown in **Appendix E**
- 3.10 The parking of taxis and private hire vehicles within the communities of Stanwell and Stanwell Moor has long been an issue, and previous attempts

have been made to resolve this. These include Surrey County Council installing double yellow lines at various points, which only served to push the drivers further into residential streets of these areas, and a multi-agency approach that resulted in Heathrow setting up an Authorised Vehicle Area for private hire vehicles, which is unfortunately underused.

- 3.11 The drivers who park within the area will often use the time they are waiting to clean out their vehicles, often depositing litter on the verges and in the hedgerows where they have parked. Reports have also been received that drivers will use the foliage to relieve themselves, as well as urinating in bottles or other containers and disposing of these in the bushes.
- 3.12 The operators of these vehicles have shown little regard for the communities they are affecting by their behaviour. It is notable that there are various facilities local to the area, including Tesco Extra on Town Lane, McDonald's on London Road, Esso on the Southern Perimeter Road and a number of public houses within the villages which have toilet facilities available, however despite this, drivers seemingly prefer to urinate and occasionally defecate in bushes, hedgerows and on the street.
- 3.13 Information has been provided by officers of the Stanwell Moor Residents Association in relation to the issues faced by the community, as well as from community groups such as Spelthorne Litter Pickers. Several comments have also been made on the consultation, which detail the daily issues faced by the residents. A selection of the photographs and comments provided by residents are shown in **Appendix F**.
- 3.14 One of the issues with enforcement is that there is a tendency to be reactive to events and situations which does not capture the full extent of what is happening in the Borough in relation to these issues. The Council needs to be proactive in its approach.
- 3.15 The additional listed proposals over and above the current byelaw restrictions will be a useful tool for Council officers to deal with wider ASB issues in a more proactive manner. Most of these issues are being caused by a minority of irresponsible park users and taxi and private hire drivers.
- 3.16 The proposed measures will hopefully go some way to address all the issues identified and make people seriously think twice about their actions or risk the real possibility of prosecution or being issued with a fixed penalty notice as outlined below.
- 3.17 Section 67 of the Act makes it an offence for a person without reasonable excuse-
  - a. To do anything that the person is prohibited from doing by a public space protection order, or
  - b. To fail to comply with a requirement to which the person is subject to under a public space protection order.
  - c. A person guilty of an offence under this section is liable to a fine not exceeding level 3 on the standard scale currently £1000.
- 3.18 Section 68 provides the power for a constable or authorised person to issue a fixed penalty notice to anyone whom he or she has reason to believe has committed an offence under s.63 or s.67 in relation to a public space protection order. The current fixed penalty amount is £100.

- 3.19 Section 67 is reproduced above, and s.63 deals specifically with the consumption of alcohol in breach of prohibition of an order, so not relevant in these circumstances.

There is nothing within these proposals that indicates any risk. All requisite signs will be prominently displayed and securely attached to street furniture or poles within parks and open spaces

#### **4. Financial management comments**

- 4.1 The main financial implication in relation to the making of a public space protection order is that every identified area within the order must have the correct signage placed at the location which would also include strategically placed larger signs covering the highway, the estimated total costs for the signs is £3800. This cost will be met within existing budgets
- 4.2 The JET team would continue to enforce all PSPOs within their patrol areas.
- 4.3 There is the possibility of a small increase in revenue depending on the number of fixed penalty notices issued for non-compliance. The potential increase is difficult to quantify at this stage, as it is unknown what level of compliance will be achieved once the PSPO is in force.

#### **5. Risk management comments**

- 5.1 There are no specific risks associated with this PSPO
- 5.2 During any enforcement activity, there is a risk to the officers involved. This risk is mitigated by full risk assessments detailing necessary training and Personal Protective Equipment (PPE) to be carried by officers. These risk assessments have been approved by Health and Safety.

#### **6. Procurement comments**

- 6.1 The new signage will be procured by officers within Neighbourhood Services and will comply with contract standing orders.

#### **7. Legal comments**

- 7.1 The test for making a PSPO is set out in section 59 of the Anti-social Behaviour, Crime and Policing Act 2014, the "ASBCPA 2014". The Council may make a PSPO if satisfied on reasonable grounds that 2 conditions are met:
- (i) activities carried out in a public place are having, have had or it is likely to have a detrimental effect on the quality of life of those in the locality, and
  - (ii) those activities are or are likely to be (a) persistent or of a continuing nature (b) is or is likely to be such as to make the activities unreasonable, and (c) justify the restrictions imposed by the notice. The only prohibitions or requirements that may be imposed are ones that are reasonable to prevent or reduce the detrimental effect of the activity.
- 7.2 A prohibition of a PSPO may apply:
- (a) to all persons, or only to persons in specified categories or to all persons except those in specified categories;

(b) at all times, or only at specified times, or at all times except those specified; and/or

(c) in all circumstances, or only in specified circumstances, or in all circumstances except those specified (s59 (6) ASBCPA 2014)

- 7.3 In deciding whether to make a PSPO and formulating its contents, local authorities must (a) consult (b) publicise; and (c) notify.
- 7.4 Local authorities making a PSPO must have particular regard to the rights of freedom of expression and freedom of assembly safeguarded by articles 10 and 11 of the European Convention on Human Rights (s.72(1) ASBCPA 2014). Article 8 rights to privacy or family life may also be relevant in terms of protecting the rights of those affected by anti-social behaviour.
- 7.5 In seeking to strike a fair balance between the interests of the community on the one hand, and the rights of the persons affected on the other, The Council must ensure that PSPOs are used proportionately and are not targeted at minority or vulnerable groups. This is supported by Home Office guidance which explicitly states that PSPOs should not be used to target people based solely on the fact that they are homeless or rough sleeping.

## **8. Other considerations**

- 8.1 There are no other matters to be considered arising from this report.

## **9. Equality and Diversity**

- 9.1 The Council aims to be consistent and even-handed in all regards. The taking of any enforcement action to deal with members of the public for offences under the Misuse of Public Land PSPO is not intended to have either a positive or negative impact upon equality or diversity or apply differently to any group.
- 9.2 The Council has a public sector equality duty under the Equalities Act 2010 to have due regard to tackle discrimination and victimisation of persons that share the characteristics protected under s.4 of the Act. An Equality Impact Assessment has been completed and is shown in **Appendix G**.

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

- 10.1 A reduction in litter will have a positive impact on climate change.

## **11. Timetable for implementation**

- 11.1 If the committee agree to adopt the Misuse of Public Land PSPO and make the order, it will be uploaded to the Council website as soon as possible and published on all social media channels. Once the required signage has been procured and is installed, the PSPO will commence for an initial 3 year period.

