



Please reply to:

Contact: Karen Wyeth
Service: Committee Services
Direct Line: 01784 446341
E-mail: k.wyeth@spelthorne.gov.uk
Date: 21 September 2026

Notice of meeting

Community Wellbeing and Housing Committee

Date: Tuesday, 29 September 2026

Time: 7.00 pm

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

To the members of the Community Wellbeing and Housing Committee

Councillors:

S.M. Doran (Chair)	J.R. Boughtflower	K.M. Grant
M.M. Attewell (Vice-Chair)	M. Buck	S. Gyawali
M. Arnold	R. Chandler	J.R. Sexton
C. Bateson	R.V. Geach	

Substitute Members: Councillors J.T.F. Doran, H.S. Boparai, J.A. Turner, T. Burrell and K.E. Rutherford

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

Spelthorne Borough Council, Council Offices, Knowle Green

Staines-upon-Thames TW18 1XB

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

Agenda

Page nos.

1. Apologies and Substitutes

To receive apologies of absence and notification of substitutions.

2. Minutes

5 - 96

To confirm the minutes of the meeting held on 02 June 2026 as a correct record.

3. Disclosures of Interest

To receive any disclosures of interest from Councillors in accordance with the Council's Code of Conduct for members.

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. Review of Community Safety Partnership Plan & Priorities 2026

97 - 158

The report seeks to:

1. inform the Committee of current crime levels, highlights areas of improvement or concern and the ongoing initiatives to reduce crime and enhance public safety across the Borough; and
2. Provide members with an update on crime statistics in Spelthorne for the 2025/26 reporting year, summarises key trends and progress to date and sets out actions taken by Surrey Police and other community safety stakeholders.

6. Leisure Operating Contract Review April 2025-March 2026

159 - 226

The Committee is asked to receive the Places for People Leisure Annual Report for the period April 2025 to March 2026 and acknowledge the performance against the Leisure Operating Contract.

7. Procurement Framework for Nightly-Paid Accommodation

227 - 328

The Committee is asked to:

1. Consider the contents of this report and make a recommendation to Council to:

- a) Agree in principle to access the Cost and Procurement Advisory Service (CPRAS) Temporary Accommodation Open Framework if established,
- b) Agree a maximum budgeted value of the contracts of £2.4m; and
- c) Delegate authority to the Group Head of Community Wellbeing to enter into Call Off Contracts with providers on the Framework.

8. Community Grants Mapping Across Surrey Authorities: Section 24 Position and Decisions Required from Sovereign Authorities 329 - 340

The Committee is asked to:

- 1. Approve the continuation of the Council's existing Community Grants Programme (as approved for 2026/27) into 2027/28 for the currently funded strategic community organisations identified within Appendix 1; and
- 2. Agree that grant awards are made on the basis of existing funding principles and approved budget provision, subject to normal grant agreements and monitoring arrangements.

9. Disabled Facility Grant Policy Update 341 - 396

The Committee is asked to:

- 1. Note the outcome of investigations undertaken following the June 2026 Committee meeting regarding potential redistribution of Disabled Facilities Grant underspends from other Local Authorities,
- 2. Note that advice received from MHCLG and Foundations confirms that no mechanism exists to transfer underspent DFG funding between Local Authorities and must be returned through the relevant Government funding arrangements,
- 3. Approve the amendment of the Council's Disabled Facilities Grant Policy to remove discretionary means test exemptions for level access showers,
- 4. Approve the introduction of means testing for this adaptation type in line with statutory DFG requirements under the Housing Grants, Construction and Regeneration Act 1996,
- 5. Approve the reduction of the aids and adaptations disregard from £2000 to £1000,
- 6. Delegate authority to the Group Head of Community Wellbeing, in consultation with the Chair and Vice-Chair of the Community Wellbeing and Housing Committee to implement minor

operational changes required to enact the revised policy; and

7. Note the intention to align Spelthorne Borough Council's DFG Policy with other Surrey Authorities in advance of the Local Government Reorganisation (LGR).

10. Housing Needs - Governance Assurance 397 - 408

The Committee is asked to:

- a. Note the current overall assurance level for the Governance Assurance Area relating to 'Ensuring we address affordable housing supply and demand to meet local need' which forms part of the Council's Governance Assurance Register; and
- b. Consider the key focus areas, concerns and issues relating to this Governance Assurance Area, as outlined in Appendix A.

11. Community Wellbeing and Housing Committee KPI Update 409 - 416

The Committee is asked to consider and acknowledge the Q1 2026/27 Key Performance Indicators for:

- Housing Options
- Housing Benefits
- Independent Living
- Leisure and Community Development

12. Forward Plan 417 - 420

To consider the Forward Plan for committee business.

Document is Restricted

This page is intentionally left blank

**Minutes of the Community Wellbeing and Housing Committee
2 June 2026**

Present:

Councillor S.M. Doran (Chair)

Councillors:

M. Arnold	R.V. Geach	J.R. Sexton
C. Bateson	K.M. Grant	
M. Buck	S. Gyawali	

Substitutions: Councillors K. Howkins

Apologies: Councillors M.M. Attewell, J.R. Boughtflower and
R. Chandler

24/26 Minutes

The minutes of the meeting held on 24 March 2026 were agreed as a correct record of proceedings.

25/26 Disclosures of Interest

Cllr Sexton advised that she was also a Surrey County Councillor.

Councillors Bateson and Sexton both advised that they were councillors on the West Surrey Unitary Shadow Authority.

26/26 Questions from members of the Public

There were none.

27/26 Forward Plan

The Forward Plan for this committee was agreed.

28/26 Environmental Health General Enforcement Policy: Housing

Enforcement and Civil Penalties in Support of the Renters' Rights Act 2025

The Committee considered a report from the Joint Senior Environmental Health Manager (JSEHM) that sought to ensure that the Council had a legally robust and up-to-date enforcement and penalty policies that aligned with the Renters' Rights Act 2025.

The JSEHM advised that committee that all the districts and boroughs that make up the new West Surrey Unitary Authority had agreed that, with members' agreement, will adopt these policies.

The Committee were reassured that these policies would provide a greater degree of protection for tenants.

Committee **resolved** to:

1. Approve the Environmental Health General Enforcement Policy 2026;
2. Approve the Housing Enforcement Policy 2026;
3. Approve the Civil Financial Penalty Policy 2026; and
4. Delegate authority to the Group Head of Place, Protection and Prosperity, in consultation with the Monitoring Officer, to make minor non-material amendments to the policies where required by changes in legislation or statutory guidance.

Cllr Geach entered the Council Chamber at 19.33.

29/26 Monitoring and maintenance of Spelthorne CCTV assets

The Committee were advised that the contract that the Council had with Runnymede Borough Council for CCTV monitoring and maintenance of the equipment had ended in March 2026 and therefore approval was sought to enter into a new contract for a period of 2 years with an option to extend for a further 1 year.

The Committee expressed concern that there were no KPIs or Service Level Agreements included with the report and that they would be unable to make an informed decision without these. The Group Head Neighbourhood Services advised that she would be able to provide these within 2 weeks. The Committee considered whether the item should be deferred until the next meeting of the Committee or whether delegated authority be given to the Chair and Vice Chair of the Committee to agree the KPIs outside of the meeting.

It was proposed by Councillor Sexton, seconded by Councillor Gyawali and **resolved** by the Committee to amend the report recommendation to include delegated authority given to the Chair and Vice Chair of the Committee to agree proposed Key Performance Indicators (KPIs).

Committee **resolved** to:

1. Approve the Council entering into an inter-authority agreement with Runnymede Borough Council for the delivery of CCTV monitoring and maintenance services, for a term of two (2) years with an option to extend for a further one (1) year, subject to mutual agreement between both parties and subject to delegating authority to the Chair and Vice-Chair of Community Wellbeing to approve the Key Performance Indicators and the Service Level Agreement by 30 June 2026,
2. Approve a maximum contract value referenced in 3.1 and as detailed with exempt Appendix A, in accordance with the appropriate level of delegation as set out in the Spelthorne Borough Council Constitution; and
3. Delegate authority to the Group Head Corporate Governance to finalise and enter into the agreement and any ancillary documentation, including any minor amendments

30/26 Review of Disabled Facilities Grant (DFG) Policy - Re-Introduction of Means Testing for Level Access Showers

The Committee considered a report that sought agreement from the Committee to:

1. Approve the amendment of the Council's Disabled Facilities Grant (DFG) Policy to remove discretionary means test exemptions for level access showers,
2. Approve the introduction of means testing for this adaptation type in line with statutory DFG requirements under the Housing Grants, Construction and Regeneration Act 1996,
3. Approve the reduction of the aids and adaptations disregard from £2,000 to £1,000,
4. Delegate authority to the Group Head of Community Wellbeing, in consultation with the Chair, to implement minor operational changes required to enact the revised policy; and
5. Note the intention to align Spelthorne's DFG policy with other Surrey Authorities in advance of Local Government Reorganisation.

The Committee were advised that the grant available to provide level access showers would, if the current demand continued, be depleted before the end of the year and any future applications might not be able to be considered. Committee members acknowledged that there was a need to save money but had concerns that these new proposals would disadvantage vulnerable

residents within the borough. The Committee were advised that the proposed means testing criteria would only look at income the household received but would not consider any assets held. This would align Spelthorne with the other districts and boroughs within the West Surrey Unitary Authority.

The Committee asked whether additional funding could be found to top up the grant so that future applications did not need to be means tested and that all applications meeting the current criteria would be approved for the remainder of the financial year.

It was proposed by Councillor Bateson, seconded by Councillor Arnold to defer making any decision on this item until the next meeting of the committee and requested that officers investigate whether additional funding could be found.

Committee **resolved** to defer this item to the next meeting in September 2026.

The meeting was adjourned at 21.05

The meeting reconvened at 21.15

31/26 Nightly-paid temporary accommodation Delivery Plan targets

Committee **resolved** to:

1. Agree the targets set out in the Nightly Paid Accommodation Delivery Plans as follows:

Target 1 – reduce the total number of households in nightly paid accommodation to fewer than 35 by April 2027- the target for budgetary purposes is 50 to allow for contingency in the 2026/27 budget'

Target 2 - reduce the average nightly cost of accommodation by 5%

Target 3 – the average length of time households spend in nightly paid accommodation to reduce from 215 days in 2025/26 to 120 days by March 2027; and

2. Recommend to Corporate Policy and Resources Committee that the anticipated savings of £600k arising from the Nightly Paid Accommodation Delivery Plan be incorporated into the overall Budget Savings Plan for 2026/27

32/26 Proposed Council Transitional Plan 2026/27

The Committee were advised that a proposed new Council Transitional Plan for 2026/27 was endorsed by the Corporate Policy and Resources Committee on 26 May 2026 and it was resolved that all service committees would be

asked to look at the items on the plan that came under the remit of their individual committee. Any feedback received would then be collated into one report and presented to the Corporate Policy and Resources Committee to make a recommendation to Council before it was fully adopted.