## **12. Contact**

Tristan Gardner, Streetscene & Law Enforcement Officer – 01784 444267  
**Neighbourhood Services**

### **Background papers:**

Anti-social behaviour, Crime and Policing Act 2014, Chapter 2 Public Space Protection Orders -

<https://www.legislation.gov.uk/ukpga/2014/12/part/4/chapter/2/enacted>

Equalities Act 2010

Human Rights Act 1998

**Appendices:**

Appendix A – Proposed Misuse of Public Land PSPO

Appendix B – Consultation Survey Questions

Appendix C – Consultation Summary of Responses

Appendix D – Response to consultation by Heathrow PLC

Appendix E – Photographs of tents and barbecues on public land

Appendix F – Photographs and comments from residents of Stanwell and Stanwell Moor concerning taxi and private hire vehicles.

Appendix G – Equality Impact Assessment

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## **Spelthorne Borough Council**

### **The Anti-Social Behaviour, Crime and Policing Act 2014, Part 4, Section 59**

#### **The Spelthorne Public Spaces Protection Order (Misuse of Public Land)**

Spelthorne Borough Council ('the Council') in exercise of the power under section 59 of the Anti-Social Behaviour Crime and Policing Act 2014 ('the Act') and being satisfied that the conditions set out in section 59 have been met, makes the following order.

This order comes in force on .....2024 and will remain in force for a period of three years from the date unless extended by further order under the Council's statutory powers.

#### **Offences**

##### **1. Tents, bivouacs and similar structures**

A person shall be guilty of an offence if, at any time, they erect or remain within a tent, bivouac, shelter or any other similar structure, with the exception of sun shades, on any public land within the Borough of Spelthorne as specified in Schedule 1 or the areas described in Schedule 2 unless:

- (a) The owner, occupier or other person or authority having control of the land has given consent (generally or specifically) to them to do so

##### **2. Fires, barbecues and cooking equipment using naked flames**

A person shall be guilty of the offence if they make use of a fire, barbecue or any other device using a naked flame on any public land within the Borough of Spelthorne as specified in Schedule 1 or the areas described in Schedule 2 unless:

- (a) The owner, occupier or other person or authority having control of the land has consented (generally or specifically) to them to do so

##### **3. Taxis and private hire vehicles**

A person in charge of a motor vehicle being utilised as a taxi, private hire vehicle, chauffeur vehicle or any other type of vehicle used for hire or reward purposes will be guilty of an offence if they park within the exclusion area described in Schedule 3 unless:

- (a) The person in charge of the motor vehicle is either collecting or dropping off a passenger or passengers from within the exclusion area, or;
- (b) The person in charge of the motor vehicle resides within the exclusion area, or;
- (c) The business operating the motor vehicle is based within the exclusion area

For the purpose of this Order –

- (a) Any item requiring partial or complete assembly will be considered in breach of Section 1 of this PSPO. An umbrella will not be considered in breach of this section.
- (b) Any device other than a cigarette lighter that utilises a naked flame for any purpose will be considered in breach of Section 2 of this PSPO
- (c) Any vehicle being used for the purposes of hire or reward will be considered in breach of Section 3 of this PSPO.
- (d) An 'Authorised Officer of the Council' means an employee of Spelthorne Borough Council who is authorised in writing by Spelthorne Borough Council, a Police Constable or PCSO for the purpose of giving direction or the issuing of a fixed penalty notice under this order.

#### **4. Penalty**

Any person who without reasonable excuse fails to comply with this Order shall be guilty of an offence and liable on summary conviction to a fine not exceeding level 3 on the standard scale.

Any Authorised Officer may issue a fixed penalty notice to anyone he/she has reason to believe has committed an offence under section 67 of the Act in relation to this Order.

The COMMON SEAL of  
SPELTHORNE BROUGH COUNCIL  
was hereunto affixed in the in the  
presence of:

.....  
Authorised Signatory



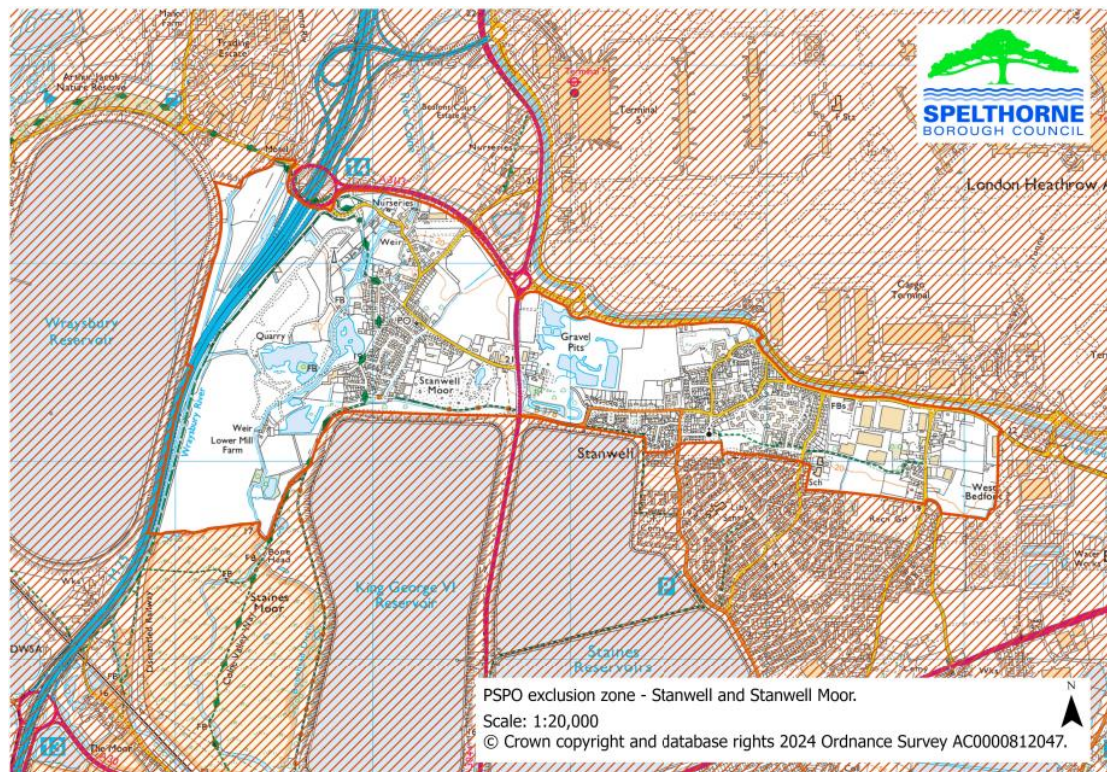
Schedule 1 – Map of administrative area of Spelthorne Borough Council



**Schedule 2 – Additional areas where the use of tents or barbecues is prohibited**

	<b>Location</b>	<b>Address</b>
<b>1</b>	<b>Dumsey Meadow</b>	<b>Thames Path, Chertsey, Shepperton, TW17 9PB</b>
<b>2</b>	<b>Shortwood Common</b>	<b>London Road, Staines-Upon-Thames</b>
<b>3</b>	<b>Staines Moor</b>	<b>Moor Lane, Staines-Upon-Thames</b>

### Schedule 3 – Exclusion area prohibiting parking of taxis and private hire vehicles



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## **Consultation questions for PSPO – Misuse of public land**

Spelthorne Borough Council is proposing the introduction of a new Public Space Protection Order (PSPO) on the subject of tents and barbecues on public land, and the parking of taxis and private hire vehicles within the Borough. The restrictions that the Council is proposing and the reasons for this are as follows:

### **Section 1 – Tents and similar structures**

Primarily during the summer months, Spelthorne Borough Council receive complaints in relation to tents or similar structures being erected on public land. Occupants of the tents or similar structures have been reported to use shrubbery within the public space they occupy as a toilet, litter in the area, and restrict parts of the public space which is designed for the use of all. Due to the issues caused, Spelthorne Borough Council have been forced to employ the services of a specialist cleaning firm on several occasions, costing thousands of pounds.

The Council is proposing to ban the erection of any tent, bivouac or similar structure on any of the Council's parks or open spaces, the Sites of Special Scientific Interest (SSSIs) of Dumsey Meadow, Shepperton and Shortwood Common Staines, and Staines Moor.

Exemptions would apply for any event/group that have been given consent by the landowner to use the land.

### **Survey questions:**

- 1) To what extent do you agree that littering and human waste resulting from persons staying in tents causes problems for residents and visitors to parks and open spaces? (Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)
- 2) To what extent do you agree that littering and human waste resulting from persons staying in tents cause damage to the environment? (Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)
- 3) To what extent do you agree that littering and human waste resulting from persons staying in tents cause problems for the Council? (Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)
- 4) To what extent do you agree with the Council's proposal to ban the erection of tents, bivouacs or similar structures on the parks and open spaces, SSSIs and Staines Moor? (Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)

### **Section 2 – Barbecues**

Spelthorne Borough Council regularly receive complaints during the summer months in relation to the irresponsible use of barbecues on public land. The use of cooking equipment involving naked flames, especially during the summer months is extremely hazardous, particularly in biodiversity sites around the Borough, where a single stray spark could be disastrous. Damage has also been caused to Council property including unsightly burn marks to grass areas, and partially melted picnic benches.

The Council is proposing to ban the use of any device for cooking that utilises a naked flame, including barbecues and camping stoves on any of the Council's parks or open spaces, the SSSIs of Dumsey Meadow, Shepperton and Shortwood Common, Staines, and Staines Moor.

Exemptions would apply for any event/group that have been given consent by the landowner to use the land

**Survey questions:**

- 1) To what extent do you agree that the use of barbecues, fire pits, camp fires and other activities involving a naked flame increase the risk of wildfires occurring within Spelthorne? (Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)
- 2) To what extent do you agree with the Council's proposal to ban the use of any device for cooking that utilises a naked flame on the parks and open spaces, SSSIs and Staines Moor? (Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)

**Section 3 – Taxis and private hire vehicles**

Due to the rise of private hire companies such as Uber, Spelthorne Borough Council has seen a steady increase in the number of taxis and private hire vehicles using residential areas around Heathrow airport to park and await customers. This has led to reports of vehicles left idling for long periods of time, littering from vehicles and occupants urinating and defecating in hedgerows and bushes in residential areas. There is currently a specific car park at Heathrow Airport for taxis, and an Authorised Vehicle Area has been set up for the use of private hire vehicles at a reasonable cost.

The Council is proposing an exclusion zone within which no taxi, private hire vehicle or other vehicle carrying paying passengers will be allowed to park. This zone will encompass the entirety of Stanwell Moor, and parts of Stanwell particularly affected by the parking of these vehicles.

Exemptions would apply for a vehicle of this type dropping off or picking up a fare from within the exclusion zone, the owner/driver of the vehicle residing within the exclusion zone, or if a business operating such vehicles being based within the exclusion zone.

**Survey questions:**

- 1) To what extent do you agree that the presence of parked taxis/private hire vehicles causes parking issues for residents and visitors to the area? (Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)
- 2) To what extent do you agree that the littering, urination and defecation by some of the occupants of the vehicles causes problems for residents and visitors to the area? (Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)

- 3) To what extent do you agree that the littering, urination and defecation by some of the occupants of the vehicles causes damage to the environment?  
(Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)
- 4) To what extent do you agree with the Council's proposal to create an exclusion area encompassing Stanwell Moor and parts of Stanwell where no taxi, private hire vehicle or other vehicle carrying paying passengers will be allowed to wait, unless collecting or dropping off a fare from within the area?  
(Strongly agree/Agree/Neither agree nor disagree/Disagree/Strongly disagree)

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# Misuse of public land PSPO – Tents/Barbecues/Taxis

## Summary of Responses

<b>Summary</b>	Table of Responses	Respondents	Non-Respondents
Search Responses	Cross-Tabulate	Export	

1

Primarily during the summer months, Spelthorne Borough Council receive complaints in relation to tents or similar structures being erected on public land. Occupants of the tents or similar structures have been reported to use shrubbery within the public space they occupy as a toilet, litter in the area, and restrict parts of the public space which is designed for the use of all. Due to the issues caused, Spelthorne Borough Council have been forced to employ the services of a specialist cleaning firm on several occasions, costing thousands of pounds.

The Council is proposing to ban the erection of any tent, bivouac or similar structure on any of the Council's parks or open spaces, the Sites of Special Scientific Interest (SSSIs) of Dumsey Meadow, Shepperton and Shortwood Common Staines, and Staines Moor.

To what extent do you agree that littering and human waste resulting from persons staying in tents causes problems for residents and visitors to parks and open spaces?



[View Responses](#)

[Quick Report](#)

2

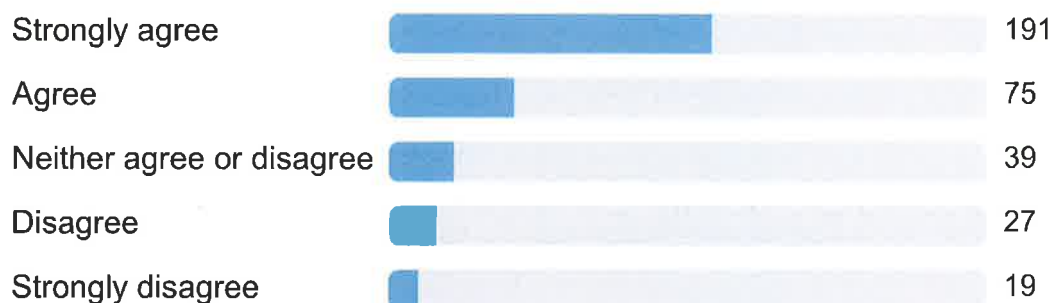
To what extent do you agree that littering and human waste resulting from persons staying in tents cause damage to the environment?





### 3

To what extent do you agree that littering and human waste resulting from persons staying in tents cause problems for the Council?



### 4

To what extent do you agree with the Council's proposal to ban the erection of tents, bivouacs or similar structures on the parks and open spaces, SSSIs and Staines Moor?



### 5

This question has been answered 157 times.