The Committee were advised that all the items on the proposed new plan had been incorporated within the current budget for 2026/27. Any additional items that the Committee might want to add would need to be accommodated within the current budget or additional funding sourced from outside of the Council. Any feedback would need to be received by 26 June 2026 to be incorporated within the report for Corporate Policy and Resources Committee.

33/26 Presentation on MHCLG Review

The Committee received a presentation from the Group Head Community Wellbeing and Housing.

The Committee were advised that the Ministry of Housing, Communities and Local Government (MHCLG) were invited into the Council to look out how the homelessness service was performing. They produced a balanced report that highlighted areas that they felt the Council could improve, such as too much reliance on nightly accommodation, more collaborative working with the private rental sector and better reporting of what measures the Council has in place to reduce homelessness in the borough. Overall, the report was very positive and made reference to the excellent and accessible service provided, the positive team culture, excellent support from the Senior Leadership Team and councillors, and the training provided to officers to enable them to progress their skills and provide a better service for the homeless within the Borough.

Committee agreed to note the presentation

It was proposed by Councillor Bateson, seconded by Councillor Sexton and **resolved** by the Committee to suspend Standing Order 38.3 to continue beyond 10pm to consider the remaining item on the agenda.

34/26 Exclusion of Press/Public for Exempt Business

It was proposed by Councillor Bateson, seconded by Councillor Sexton and **resolved** by the Committee to exclude the public and press for the discussion of the remaining items, 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.

35/26 Eclipse Leisure Centre - Ventilation

Committee **resolved** to approve the recommendations as outlined in the exempt report

Community wellbeing and Housing Committee 2 June 2026

MHCLG review of Spelthorne Homelessness Service
Karen Sinclair/Emily Corfield

Context

- One of the Council's key priorities, within the Corporate Plan, is 'Addressing Housing Need'
- The Council have agreed an Improvement and Recovery Action Plan and Housing is within the theme of Commercial and Regeneration
- The Council recognised the increasing reliance on nightly paid and temporary accommodation and the effects on the health and wellbeing of homeless households, along with associated rising costs and pressure on revenue budgets
- We requested MHCLG Homelessness specialists undertake an independent review of our homeless services to ascertain areas of good practice and areas for improvement

MHCLG review

- Desktop review of Spelthorne data based on statutory returns and comparisons with other local authorities
- On site two day visit December 2025, shadowing and discussions with Housing Option team members and review of cases
- Extensive consultation meetings including with Chair and Vice Chair of CWCH committee, Leader and Deputy Leader, members of Management team
- Consultation with key partners such as Rentstart, Probation, Adult Social Care, A2Dominion
- Feedback provided February 2026



SUMMARY (INCLUDING RAG RATINGS)

Housing Advice & Homelessness Services (Housing Needs)

Strategic	Management	Front Door / Prevention	Relief	Move-On
Excellent member & senior leadership support with key understanding of risks & challenges	Close working relationship with all aspects of service delivery with open lines of communication	Accessible and effective front door offering face to face (however online access should be reviewed)	Good & effective single homeless service with good PRS offer	Spelthorne Rent Assure is a high financial risk product and we recommended review and look at other models
New homelessness strategy in place with smart objectives and clear action plan in place	Positive team cultures and commitment to deliver high performing services is excellent & clearly visible	Good & effective partnership arrangements and good use of non-stat duty to refer	Keep under review timescales from initial approach to assessment of circumstances of need (first HCIC trigger)	Limited use of out of borough PRS placements
Strong oversight through Strategic Housing Group	Good levels of professionalisation in the service with officers being supported through accredited qualifications	Potential under reporting of prevention activity with casework taking place outside of a statutory framework	Over-reliance on nightly paid TA with no contracts in place to be assured of quality	Could make better use of HA move-on in the medium term to reduce TA

Green

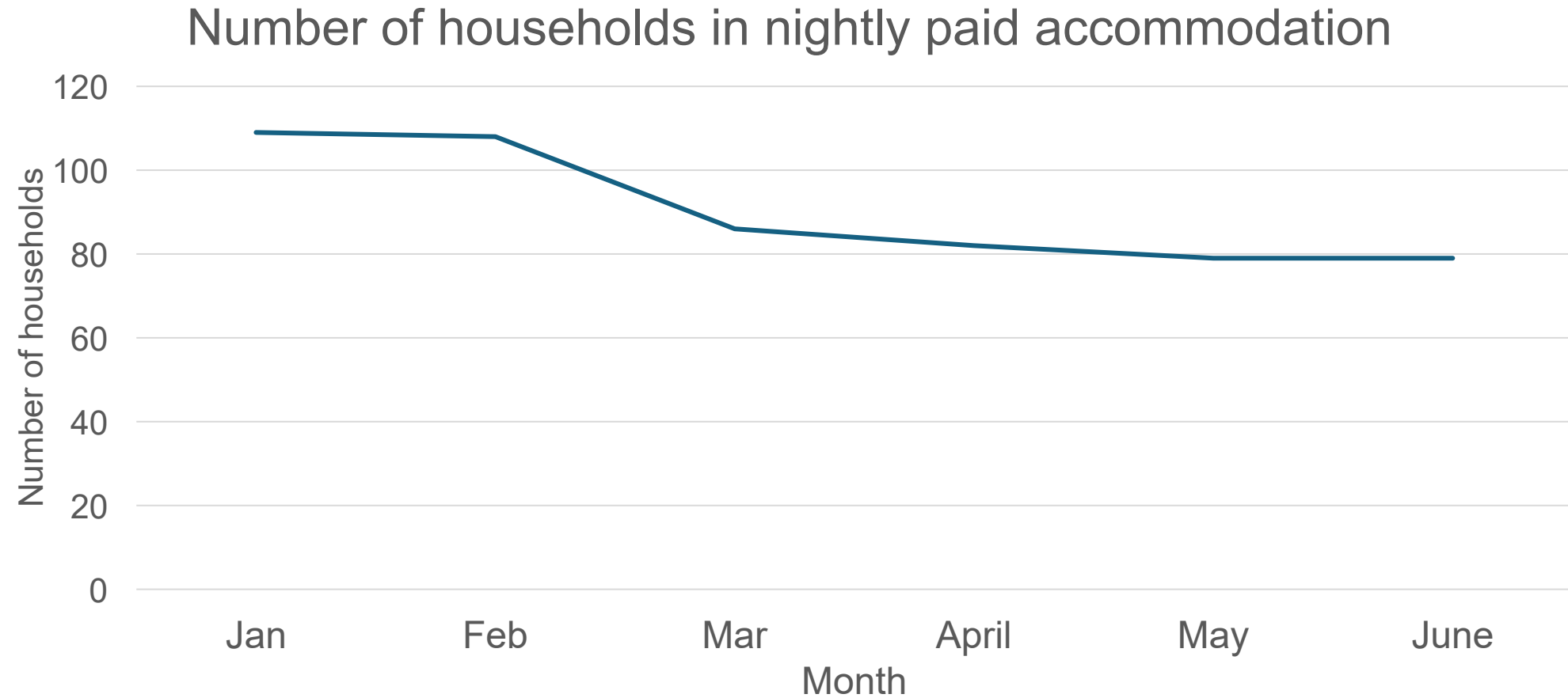
Amber

Red

What we're doing to reduce use of nightly-paid accommodation

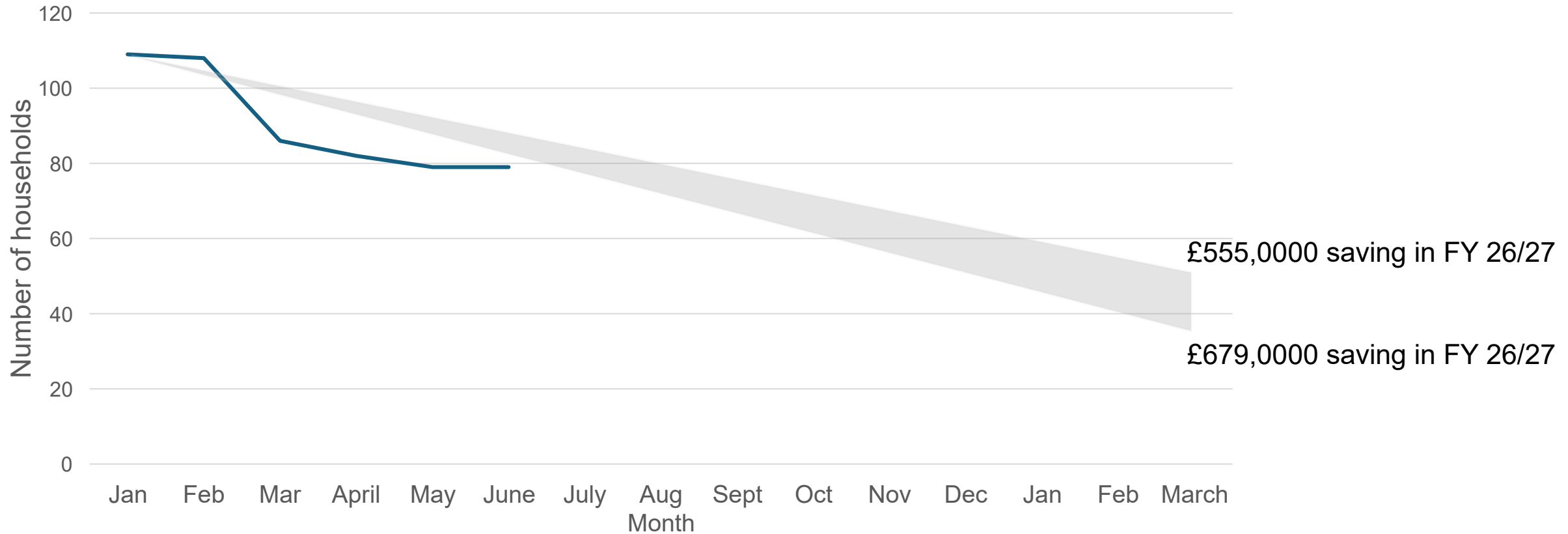
- Direct lets
- TA move on
- Recruiting additional staff- invest to save
- Tighter sign-off process for nightly-paid placements
- Reviewing Private Rented Sector scheme
- Working closely with A2Dominion
- Nominations agreements
- Creating a procurement framework
- Starting a Housing Delivery Group
- Purchasing street properties for TA or social housing

Impact so far



Targets and trajectory

Number of households in nightly paid accommodation



Next Steps

- Improved decision making through performance management
- Review consultant findings on casework and engagement with the private rented sector
- Investigating high number of sensitive lets and age-restricted properties, and potential to change this
- Rate negotiations



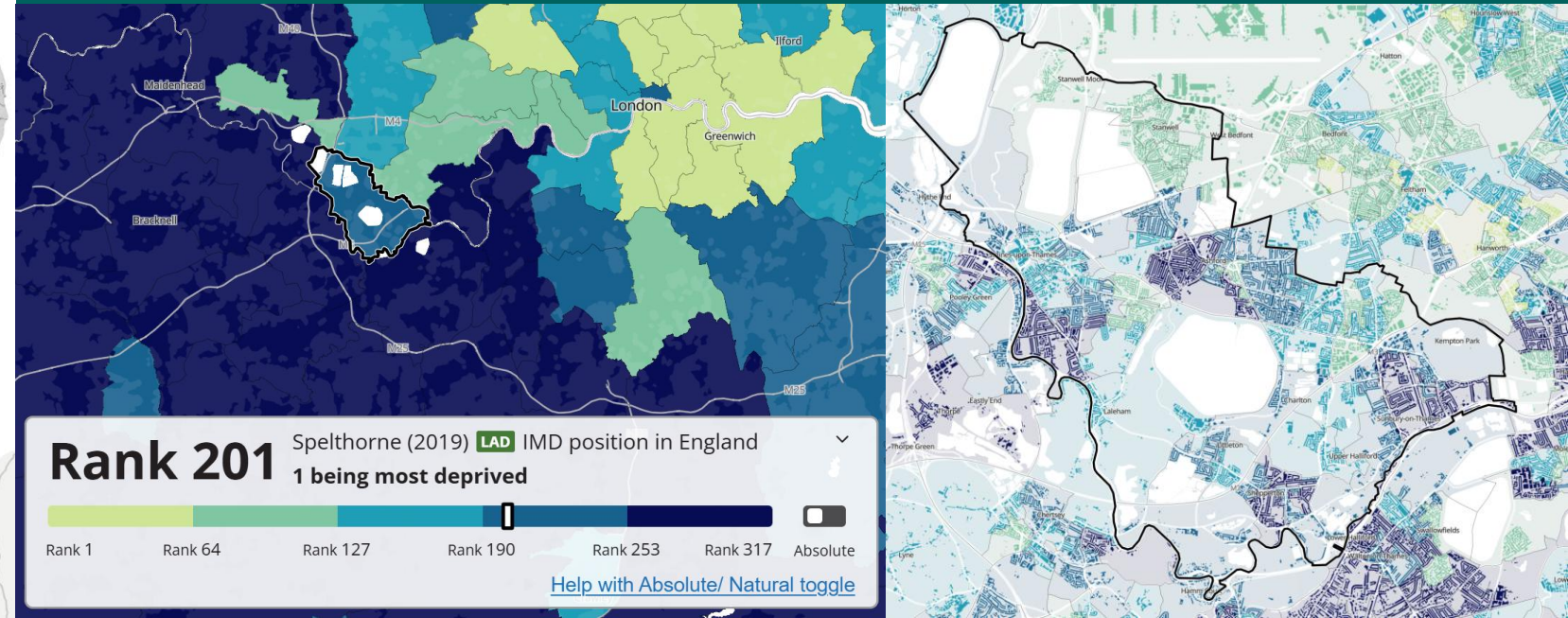
Spelthorne Borough Council

In depth diagnostic visit

Feedback pack

17 February 2026

Homelessness Advice & Support Team (HAST)





SUMMARY (INCLUDING RAG RATINGS)

Housing Advice & Homelessness Services (Housing Needs)

Page 26

Strategic	Management	Front Door / Prevention	Relief	Move-On
Excellent member & senior leadership support with key understanding of risks & challenges	Close working relationship with all aspects of service delivery with open lines of communication	Accessible and effective front door offering face to face (however online access should be reviewed)	Good & effective single homeless service with good PRS offer	Spelthorne Rent Assure is a high financial risk product and we recommended review and look at other models
New homelessness strategy in place with smart objectives and clear action plan in place	Positive team cultures and commitment to deliver high performing services is excellent & clearly visible	Good & effective partnership arrangements and good use of non-stat duty to refer	Keep under review timescales from initial approach to assessment of circumstances of need (first HCIC trigger)	Limited use of out of borough PRS placements
Strong oversight through Strategic Housing Group	Good levels of professionalisation in the service with officers being supported through accredited qualifications	Potential under reporting of prevention activity with casework taking place outside of a statutory framework	Over-reliance on nightly paid TA with no contracts in place to be assured of quality	Could make better use of HA move-on in the medium term to reduce TA

Green

Amber

Red



Homelessness Demand

Summary of data review (also includes draft QTR 3 2024/25 data)

Draft TA – 218 as of 31 Dec 2025.
Small increase from previous QTR
but still below high of 223 (31 March
2025).

Slides 17, 31, 31

Continued high numbers of
applicants going into a Prevention
Duty in the first instance (draft 60%
of those applicants owed a duty).
National average 40%.

Slides 12, 22, 23, 43, 44

Initial assessments (regardless of
outcome) running at 1.6 applicants
per working day.

Data reviewed – QTR's 1,2,3
2024/25)

Potential under-reporting

Slides 12, 22, 23, 26, 27, 28

Continued increase in Prevention
duties ending in accommodation
secured 53% (55% nat) (with linked
drop to cases moving to a Relief duty
19%(24% nat))

Slides 13, 49 - 53

Slightly above average Relief duty
closures going into main duty 53%
(47% nat) and linked slightly below
average Relief duty closures going
into settled accommodation 33%
(35% nat) Slides 14, 49 - 53

Drop in main duty closures in draft
stats. Q3 -12, Q2 - 24 however high
use of PRS 58% (9% nat) and
historical low numbers of main duty
case closures

Slides 15,16, 55, 56

Use of night paid TA remains high at
87 placements out of 218 however
this is a good reduction from last
published stats – 135 placements out
of 206

Slides 17, 57

LGOFF – good decrease in long term
rough sleepers & single night figure
now below national & regional
averages

Slides 41, 42

53% of Prevention & Relief duties
ended in accommodation being
secured. 70th highest out 294 LA's. 5
highest in Surrey & 4 highest of 15
nearest neighbours.

Slides 50 ,51

High number of S188 cases in TA.
Draft stats 76 out of 218 (35%).
National average 23%.

Slides 18, 57

37 households have been in TA for
over 2 years.

Slides 18, 58

Close parity on new TA bookings to
those moved out of TA in the same
period. Draft stats show 36 entering
TA & 30 leaving TA Slide 18

Good use of duty to refer confirms
partnership arrangements in place –
17% (16% nat)

Slide 24

Increase in social housing waiting
list from 2048 in 2024 to 2584 in
2025.

Slide 59

Increase in CORE general needs
lettings in 2024/25 (137 up from 107)
however noms to LA show as level to
2023/24 levels* (148 up from 145).

*all lets not just GN

Slide 60,61, 62

Systems and structures - funding & strategic approach

Deep dive purpose

Page 29



Data-driven

Making use of multiple data sources including Homelessness & Rough Sleeper Data, Benefits Data, Multiple Deprivation Data



Exploration

A process to look under the surface



Strengths

What is working well?



Opportunities

What are the challenges and blockages?



Structure

Structured around ten themes impacting homelessness and the four pillars of rough sleeping work



Feedback

Deliver a report with constructive feedback and recommend key actions for development



Working with local authorities on HAST 10 key themes

We use these 10 key themes to structure in-depth visits with LA, whilst allowing for focus on particular areas of interest or concern

1. Homelessness & Rough Sleeper Strategy

Aim: An up-to-date strategy and live delivery plan in place that reflects the local priorities identified through the homelessness review, developed and delivered with key partners, setting ambitious targets to reduce homelessness and end rough sleeping

2. Funding, Leadership and Corporate Support

Aim: Strong corporate leadership to reduce homelessness, and support for delivery of excellent homelessness services, including through effective use of homelessness funding.

3. Use of Homelessness Prevention Grant (HPG)

Aim: HPG is used effectively to deliver on key priorities for funding: to embed the HRA, prevent single homelessness and rough sleeping, reduce family homelessness and use of TA, and to eliminate use of B&B for families. Additional HPG is directed at vulnerable renters, and preventing evictions from the PRS

4. Embedding the Homelessness Reduction Act (HRA) and preventing Homelessness

Aim: Fully embedded legislation, with a strong prevention culture across homelessness services and partnerships. Customer experience informs development of the service

5. Staffing Structure and Service Delivery

Aim: Service structure and staff numbers are right for delivering accessible service, with manageable caseloads, well-trained and supported teams. Face to face vs remote service delivery structured to meet need and provide most positive customer experience

6. HCLIC and Performance Management

Aim: HCLIC data is accurately collected and reported to MHCLG, and is used locally to drive performance

7. Access to accommodation

Aim: Access to all accommodation options are well managed according to customer need and availability of stock: through (HRA compliant) Allocations Scheme, access to Private Rented Sector and supported housing as appropriate; including for single people. Customers are well informed of their options and supported to access and sustain suitable accommodation

8. Management of Temporary Accommodation

Aim: Suitable and appropriate TA options provided with strong focus on resettlement. Use of B&B is minimised, no unlawful use for families (6+ weeks). Households are not placed out of area where avoidable, and any out of area placements are in accordance with a published allocation policy

9. Preventing Single Homelessness and Ending Rough Sleeping

Aim: Strong understanding of rough sleeping in the area and a public commitment to prevent and end it, through multi-agency collaboration and offers of accommodation and support. Ensuring rough sleepers access the relief duty, have needs fully assessed and a PHP in place. Aware of local causes of single homelessness and rough sleeping and working to actively prevent it.

10. Partnership Arrangements To Deliver

Aim: Having strong partnerships and ownership of plans to prevent homelessness, including through effective delivery of the duty to refer



Ways to use legislation collectively

A reminder of key points from Housing Act 1996 Part VII and the Homelessness Reduction Act 2017

Page 21

Free homelessness advice and information should be available for all (including people not eligible)

Prevention is universal irrespective of priority need and intentionality so make sure your services are accessible

We shouldn't refer to 'statutory homelessness' as separate from duties towards people who do not have priority need

Homelessness legislation already provides a platform for delivering homelessness and rough sleeping services

Funding presents an opportunity to work with single people more flexibly and build on the work that the Homelessness Reduction Act 2017 introduced to prevent or relieve homelessness

Local connection is discretionary – this is particularly important when working with rough sleepers

You can work with single households in relief for beyond 56 days

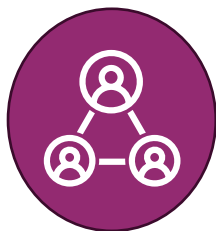
and allocations (Part VI) is local policy



Ministry of Housing,
Communities &
Local Government

Priority Impacts from the Homelessness Prevention Grant and Rough Sleeping Funding

Focusing your service to achieve outcomes



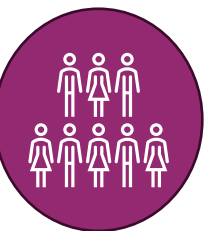
Services are designed to meet local need across family and single homelessness and rough sleeping. This includes provision targeted at people at highest risk of repeat and enduring homelessness, such as people leaving institutions and care, and the most vulnerable families.



Deliver a high-quality service that is accessible to all, delivering provision that includes face to face engagement for all, and is designed to meet needs of those with additional access or support needs in mind.