[View Responses](#)

[Quick Report](#)

## 6

**Spelthorne Borough Council regularly receive complaints during the summer months in relation to the irresponsible use of barbecues on public land. The use of cooking equipment involving naked flames, especially during the summer months is extremely hazardous, particularly in biodiversity sites around the Borough, where a single stray spark could be disastrous. Damage has also been caused to Council property including unsightly burn marks to grass areas, and partially melted picnic benches.**

**The Council is proposing to ban the use of any device for cooking that utilises a naked flame, including barbecues and camping stoves on any of the Council’s parks or open spaces, the SSSIs of Dumsey Meadow, Shepperton and Shortwood Common, Staines, and Staines Moor.**

To what extent do you agree that the use of barbecues, fire pits, camp fires and other activities involving a naked flame increase the risk of wildfires occurring within Spelthorne?



[View Responses](#)

[Quick Report](#)

## 7

To what extent do you agree with the Council’s proposal to ban the use of any device for cooking that utilises a naked flame on the parks and open spaces, SSSIs and Staines Moor?





8

Do you have any further comments you wish to make?

This question has been answered 111 times.

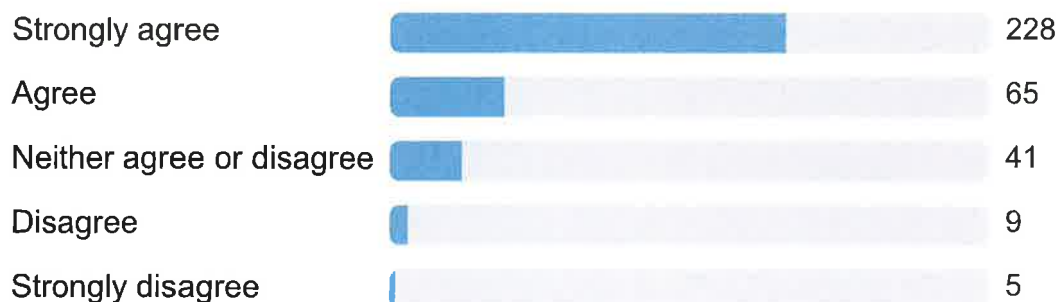
[View Responses](#) [Quick Report](#)

9

**Due to the rise of private hire companies such as Uber, Spelthorne Borough Council has seen a steady increase in the number of taxis and private hire vehicles using residential areas around Heathrow airport to park and await customers. This has led to reports of vehicles left idling for long periods of time, littering from vehicles and occupants urinating and defecating in hedgerows and bushes in residential areas. There is currently a specific car park at Heathrow Airport for taxis, and an Authorised Vehicle Area has been set up for the use of private hire vehicles at a reasonable cost.**

**The Council is proposing an exclusion zone within which no taxi, private hire vehicle or other vehicle carrying paying passengers will be allowed to park, unless collecting or dropping off a fare within the area. This zone will encompass the entirety of Stanwell Moor, and parts of Stanwell particularly affected by the parking of these vehicles.**

To what extent do you agree that the presence of parked taxis/private hire vehicles causes parking issues for residents and visitors to the area?



## 10

To what extent do you agree that the littering, urination and defecation by some of the occupants of the vehicles causes problems for residents and visitors to the area?



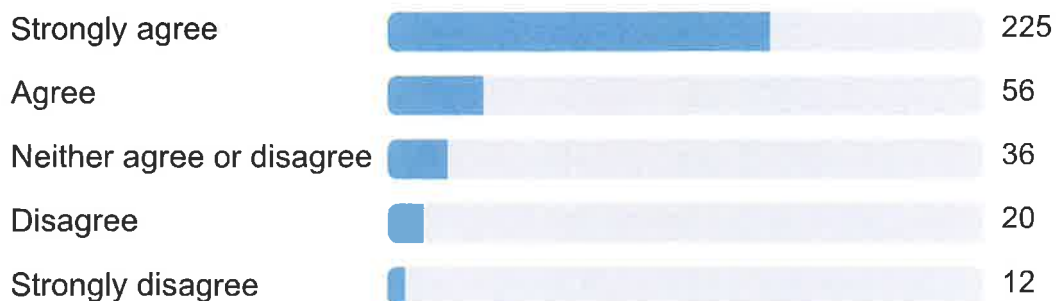
## 11

To what extent do you agree that the littering, urination and defecation by some of the occupants of the vehicles causes damage to the environment?



## 12

To what extent do you agree with the Council's proposal to create an exclusion area encompassing Stanwell Moor and parts of Stanwell where no taxi, private hire vehicle or other vehicle carrying paying passengers will be allowed to wait, unless collecting or dropping off a fare from within the area?


[View Responses](#)
[Quick Report](#)

## 13

Are there any further comments you wish to make?

This question has been answered 147 times.

[View Responses](#)
[Quick Report](#)

## 14

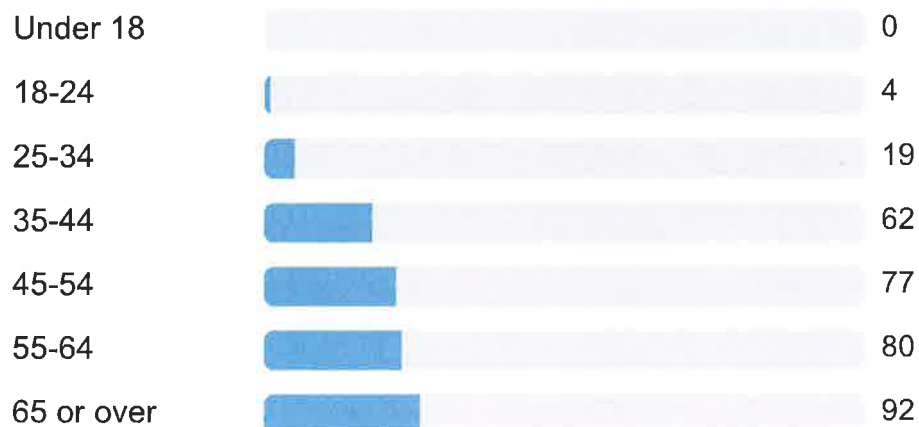
What is your postcode?

This question has been answered 349 times.

[View Responses](#)
[Quick Report](#)

## 15

What is your age range?



Prefer not to say



14

Appendix C

[View Responses](#)

[Quick Report](#)

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## Spelthorne Borough Council

### Proposals to introduce a PSPO in relation to misuse of public land (Section 3)

#### Written response submitted by Heathrow Airport Limited

31<sup>st</sup> January 2024

Heathrow Airport Limited welcomes the opportunity to respond to this Spelthorne Borough Council consultation on the proposal to introduce a Public Spaces Protection Orders (PSPO) in relation to misuse of public land, specifically relating to Taxis and Private Hire Vehicles (PHVs), as set out in questions 9 to 12.

Heathrow is committed to working closely with our community to ensure we are a good neighbour and that we engage on issues of concern in a constructive way. Through our community engagement we acknowledge the impact that taxis and PHVs are having on our surrounding local communities.