Homelessness and rough sleeping are prevented, increasing prevention activities that result in fewer placements in temporary accommodation and fewer people sleeping rough for the first time before accessing services.



Homelessness and rough sleeping are brief, delivering a reduction in the number of families in unsuitable temporary accommodation and B&B, long stays in temporary accommodation without plans to move on and the number of people sleeping rough in the long-term.



Returns to homelessness and rough sleeping are minimised through delivering sustainable accommodation and support solutions.



You should consider how you might increase collaborative working practices across your broader networks, including the voluntary sector, health services, criminal justice services, housing sectors, faith groups and wider community networks to secure further support to deliver on the target outcomes of this funding.

This also includes social and private housing providers who are integral to preventing homelessness and rough sleeping.



Spelthorne funding breakdown & current strategies

Grant funding 2024/25 to 2028/29

	2024/25	2024/25 SUB REGION	2025/26	2025/26 SUB REGION	2026/27	2027/28	2028/29
Homelessness Prevention Grant (HPG)	£852,566		£1,249,101		£922,459	£961,644	£993,724
Rough Sleeping Initiative (RSI) 24/25	£173,175						
Rough Sleeping Accommodation Programme (RSAP) 24/25	£35,583		£35,583				
Rough Sleeping Prevention and Recovery Grant (RSPRG) 25/26			£173,175				
Changing Futures		£486,426		£128,609			
Renters Rights New Burdens					£54,899	£25,849	
Domestic Abuse Safe Accommodation Grant					£39,320	£39,491	£40,269
Supported Housing Strategy Grant					£54,355	£28,608	£38,608
Totals	£1,061,324	£486,426	£1,457,859	£128,609	£922,459	£961,644	£993,724
Temporary Accommodation Needs Share of Core Spending Power					£1.9m	£1.8m	£1.8m

Page 23

Spelthorne's strategic approach

Homelessness and Rough Sleeping Strategy 2025-2030

- Partnership working: A multi-agency approach to tackling homelessness
- Identifying opportunities to address housing need
- Proactive homelessness prevention and an effective service response

Tenancy Strategy 2023

1. Promotes flexible tenancies*
2. Make best use of social housing stock
3. To meet local housing needs and prevent homelessness
4. To enable a range of tenure options

*will need reviewing due to RRA changes

Housing Allocations Policy 2022 (updated 2024)

- Local connection – residence (3 years) or previous residence (5 out of last 10) or family connection (with health/welfare) or work
- Income - £30k singles, £60k families (both net)
- Band A – Emergency / Priority
- Band B – Urgent need to move (includes Relief/Main duty applicants)
- Band C1 – Identified need to move
- Band C2 – Cases with a reasonable preference need but no local connection (includes homeless applicants placed in Spelthorne by other LA's)
- Band D – Low housing need and no 'deemed' housing need
- Preferential Advertising for Working Households/or households with community contributions (10%)
- Direct offers available for accepted homeless and automatic auto-bidding
- No yearly review

Other –

- Placement Policy - Emergency and Temporary Accommodation November 2024
- Acquisition of Registered Providers Street Properties Policy 2021



Performance Dashboard

HCLIC Data – April – June 2025 upload quality

H-CLIC Performance Dashboard

This dashboard is intended to provide a high level summary of homelessness figures for each local authority in England. It shows performance across a handful of key measures, allowing for comparison between authorities. The dashboard includes a RAG rating to give an indication of the quality of data provided by the local authority.

1) Please select a local authority

Spelthorne

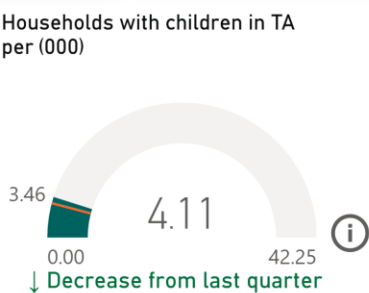
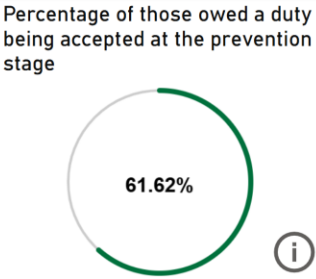
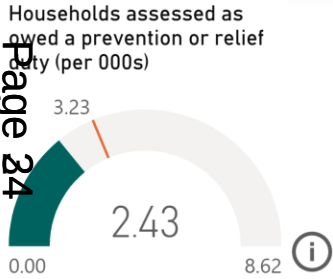
LA Region

South East

Quality of data submission
RAG rating

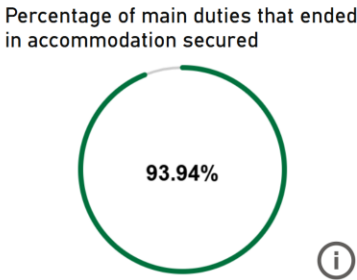
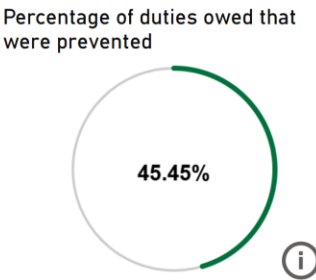
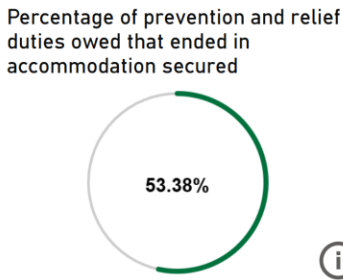
Green

This data relates to: April-June 2025



This LA doesn't have any households with children in B&B over 6 weeks

This LA doesn't have any 16-17 year olds in B&B



Overall Quality of Data Submission

Green

Upload Date

Green

This local authority uploaded data on time

Cases Submitted with Errors

Green

This local authority submitted all or more than 99% of their cases without errors

Duties Ending

Green

This local authority is submitting data which indicates that they are completing cases

Published data

Green

This local authority provided data which is accurate and has been fully published

What the data tells us

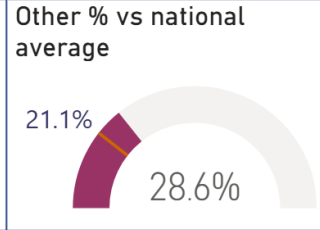
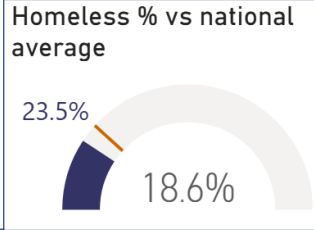
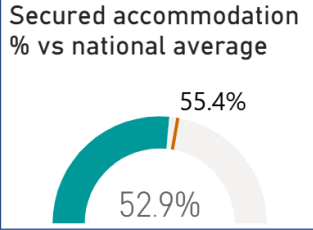
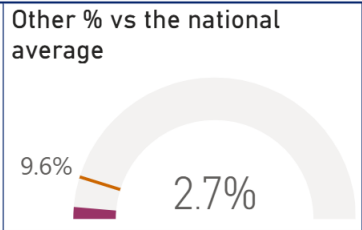
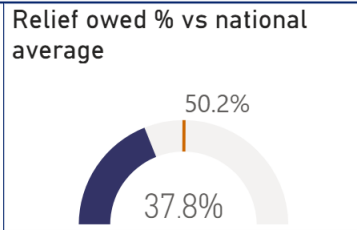
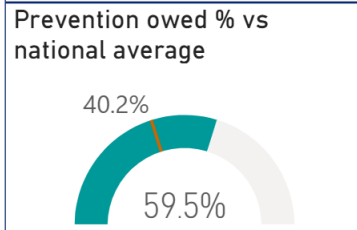
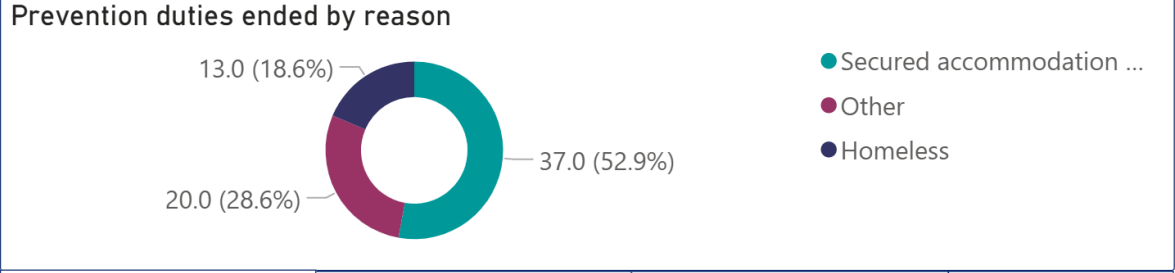
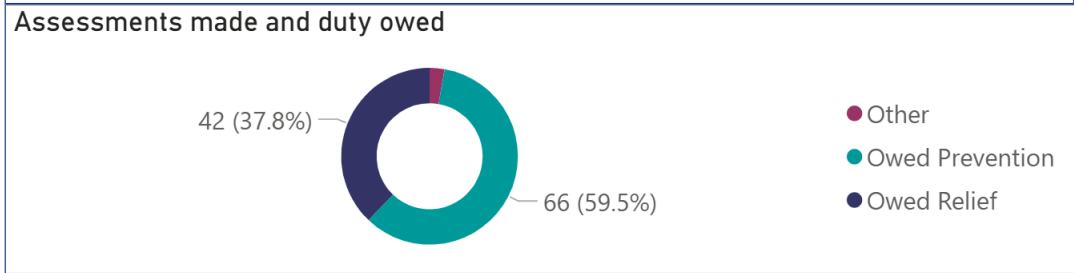
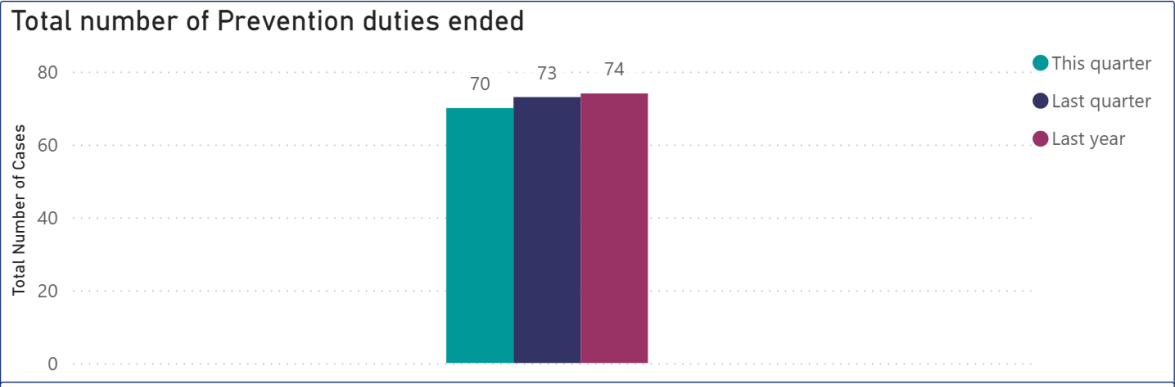
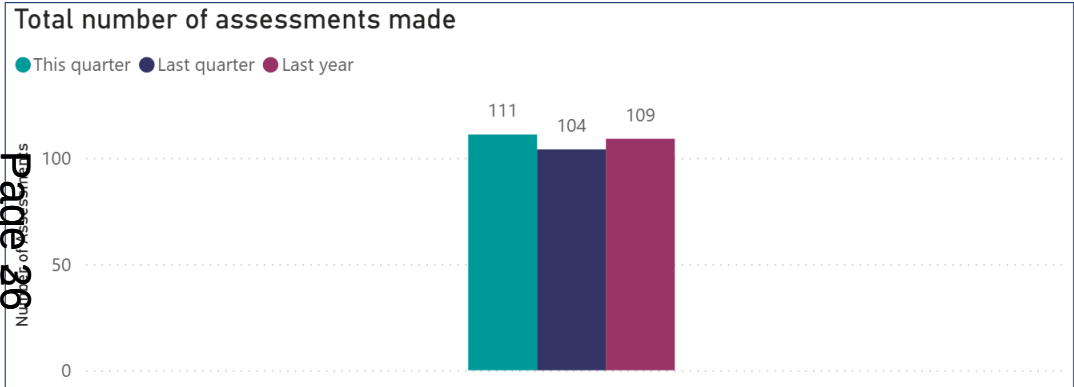


Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – Initial Assessments & Prevention duties ended

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q % change
Spelthorne	111	104	109	7	6.7%

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q % change
Spelthorne	70	73	74	-3	-4.1%



Number of cases with a blank reason
(Blank)



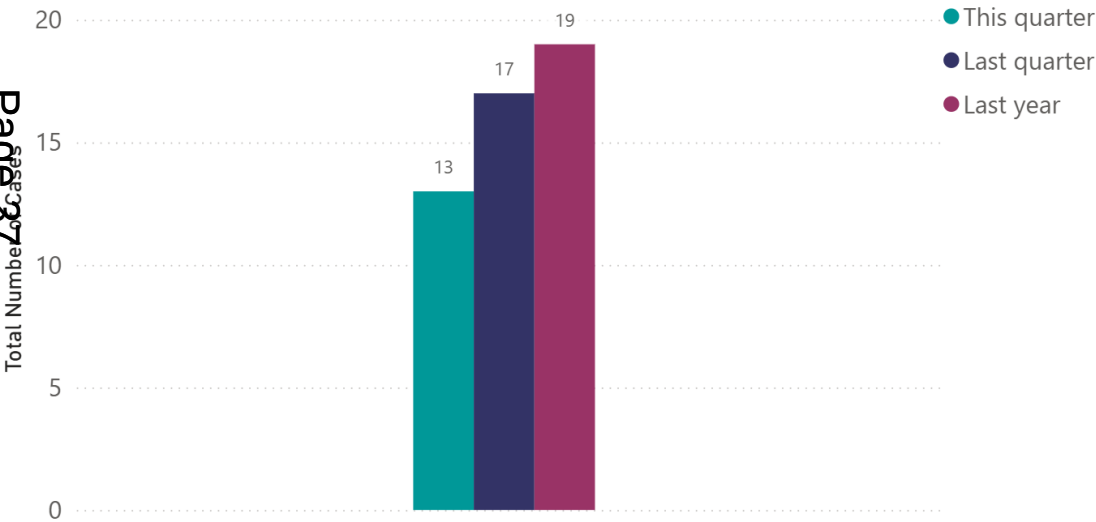
Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – End of Prevention Reasons

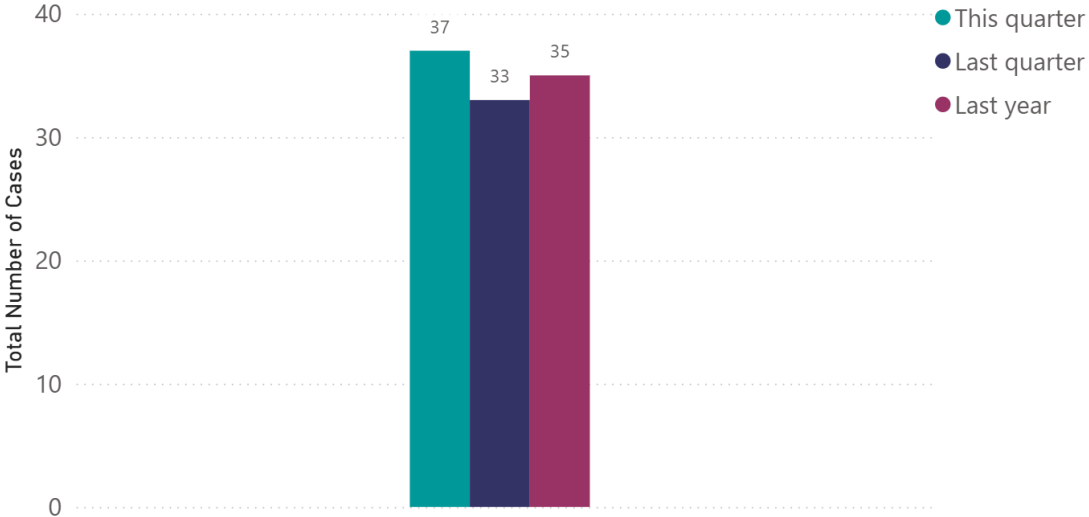
Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q % change
Spelthorne	13	17	19	-4	-23.5%

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q % change
Spelthorne	37	33	35	4	12.1%

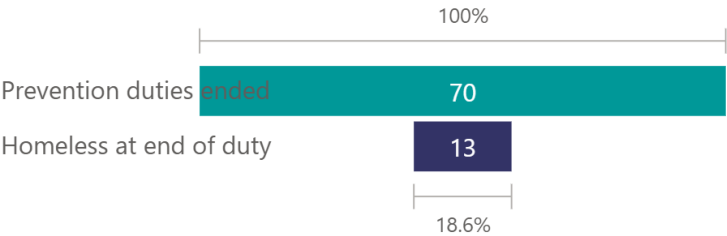
Prevention duties that ended in homelessness



Prevention duties ended with accommodation secured



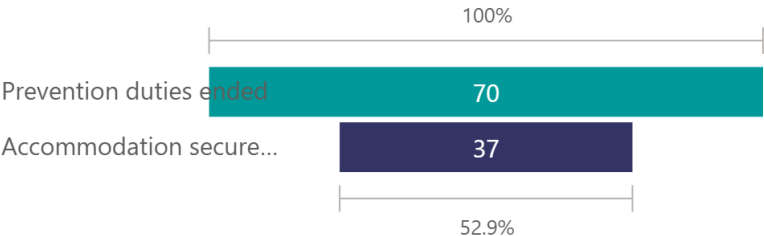
Cases homeless at end of Prevention



Homeless at end of duty:
national average

23.5%

Cases with accomodation secured at Prevention



Secured Accommodation
6+ Months: National
Average

55.4%

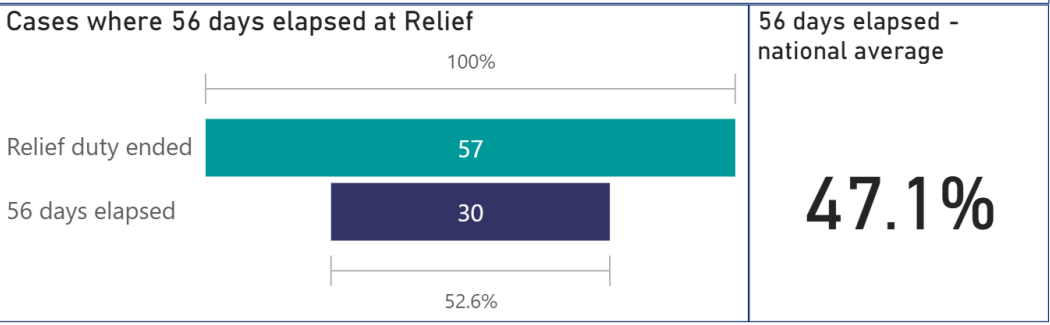
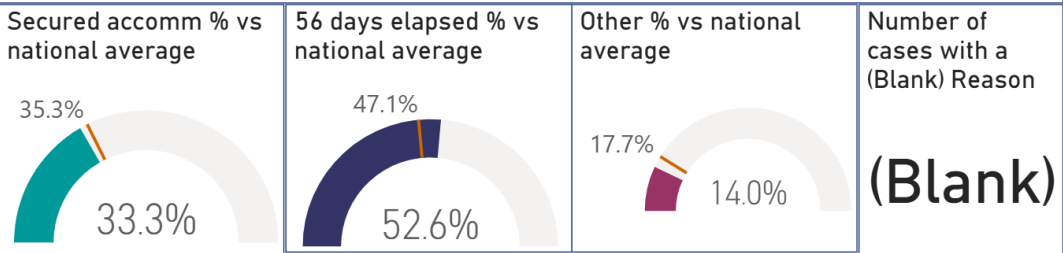
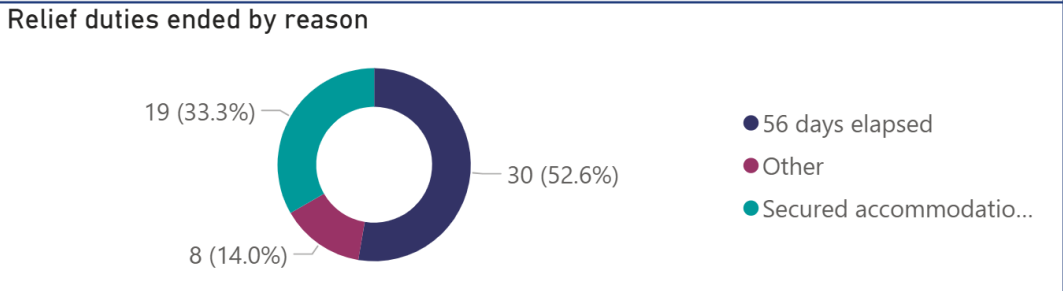
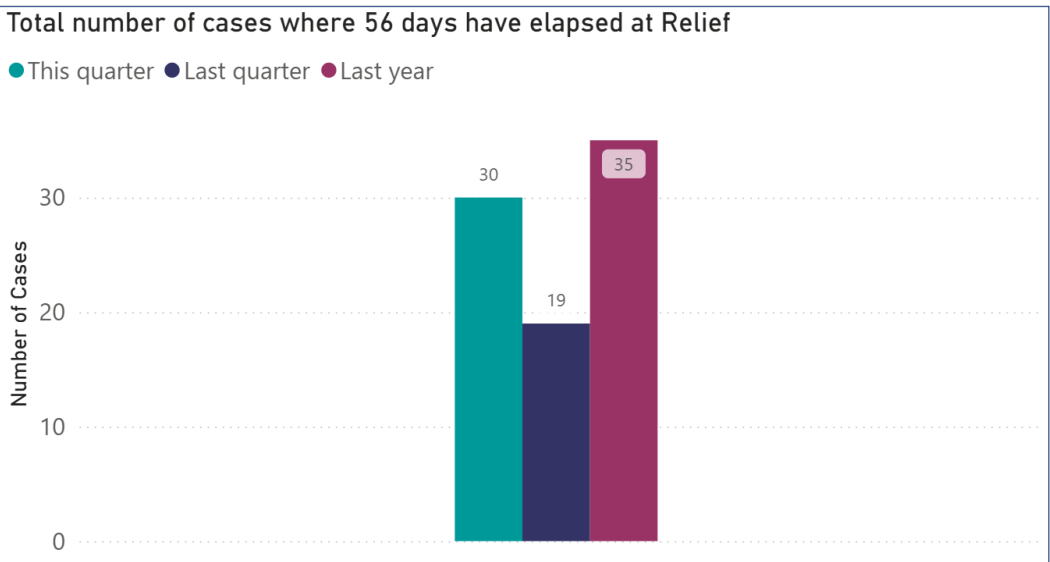
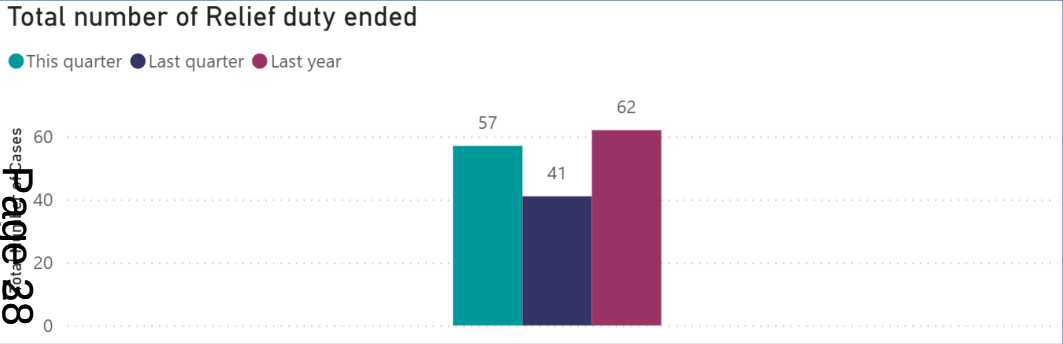


Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – End of Relief Reasons

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	57	41	62	16	39.0%

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	30	19	35	11	57.9%





Homelessness Demand

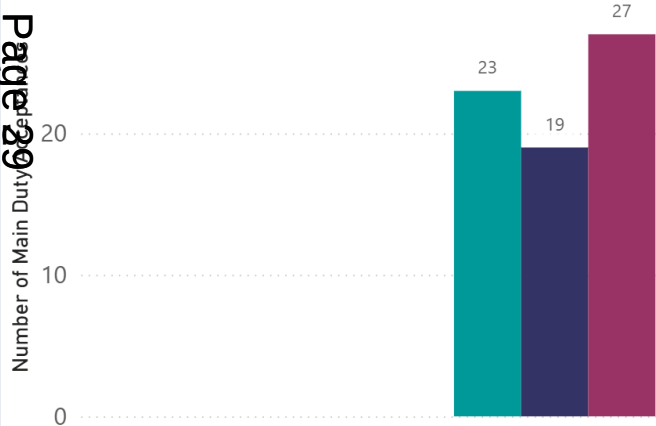
Unpublished HCLIC Oct – Dec 2025 – Main Duty

OrganisationName	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	23	19	27	4	21.1%

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	12	24	13	-12	-50.0%

Total number of main duty acceptance

This quarter Last quarter Last year

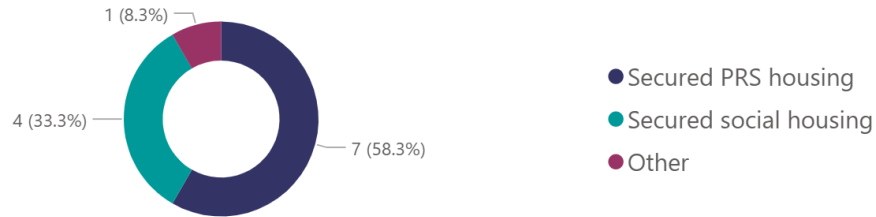


Total number of main duty cases ended

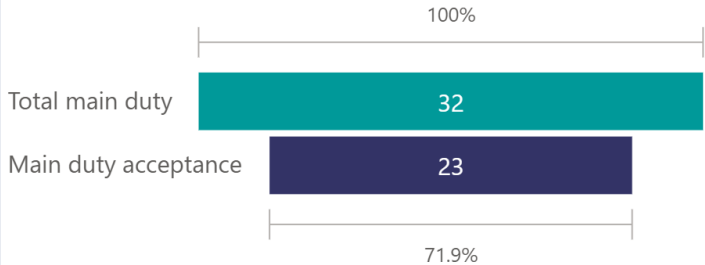
This quarter Last quarter Last year



Main duty cases ended - reasons



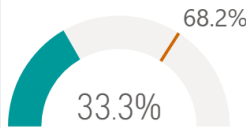
Total main duty and main duty acceptances



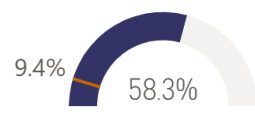
Main duty Acceptance - national average

67.1%

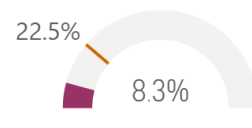
Social housing % vs national average



PRS % vs national average



Other % vs national average



Number of cases with a (Blank) Reason

(Blank)

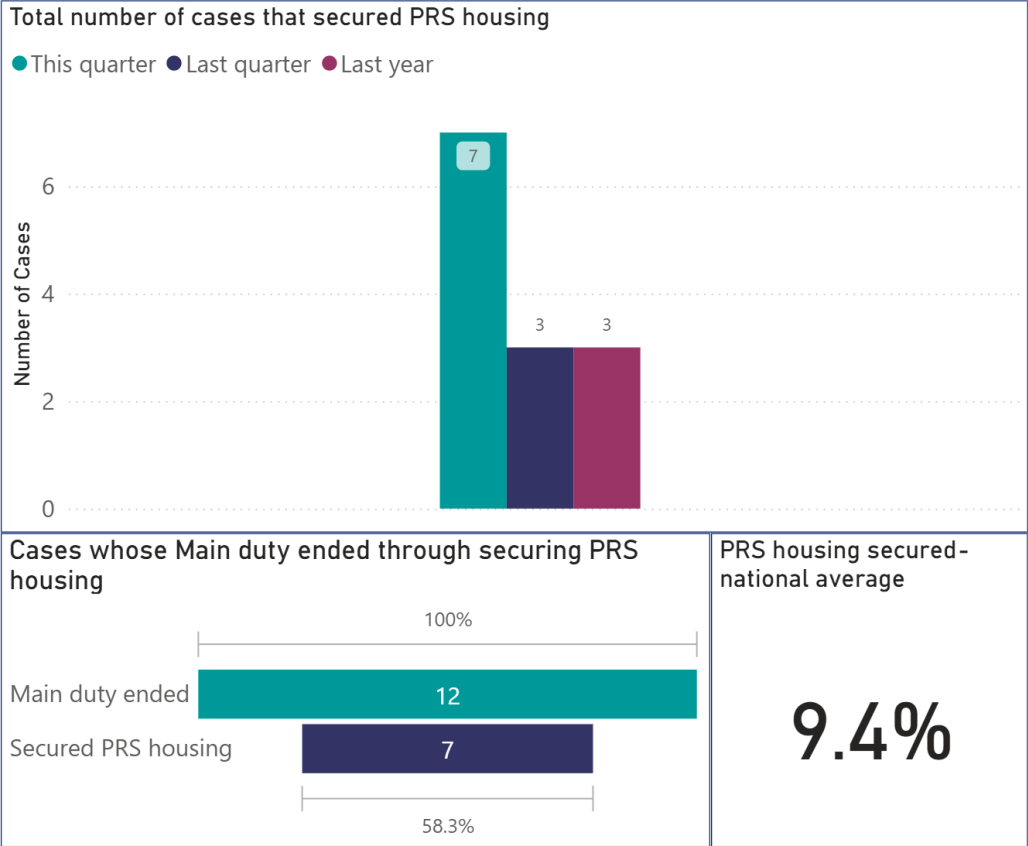


Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – Main Duty

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	4	17	10	-13	-76.5%

Organisation Name	This quarter	Last quarter	Last year	Q on Q change	Q on Q change %
Spelthorne	7	3	3	4	133.3%



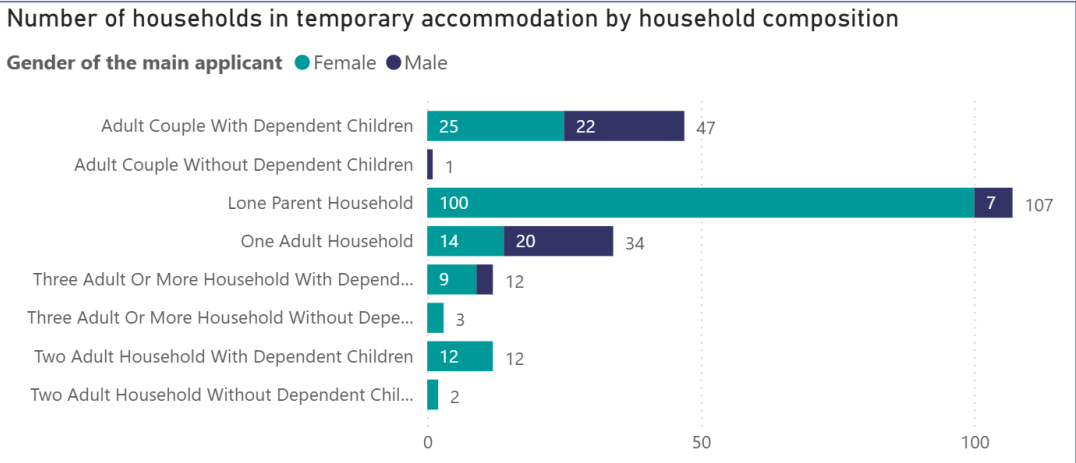
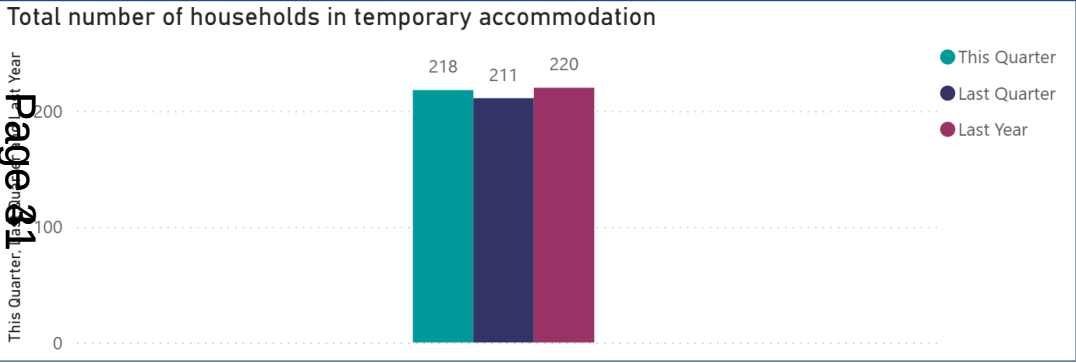


Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – Temporary Accommodation

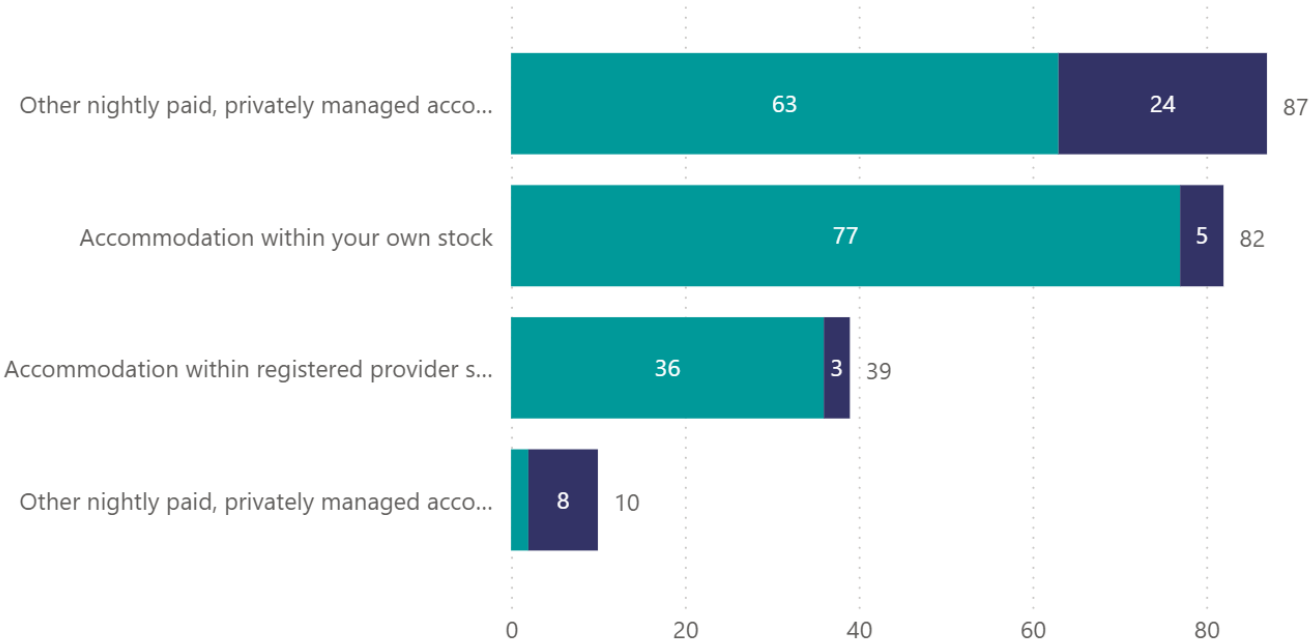
OrganisationName	TA Totals (This Quarter)	TA Total (Previous Quarter)	TA Total (Previous Year)	Q on Q Change	Q on Q % Change
Spelthorne	218	211	220	7	3.32%

OrganisationName	TA Totals (This Quarter)	Number of HH in TA with children	Number of children in TA
Spelthorne	218	178	334



Number of households by type of temporary accommodation provided

Household type ● Households with children ● Households without children





Homelessness Demand

Unpublished HCLIC Oct – Dec 2025 – Temporary Accommodation

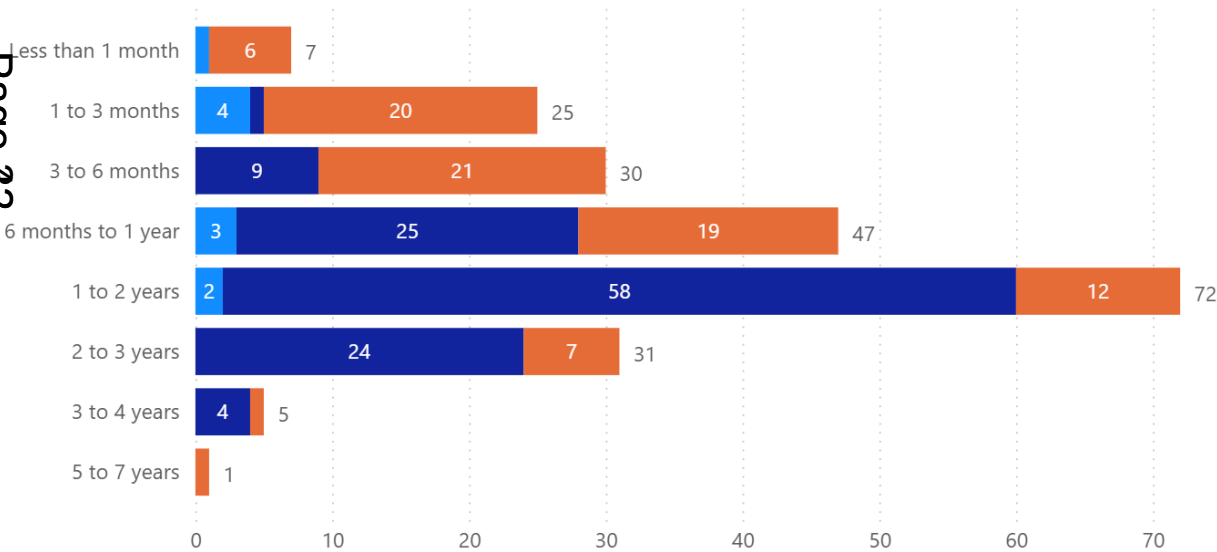
OrganisationName	TA Totals (This Quarter)	TA in another local district *
Spelthorne	218	23

OrganisationName	TA Totals (This Quarter)	TA Totals (Previous Quarter)	HH entering TA this Q	HH leaving TA this Q
Spelthorne	218	211	36	30
Total	218	211	36	30

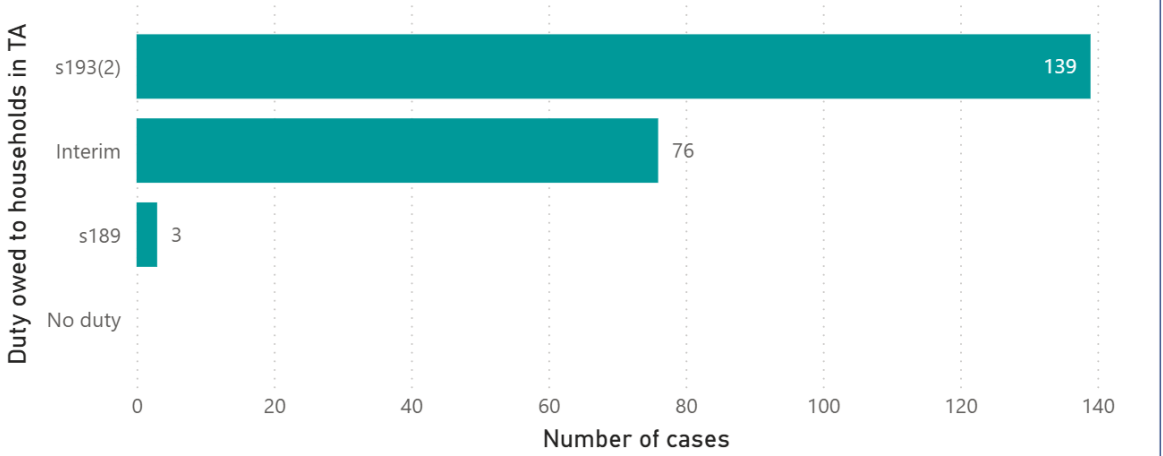
Number of households in temporary accommodation by TA type and length of time

TA type ● B&B or shared annex ● LA/HA stock ● Other nightly paid, privately managed accommodation, self-contai...

Page 32



Duty owed to households in Temporary accommodations





Nearest Neighbour Analysis

Apr-Jun 2025: Homelessness Nearest Neighbour Analysis

Selected LA

Spelthorne

▼

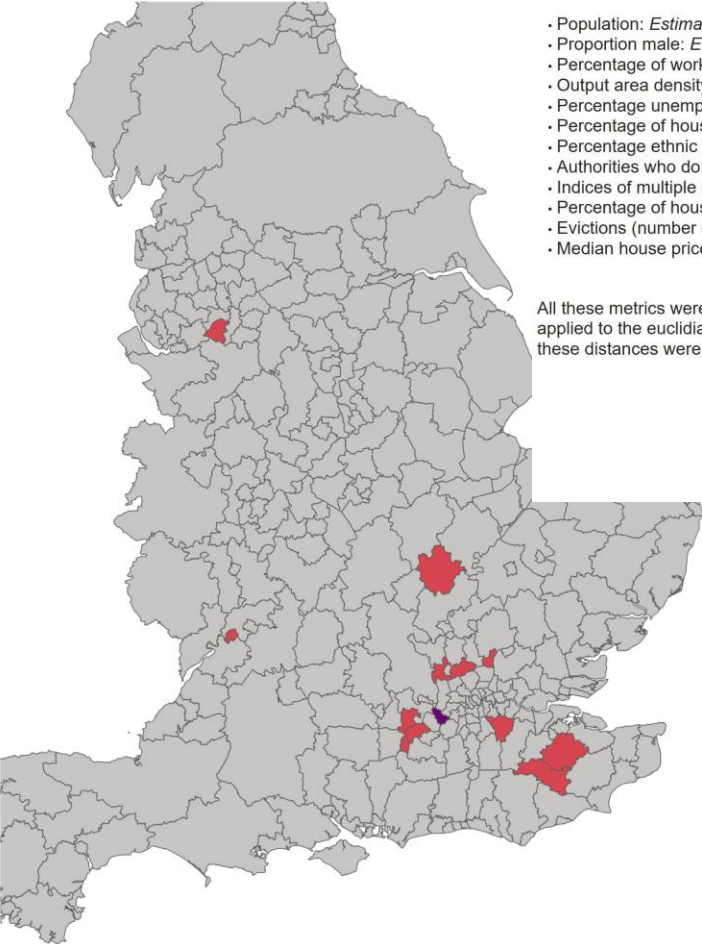
Number of NN (including selected LA)