We are currently in the process of finalising our Heathrow Taxi and PHV strategy, which sets out how we will improve how taxis and PHVs operate at the airport including reducing impacts of Private Hire on local communities. The strategy has been developed through engagement with stakeholders including the local community, taxi and private hire trades and local authorities. In addition to this, we have been collaborating with local authorities and other stakeholders through a Heathrow Area Transport Forum, (HATF), Parking Special Interest Group, (Parking SIG), which aims to reduce the impacts of private hire and other types of vehicles on local communities.

We strongly agree with Spelthorne Borough Council's proposal for a zone in Stanwell Moor and surrounding areas within which no taxi, private hire vehicle or other vehicles not carrying paying passengers will be allowed to park. The introduction of a PSPO aligns with the work of the HATF Parking SIG and our Taxi and PHV strategy to reduce impacts of PHVs on local communities.

Consideration must also be given to the risk of displacing behaviour from one area with an active PSPO in force to another local community without it. Spelthorne Borough Council should consider adjacent roads to be included in the scope of this Order such as the surrounding village of Stanwell Moor.

Heathrow believes the enforcement of PSPO is essential in ensuring its success and would welcome a proposal on how SBC intends to enforce it and who will enforce it. Collaboration between council officers, police offices and police community support officers should be considered as part of the enforcement process and a pilot of how effective a structure of warnings and increasing Fixed penalty notices (FPN) are in tackling the detrimental level of anti-social behaviour in this community.

Please find our responses to questions 9 to 12:

**9. To what extent do you agree that the presence of parked taxis/private hire vehicles causes parking issues for residents and visitors to the area?**

**Strongly agree**

We recognise the importance that taxis and PHVs provide to Heathrow passengers and residents of our local communities. However, we are aware of the negative impact that parked PHVs have on our surrounding community. We receive regular feedback from residents, including communications received through our Local Community Forum and Stanwell Moor Village Residents' Association, that the presence of parked PHVs are causing significant and persistent issues. This includes regular offenses of anti-social behaviour such as detrimental levels of intimidation, verbal abuse, littering, urination and defecation by the roadside. The impact on local residents and their quality of life has clearly been impacted and this also affects visitors and the wider perception of the Stanwell Moor area.

**10. To what extent do you agree that the littering, urination and defecation by some of the occupants of the vehicles causes problems for residents and visitors to the area?****Strongly agree**

We are aware that some drivers are causing considerable anti-social behaviour offenses in our local communities and, in response, we introduced our Authorised Vehicle Area (AVA) in 2014. This will help tackle these issues by providing toilets, catering, and prayer room facilities for drivers, however we believe more needs to be done and this PSPO is vital in tackling the persistent and unreasonable behaviour of some PHV drivers who not only tarnish the reputation of the majority of PHV drivers, but negatively impact on the quality of life of local residents.

However, despite providing these facilities in the AVA, we know from our engagement with communities locally that there are still some drivers who regularly continue with such behaviour. In coordination with local community groups and the Council, our Heathrow Rangers regularly attend areas in Stanwell Moor to support with litter picking as a result of waiting PHVs in local residential roads. The introduction of a PSPO would help to reduce the frequency of these behaviours. PSPOs, along with a range of other interventions, have been included as part of an action plan developed through the HATF Parking SIG to reduce these issues and we continue to support action that protect local residents from anti-social behaviour.

**11. To what extent do you agree that the littering, urination and defecation by some of the occupants of the vehicles causes damage to the environment?****Strongly agree**

We acknowledge the negative impact that some drivers are causing on the environment, including reports from our Heathrow Rangers. Littering, urination and defecation are detrimental acts of harm to the local community, but they are of considerable harm to the local environment and the delicate local ecosystem around Stanwell Moor. Action is required to protect both the community and environment.

The introduction of the proposed PSPO should be designed to help tackle the negative environmental impact resulting from some drivers by including it in the scope of the Order. The impact on both environment and community justifies Spelthorne Borough Council taking this action and Heathrow would support the ambition of reducing ASB in and around Stanwell Moor.

**12. To what extent do you agree with the Council's proposal to create an exclusion area encompassing Stanwell Moor and parts of Stanwell where no taxi, private hire vehicle**

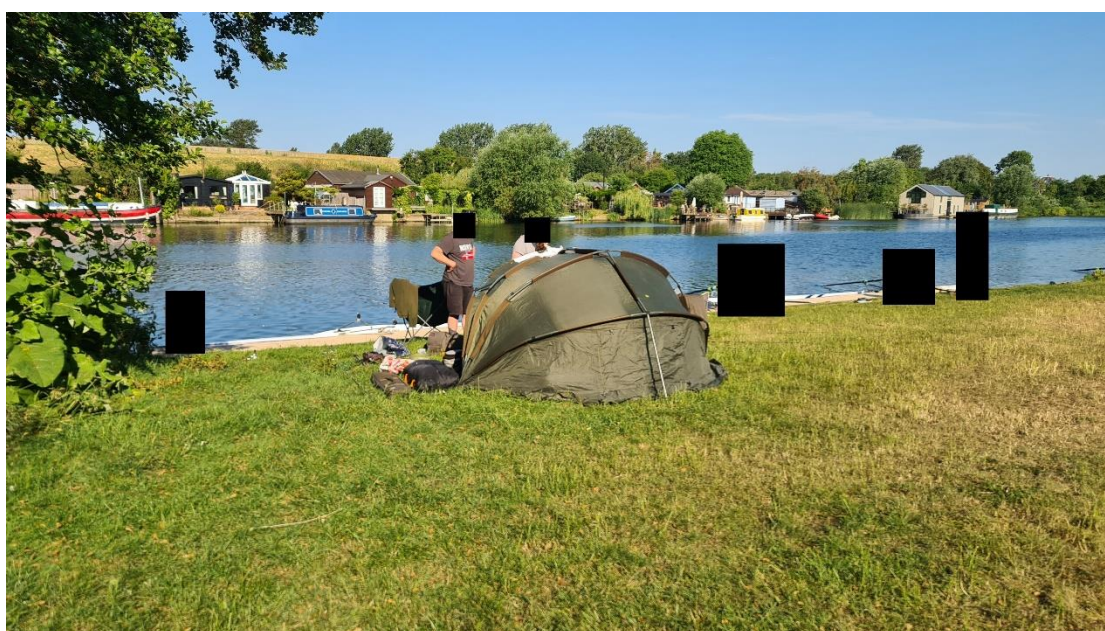
**or other vehicle carrying paying passengers will be allowed to wait, unless collecting or dropping off a fare from within the area?**

We strongly agree and support the Council's proposals to create an exclusion area covering Stanwell Moor and surrounding areas, to help tackle the negative impacts resulting from PHV drivers.

This will not only help improve the quality of life for local communities but also reduce damage to the environment and anti-social behaviour which is a result of some vehicle occupants.

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**Appendix E – Photographs of tents/barbecues and issues caused**

























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**Appendix F – Taxis and Private Hire Vehicles – photographs and comments**











### **Email from Spelthorne Litter Pickers**

I am a Trustee of the Spelthorne Litter Pickers the volunteer community litter picking group.

I have visited and litter picked Stanwell Moor on a number of occasions, on these visits I found evidence of taxi driver urination and defecating and seen the drivers undertaking these on occasions eg pulling trousers up clearly after having a poo etc.

Add in the food waste, litter and parking permanently on double yellow lines only moving once the parking enforcement motorbike arrives or they get a fare from the airport.

When I first visited and undertook a litter pick the mess and what residents have to tolerate I could not mentally process and I kept analyzing in my head how they must feel ? people weeing and pooing outside where they live ? it must be horrendous and a truly horrible feeling?

Add to this the lorry drivers and overnight vehicles doing deliveries to the garden centre, the 'rat run' cut through created due to ULEZ and the amount of rented properties and there is a real feel of neglect which our volunteers and some keen residents are trying hard to keep the village looking somewhat presentable.

The PSPO if successful and enforced 24/7 will restore a level of 'normal life' these residents have been without for a very long time so hopefully the consultation is a success

## Comments from public consultation

Stanwell Moor Residents Association on behalf of its residents has been actively lobbying for its village to be given relief from the amount of private hire vehicles that clog its village. We have a lot of evidence from our litter picking of the amount of defecation and litter that is specifically left behind by private hire vehicles. Heathrow Rangers have also been a source of support in addressing this problem. We have seen too many taxis parking outside resident homes taking up valuable car parking spaces, making it difficult to navigate streets and leaving their engines idling (bad for the environment and a noise problem at night) and abusive to residents when politely confronted - often making out that the resident is the problem. Some residents are now afraid to tackle the drivers. Many of them park on yellow lines because the county council parking wardens are ineffective (they do not visit often enough, when they do, they move them on and we see them come back five minutes later when the warden has left). Please lobby Heathrow Airport to build a second of its taxi car parks near T4 and T5 as the one it has is too far away to be of use to private hire vehicles using T4 and T5.

[28 Jan 2024 14:33](#)

We want our village back.

Taxi's are a constant problem. They are abusive and can be aggressive. They go to the toilet all over Stanwell Moor and are a complete nuisance. ENOUGH IS ENOUGH!!

[24 Jan 2024 18:19](#)

This would be amazing. I actually witnessed a private hire driver urinating in Stanwell Moor village while I was in the presence of council staff , that is how blatant they are.

[24 Jan 2024 13:34](#)

I have challenged many taxi drivers for dropping litter & feel I am putting my personal safety at risk by doing so. The residents of Stanwell Moor are now suffering due to useless yellow lines put in stopping them parking outside their own properties, yet no taxi drivers are getting penalty notices as they drive off before the statutory time they need to be observed there by the parking wardens - therefore the lines are not fit for purpose.

I hope the junction between Bedfont road and Riverside road is part of this move, as taxis are always parked there and leave rubbish and urine filled bottles. I would suggest that the small grass island where they park, has wooden stakes put around it to prevent parking.

[23 Jan 2024 21:28](#)

Please put this in place! many cab drivers seem to use Stanwell Moor as little more than a place to go to the toilet, and leave their litter!

[22 Jan 2024 17:16](#)

<p>Taxi drivers have spat at my wife at the height of covid when she politely advised he could not wait on yellow lines near a junction and called she has been called a cunt on another occasion. Our son has had to intervene. It is causing us great distress having people put bottles of urine in our hedge. We are having to pick up litter from outside our property and garden on a daily basis.</p> <p>Why should we be abused in our own home from these people. I feel that the council could do a lot more to prevent this situation. We are not a free car park for Heathrow. What about the rogue holiday parking companies dumping cars all round the village.</p>	<a href="#">20 Jan 2024 11:51</a>
<p>It's really disgusting and appalling the way some people use our village as a toilet especially those who do it publicly during day time when kids can witness this behaviour</p>	<a href="#">04 Jan 2024 16:57</a>
<p>Litter and human waste from taxis serving the airport, and drivers sleeping in their cars are a huge problem in Stanwell Moor. This must be addressed to deal with security and health and safety concerns.</p>	<a href="#">04 Jan 2024 14:48</a>
<p>I live in Stanwell Moor and see the issues first hand, taxi drivers urinating in the bushes or dumping a bottle of urine in the kerb, also dropping litter. Residents are unable to find a parking space. The majority of them have very little respect of the area.</p>	<a href="#">03 Jan 2024 16:07</a>
<p>I personally have encountered a private hire taxi walking into the area directly behind the children's play park in Stanwell Moor and defecate in the bushes, when challenged he swore at me and verbally abused me whilst I was with my child.</p> <p>I have on separate occasions seen people from taxi's urinate in public areas.</p>	<a href="#">03 Jan 2024 14:52</a>
<p>The problems of unlicensed taxis has always been a problem for those living in Stanwell and Stanwell Moor. This proposal will go a long way to get rid of this problem.</p>	<a href="#">02 Jan 2024 19:01</a>

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## Full Equality Impact Assessment (EqIA)

An EqIA Screening has identified this proposal/policy/ project as requiring a full EqIA. This means there is a risk of significant adverse impact on service users/ residents including '[vulnerable groups](#)' and/or and those with certain [protected characteristics](#). An EqIA shows how you have and intend to ensure equalities issues are taken into account in:

1. making key decisions (may be covered to some extent in the screening)
2. implementing agreed decision
3. reviewing the outcome of the decision

This document is a way of recording processes and is a key part of showing 'due regard'. The document can be updated and shared with decision makers throughout the project be used to inform which approaches/ideas etc. are taken forward, how it is implemented and to review its success.

<b>SERVICE AREA</b>	Neighbourhood Services
<b>TITLE OF BUDGET OPTION/REPORT</b>	PSPO – Misuse of Public Land
<b>PORTFOLIO HOLDER</b>	Neighbourhood Services and Enforcement Committee
<b>GROUP HEAD</b>	Jackie Taylor
<b>AUTHOR (name and job title)</b>	Tristan Gardner – Streetscene & Law Enforcement Officer

**REASONING BEHIND THE PROPOSAL:**

The proposed new Public Space Protection Order aims to deal with three main issues – the anti-social and irresponsible use of tents and barbecues on public land, and the anti-social behaviour of taxi and private hire vehicle drivers parking in communities close to Heathrow Airport. The proposed PSPO will allow JET officers to deal effectively with reported issues which include littering, public urination and defecation and damage to Council property.

**Detail which protected characteristics (and groups within) were identified in the screening as at risk of adverse impact:**

Age: No Gender: No Disability: Yes Race: No

Religion: No Sexual Orientation: No Other: No Multiple characteristics: No

See below

**MAKING INFORMED DECISIONS – USEFUL DATA  
DATA GATHERING**

Data has been gathered using a variety of sources. This includes comments on the public consultation, photographs taken by JET officers of the issues described, and photos provided by residents of the Borough of the issues described.

A written submission from Heathrow PLC is also included.

**MAKING INFORMED DECISIONS – STAKEHOLDER CONSULTATION/ENGAGEMENT****VIEWS FROM STAKEHOLDER CONSULTATION/ENGAGEMENT**

The proposed PSPO has been out for public consultation. 349 responses were received from members of the public during the month long survey and the results were strongly in favour of the proposals. Three organisations (Surrey Police, Heathrow Airport and Staines Moor Masters) responded to the consultation and were also in favour of the proposals

Full details of the Public Consultation and Heathrow PLC responses are attached within the papers.

**OVERALL IMPACT****(a) Age**

**Note that this refers to any group of people of a particular age (e.g. 32 year-olds), or within a particular age range (e.g. 16-24 year-olds) – in particular, please consider any safeguarding issues for children and adults at risk.**

There are no equality impacts specific to this protected characteristic

**(b) Disability**

**Note that a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.**

It is accepted that there may be some persons affected by the order who have a disability that affects their control over their bladder or bowels. This will only impact the restriction on taxis or private hire vehicles parking within the proposed exclusion zone. A specific area for private hire vehicles to park with toilet facilities has been provided by Heathrow Airport. Additionally there are a number of locations close to Stanwell and Stanwell Moor including service stations and a large supermarket that have toilet facilities which would be usable with a small purchase. It is also expected that if the occupants of these vehicles have such a condition, that they will be aware of this and make appropriate adjustments for themselves.

**(c) Gender reassignment**

There are no equality impacts specific to this protected characteristic.

**(d) Marriage and civil partnership**

There are no equality impacts specific to this protected characteristic

**(e) Pregnancy and maternity**

There are no equality impacts specific to this protected characteristic

**(f) Race**

**Note that the protected characteristic 'race' refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.**

There are no equality impacts specific to this protected characteristic

**(g) Religion or belief**

There are no equality impacts specific to this protected characteristic

**(h) Sex Gender**

There are no equality impacts specific to this protected characteristic

**(i) Sexual orientation**

There are no equality impacts specific to this protected characteristic

**(j) Other factors that may lead to inequality – in particular – please consider the impact of any changes on low income groups or those experiencing the impacts of poverty**

All enforcement action is undertaken in accordance with the council's Corporate Enforcement Policy. Currently the option for dealing with tents or barbecues on Council land is enforcement under the byelaws. This is either a warning or prosecution, which due to the restrictive cost is not deemed proportionate. Littering can be dealt with under the Environmental Protection Act 1990.

The overall impact of these changes is expected to allow JET officers to deal robustly with complaints in relation to the described issues, including the issuing of Fixed Penalty Notices. It will hopefully make the Borough of Spelthorne Safer for all of its diverse communities.

**Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqIA accordingly.)**

Update of EqIA will follow 6 months after implementation of provisions.

**Name and job title of lead officer for this equality impact assessment:** Tristan Gardner, Streetscene & Law Enforcement Officer

**Date of EqIA sign off:** 09 February 2024

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# Neighbourhood Services & Enforcement Committee



**Thursday 21 March 2024**

<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</i>
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	<i>Not applicable</i>
<b>Corporate Priority</b>	Community Environment Services
<b>Recommendations</b>	<b>Committee is asked to:</b> <i>Note the report</i>
<b>Reason for Recommendation</b>	<i>Resolution from NS&amp;E committee on 5 October 2023 that GHNS should produce a report including results from options trialled over the winter period to improve the results of road channel sweeping.</i>

## 1. Summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> <li>Limited access to heavily parked roads which creates the issue that many road channels are not accessible by the mechanical sweeping machines</li> </ul>	<ul style="list-style-type: none"> <li>achieve better results from road channel sweeping in roads which are inaccessible due to high numbers of parked cars</li> </ul>
This is what we want to do about it	These are the next steps
<ul style="list-style-type: none"> <li>Trial options in terms of parking control to enable the channels in these roads to be swept efficiently</li> </ul>	<ul style="list-style-type: none"> <li>Continue with trials already underway in various areas of the borough and report back to committee in 12 months</li> </ul>

1.1 This report seeks to *ask members to note the road channel sweeping trials being undertaken in various areas of the borough. The outcomes from each trial over the next 12 months will be conveyed via a to note report for members in March 2025.*

## 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 corporate 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, 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 weekly or more frequently depending on the location.
- 2.14 Access to channels due to parked cars (resident, shopper, business 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 occasions where roads are swept within a parking suspension organised and enforced by Surrey County Councils on street enforcement team NSL. 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 On-street enforcement function moved to Surrey County Council in April 23, and we are no longer able to carry out on street parking suspensions ourselves. At the October committee members instructed the GHNS to write to Surreys Cabinet member to challenge costs when asking NSL to place a suspension on a given road. The Cabinet member has since advised that as a local authority he would allow parking suspensions for the purpose of street cleaning to take place at a cost of £20 per application.
- 2.17 The large sweeper works on schedules of different frequency 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.
- 2.24 Due to issues related to shopper, commercial, commuter & residential parking even changing dates and times to sweep some of the roads listed in the 100% parked roads in the table at 2.22 are still inaccessible due to parked cars.
- 2.25 Members at the October committee required the GHNS to look at alternative options which did not have a financial impact on the service, i.e. working with existing machinery and staff to sweep the channels in some of these hard to sweep road.

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

- 3.1 Following the October committee we have started sweeping trials as listed at **3.2** which will be used in roads over the next twelve months that evidence hard to access issues, these issues being:-

- Shopper parking
- Commercial parking
- Commuter parking
- Residential street parking

3.2 The five options include:-

- **Option 1** Traffic management lane closures (high speed roads)
- **Option 2** Parking suspensions arranged by SCC
- **Option 3** A-boards depicting street cleansing dates
- **Option 4** Leaflet drops by SBC to residential streets
- **Option 5** Working with Residents Associations

3.3 **Appendix 2** provides outcomes of a range of existing and ongoing trials included in the options at **3.2**.

#### **4. Financial management comments**

4.1 These trials do not impact on sweeping schedules as they can be picked up during “spare” weeks or during school breaks to reduce impact on road traffic users.

4.2 As the trials do not impact on schedules there is no suggestion at this point that extra staff or machinery are required.

4.3 The extra organisational work in creating and managing any of the options in **3.2** is currently being absorbed within existing workloads. If however these trials are to be increased it will have an impact on both operational and supervisory employees.

#### **5. Risk management comments**

5.1 Having looked at other Surrey boroughs it is very clear that their sweeping schedules create far less frequencies than Spelthorne and some have no frequency just advertising sweeping as “regular”. The risk is that whilst increasing frequencies and managing hard to access road channels we are raising residents’ expectations.

5.2 These higher expectations could have an added impact if when trying to manage the Council challenging financial situation in future years, we find ourselves in a situation where front line service delivery has to be reduced.

#### **6. Procurement comments**

6.1 There are no procurement implications as a result of this to note report.

#### **7. Legal comments**

7.1 There are no legal considerations to consider as part of this to note report.

#### **8. Other considerations**

8.1 As this report details trial being undertaken which do not represent service changes there are no other considerations.

8.2 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.

## **9. Equality and Diversity**

9.1 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.

9.2 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.

9.3 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.

9.4 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.

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

10.1 The trials have avoided adding additional diesel vehicles to our streets which would have a negative impact on climate change. Most street litter is collected by mobile street cleansing operatives and is disposed of appropriately.

## **11. Timetable for implementation**

11.1 Set out a timetable, if required, showing when the proposal in the report will be implemented.

## **12. Contact**

12.1 Jackie Taylor Group Head Neighbourhood Services  
01784 446418

**Background papers: There are none.**

### **Appendices:**

**Appendix 1 Road channel sweeping schedules**

**Appendix 2 Results from road channel sweeping trials**

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			✓			
HEMELING AVENUE	SUNB	1 to 20		✓				
KINGSMOOR 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		✓				✓
MORETAIN 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			✓			
BERRYS CROFT 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			✓			

FERNDALE 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			✓			
CESHOLME 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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**Appendix 2**

<b>Dates</b>	<b>Option (3.2)</b>	<b>Location</b>	<b>Outcome</b>
December 23	3	Shepperton lock CP	Signs were erected 2 days prior to cleansing taking place. On the due date the CP was still full of cars throughout the day, no sweeping was undertaken as access was not available
January 24	3	Diamedes Avenue Stanwell	Signs were erected 2 days prior to cleansing taking place. On the due date the road was still full of cars throughout the day, limited sweeping was undertaken as access was not fully available
February 24	2	Clarendon Road Ashford	Suspension signs were erected by NSL 7 days prior to cleansing taking place. On the due date the road was still full of cars throughout the day, limited sweeping was undertaken as access was not fully available. NSL enforcement were asked to attend to issue PCNs in contravention of the parking suspension. They arrived between 2pm & 3pm and issued 4 PCNs
February 24	2	Kennilworth Road, Avondale Road, Queenswalk	Suspension signs were erected by NSL 9 days prior to cleansing taking place. On the due date the roads were still full of cars throughout the day, limited sweeping was undertaken as access was not fully available. NSL enforcement were asked to attend to issue PCNs in contravention of the parking suspension. They arrived after noon and issued 2 PCNs in Kennilworth Road. Between the time the suspensions were placed on the lamp columns persons unknown had removed the parking suspension details from the signs in Avondale Road and PCNs

**Results from road channel sweeping trials 22/2/24**

			could not be issued.
February 24	5	Various Roads in a residential community	The residents association made contact with the Council requesting channel sweep following their own leaflet drops to residents. Outcome TBC
April 24	2	Various roads linked to schools, train station & heavy leaf fall in Shepperton (during half term)	Outcome TBC
May 24	2	Hithermoor Road & Old Horton Road Stanwell Moor	Outcome TBC
June 24	1	Staines Road West & Staines by pass	Lane closures have been arranged by SBC with SCC to undertake litter clearance and channel sweeping on these roads. This is subject to SCC allowing us to proceed in June and is subject to potential cancellation of the streetworks order by SCC
TBC	4	TBC	TBC

## Community Toilet Scheme in Sunbury Common

(Forward Plan 2024-2025)

Dear Officers,

I previously contacted the Head of Neighbourhood Service – Jackie Taylor regarding the Community Toilet Scheme but was told by both Chief Accountants – Paul Taylor and Jackie Taylor lack of funds for the new scheme this year, but possible for the forward plan with new funds founded.

I want to introduce the Community Toilet Scheme because there is a long-time concern about the lack of the Community Toilet Scheme in Sunbury Common Wards during my Campaign for the local election on May 4, 2023. I think the issues that matter to many residents in my communities. So, could you investigate the possibility of introducing the Community Toilet Scheme in Borough as operates successfully in Richmond, please?

According to my research, small businesses in Richmond were invited to participate. In return, the successful participants received £1,000.00 annually if they were open 7 days a week and £800.00 if fewer days were available. Apart from this, the only cost would be the stickers for the shop windows.

In the same operating manner, in Sunbury Common wards, we could invite small businesses to participate in the scheme, and the council would choose perhaps around **the Five-Ten best locations** from these applications. i.e., busy places, but lack any public toilet facilities. Sunbury Cross in my ward would be one of the most prominent locations to have such an essential community facility in place.

It will be beneficial not only to locate residents' public community Toilet demand but also indirectly help the current struggling small local businesses to survive and possibly high street prosper through participating in the Community Toilet Scheme!

I hope you can find the small fund for the forward plan of 2024-2025 as it would cost little to introduce and operate such a scheme as you could copy it from Richmond. To simplify the process, and your resources, and save you time, I have enclosed the right person's contact information from Richmond, who was in charge of the scheme in Richmond, and she is happy to provide you with all the information you require to achieve the scheme successful ASAP.

Her contact details:

Name: Julia Sherrin

Email: [Julia.sherrin@richmondandwandsworth.gov.uk](mailto:Julia.sherrin@richmondandwandsworth.gov.uk)

Tel: 020 88716384

Kind regards

Proposed by Cllr. Mary Bing Dong

16/07/2023

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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 01 March 2024 to 30 June 2024

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 21 03 2024	Local Planning Enforcement Policy Updates	Non-Key Decision	Public	Esme Spinks, Planning Development Manager
Neighbourhood Services and Enforcement Committee 21 03 2024	Creation of new dog fouling posters for parks and open spaces	Non-Key Decision	Public	Jennifer Medcraft, Head of Communications and Customer Experience
Neighbourhood Services and Enforcement Committee 21 03 2024	Road Channel Sweeping	Non-Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services
Neighbourhood Services and Enforcement Committee 21 03 2024	Environmental Health Out of Hours Noise Service Provision	Non-Key Decision	Public	Tracey Willmott-French, Senior Environmental Health Manager
Neighbourhood Services and Enforcement Committee 21 03 2024	Misuse of Public Land Public Space Protection Order (PSPO)	Non-Key Decision	Public	Tristan Gardner, Law Enforcement
Neighbourhood Services and Enforcement Committee 21 03 2024	Food Hygiene & Health and Safety at Work Service Plans for 2024 - 2026	Key Decision It is significant in terms of its effect on communities living or working in an area comprising two or more wards	Public	Fidelma Bahoshy, Principal Environmental Health Officer (Commercial)



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 21 03 2024	SDS Accounts	Non-Key Decision	Public	Paul Taylor, Chief Accountant
Neighbourhood Services and Enforcement Committee 21 03 2024	Group Training Licenses in Parks	Non-Key Decision	Public	Kamal Mehmood, Strategic Lead for Leisure and community Development
Neighbourhood Services and Enforcement Committee 21 03 2024	Blue Badge Parking - For Discussion	Non-Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services
Neighbourhood Services and Enforcement Committee 21 03 2024	Community Toilet Scheme - For Discussion	Non-Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services

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