1

15



● Nearest neighbours ● Selected authority



- Population: *Estimates of the population for the UK, England, Wales, Scotland and Northern Ireland ONS (2021)*
- Proportion male: *Estimates of the population for the UK, England, Wales, Scotland and Northern Ireland ONS (2021)*
- Percentage of working age: *Estimates of the population for the UK, England, Wales, Scotland and Northern Ireland ONS (2021)*
- Output area density: *Estimates of the population for the UK, England, Wales, Scotland and Northern Ireland ONS (2021)*
- Percentage unemployed: *Claimant count NOMIS (2022)*
- Percentage of households where overcrowding exists: *Census (2011)*
- Percentage ethnic minority: *Ethnic group, ONS (2021)*
- Authorities who do not own HRA dwellings: *CIPFA HRA Survey Statistics (2016)*
- Indices of multiple deprivation: *English indices of deprivation (2019)*
- Percentage of households in socially rented accommodation: *Household characteristics by tenure, England and Wales ONS (2019)*
- Evictions (number of court orders): *Mortgage and Landlord Possession Statistics MOJ (2023)*
- Median house prices: *Median house prices, ONS (2022)*

All these metrics were standardised and the Euclidian distance between all possible pairs of local authorities calculated. Then for each metric, the min-max normalisation was applied to the euclidian distances such that the furthest neighbour was 1 and the nearest 0. The overall distance was determined by the sum of these values for all the metrics and these distances were then used to rank the nearest neighbours of each local authority, with the lower scores indicating similar local authorities.

$$\sqrt{\sum_i (X_i - Y_i)^2}$$

Euclidian Distance Calculation
where (X, Y) are a pair of authorities

Rank LA
=most
similar)

1	Spelthorne (selected authority)
2	Trafford
3	Broxbourne
4	Rushmoor
5	Tunbridge Wells
6	Windsor & Maidenhead
7	Surrey Heath
8	Hertsmere
9	Three Rivers
10	Maidstone
11	Gloucester
12	Bromley
13	Bracknell Forest
14	Reigate & Banstead
15	Bedford



Spelthorne Social Housing Stock



Regulator of
Social Housing

[Return to Area Summary](#)

[To change area return to Area Summary](#)

Spelthorne

Number of social stock owning providers in area;
(LARPs and PRPs who do not own stock are excluded):

17

Social stock in Spelthorne by provider 2025

		Number of additional LAs PRP operates in	Total Social Stock (unweighted)	% Total Social Stock in area	% of LARP/PRPs total Social Stock	General needs self-contained units (unweighted)	% General needs self-contained units in area	% of LARP/PRPs total general needs self-contained stock	General needs bedspaces (unweighted)	% General needs bedspaces in area	% of LARP/PRPs total general needs bedspaces stock	Supported housing/ housing for older people units (unweighted)	% Supported housing/ housing for older people units in area	% of LARP/PRPs total supported housing/ housing for older people stock	Low cost home ownership (LARPs and large PRPs only - unweighted)
All units:			6,229	100%		4,986	100%		-	0%		476	100%		767
1 Spelthorne Borough Council	LARP	-	31	0.5%	100.0%	-	-	-	-	-	-	31	6.5%	100.0%	-
A2Dominion Housing Options Limited	Large	24	319	5.1%	27.2%	3	0.1%	5.1%	-	-	-	-	-	-	316
A2Dominion South Limited	Large	38	4,995	80.2%	41.7%	4,479	89.8%	44.0%	-	-	-	298	62.6%	35.3%	218
Ability Housing Association	Small	30	12	0.2%	1.8%	1	0.0%	1.0%	-	-	-	11	2.3%	2.0%	-
Clarion Housing Association Limited	Large	150	103	1.7%	0.1%	-	-	-	-	-	-	-	-	-	103
Golden Lane Housing Limited	Large	199	2	0.0%	0.1%	-	-	-	-	-	-	2	0.4%	0.1%	-
Housing 21	Large	210	39	0.6%	0.2%	-	-	-	-	-	-	37	7.8%	0.2%	2
London & Quadrant Housing Trust	Large	137	2	0.0%	0.0%	-	-	-	-	-	-	-	-	-	2
Metropolitan Housing Trust Limited	Large	114	311	5.0%	0.7%	247	5.0%	0.8%	-	-	-	4	0.8%	0.1%	60
Mount Green Housing Association Limited	Large	14	1	0.0%	0.1%	1	0.0%	0.1%	-	-	-	-	-	-	-
Notting Hill Genesis	Large	54	1	0.0%	0.0%	1	0.0%	0.0%	-	-	-	-	-	-	-
Notting Hill Home Ownership Limited	Large	67	1	0.0%	0.0%	-	-	-	-	-	-	-	-	-	1
Paragon Asra Housing Limited	Large	61	152	2.4%	0.7%	129	2.6%	0.8%	-	-	-	-	-	-	23
Peabody Trust	Large	80	59	0.9%	0.1%	34	0.7%	0.1%	-	-	-	-	-	-	25
Richmond Housing Partnership Limited	Large	4	104	1.7%	1.4%	91	1.8%	1.3%	-	-	-	-	-	-	13
Rowland Hill and Vaughan Almshouse Charity	Small	-	25	0.4%	100.0%	-	-	-	-	-	-	25	5.3%	100.0%	-
The Guinness Partnership Limited	Large	150	4	0.1%	0.0%	-	-	-	-	-	-	-	-	-	4
Transform Housing & Support	Small	12	68	1.1%	7.5%	-	-	-	-	-	-	68	14.3%	7.5%	-



Borough	Surrey County West	Surrey County East	COUNCIL TOTAL STOCK	COUNCIL GN STOCK (S/C)	TOTAL HA STOCK	TOTAL HA STOCK GN (S/C)	TOTAL SOCIAL STOCK	TOTAL SOCIAL STOCK GENERAL NEEDS	OWED A HOMELESSNESS DUTY 2022/23	OWED A HOMELESSNESS DUTY 2023/24	OWED A HOMELESSNESS DUTY 2024/25(EST)	OWED A HOMELESSNESS DUTY LAST 3 YEARS (EST)	ALL TA - 31 DEC 2024	TA WITH CHILDREN - 31 DEC 2024	TA - ALL NIGHTLY PAID - 31 DEC 2024	TA - NIGHTLY WITH CHILDREN - 31 DEC 2024
Elmbridge	NO	YES	0	0	6320	4664	6320	4664	359	371	345	1075	132	76	29	9
Epsom & Ewell	NO	YES	0	0	3224	2302	3224	2302	195	227	211	633	269	169	98	64
Guildford	YES	NO	5229	4990	3233	2110	8462	7100	427	451	409	1287	73	25	0	0
Mole Valley	NO	YES	1	1	4685	3500	4686	3501	283	285	284	852	41	32	8	5
Reigate&Banstead	NO	YES	61	47	8364	6263	8425	6310	495	595	541	1631	174	148	23	20
Runnymede	YES	NO	2876	2626	2546	1460	5422	4086	300	328	363	991	67	43	4	1
Spelthorne	YES	NO	31	0	6211	4962	6242	4962	384	488	439	1311	220	171	151	117
Surrey Heath	YES	NO	0	0	4201	3302	4201	3302	141	121	159	421	43	25	0	0
Wandridge	NO	YES	2601	2259	1855	1233	4456	3492	232	275	283	790	41	34	0	0
Waverley	YES	NO	4801	4746	2726	1646	7527	6392	251	291	304	846	8	0	4	0
Woking	YES	NO	3371	2940	1896	1122	5267	4062	300	394	299	993	149	100	9	4
			18971	17609	45261	32564	64232	50173	3367	3826	3636	10829	1217	823	326	220

			COUNCIL TOTAL STOCK	COUNCIL GN STOCK (S/C)	TOTAL HA STOCK	TOTAL HA STOCK GN (S/C)	TOTAL SOCIAL STOCK	TOTAL SOCIAL STOCK GENERAL NEEDS	OWED A HOMELESSNESS DUTY 2022/23	OWED A HOMELESSNESS DUTY 2023/24	OWED A HOMELESSNESS DUTY 2024/25(EST)	OWED A HOMELESSNESS DUTY LAST 3 YEARS (EST)	ALL TA - 31 DEC 2024	TA WITH CHILDREN - 31 DEC 2024	TA - ALL NIGHTLY PAID - 31 DEC 2024	TA - NIGHTLY WITH CHILDREN - 31 DEC 2024
Surrey County West			16308	15302	20813	14602	37121	29904	1803	2073	1972	5848	560	364	168	122
Surrey County East			2663	2307	24448	17962	27111	20269	1564	1753	1664	4981	657	459	158	98
			18971	17609	45261	32564	64232	50173	3367	3826	3636	10829	1217	823	326	220

	Council voids per year GN (5% of stock)	HA voids per year GN (3% of stock)	TOTAL
Surrey County West	765	438	1203
Surrey County East	115	539	654



Homelessness Demand

All year 2024/2025 – Approaches to duty’s owed

	Total Initial Assessments (IA)	IA per (000s) households	Total owed a Prevention or Relief Duty	Owed a duty per (000s) households	Prevention Duty Owed	Percentage of owed into Prevention	Of which valid S21	Relief Duty Owed	Percentage of owed into Relief	Not homeless- no duty owed	Withdrew - No duty owed	Not eligible - No duty owed	Number of households in area per (000s)
ENGLAND	354,260	14.63	324,880	13.42	145,320	44.73%	26,300	179,550	55.27%	13,930	12,850	2,620	24,209
London	76,120	20.80	69,410	18.97	27,530	39.66%	4,560	41,880	60.34%	2,440	3,680	600	3,659
Rest of England	278,140	13.54	255,480	12.43	117,800	46.11%	21,730	137,680	53.89%	11,490	9,150	2,020	20,550
South East	49,210	12.58	43,030	11.00	22,640	52.61%	5,220	20,390	47.39%	3,100	2,590	470	3,912
Elmbridge	354	6.32	347	6.19	222	63.98%	37	125	36.02%	4	2	1	56
Epsom & Ewell	214	6.68	206	6.43	95	46.12%	40	111	53.88%	2	4	2	32
Guildford	448	7.94	438	7.76	234	53.42%	45	204	46.58%	3	2	5	56
Woking	295	7.81	280	7.42	210	75.00%	19	70	25.00%	4	8	3	38
Reigate & Banstead	627	10.24	591	9.65	357	60.41%	64	234	39.59%	20	15	1	61
Spelthorne	381	10.82	367	10.42	89	24.25%	9	278	75.75%	12	2	0	35
Surrey Heath	489	12.06	480	11.84	292	60.83%	69	188	39.17%	8	1	0	41
Tandridge	173	4.94	157	4.48	71	45.22%	16	86	54.78%	11	5	0	35
Waverley	283	7.73	281	7.68	192	68.33%	27	89	31.67%	2	0	0	37
Woking	322	6.23	292	5.65	129	44.18%	47	163	55.82%	20	4	6	52
Bedford	321	8.11	305	7.70	179	58.69%	89	126	41.31%	13	1	2	40
Bracknell Forest	1,398	18.94	1,357	18.38	330	24.32%	111	1,027	75.68%	9	16	16	74
Bromley	927	17.91	427	8.25	298	69.79%	51	129	30.21%	417	75	8	52
Broxbourne	1,820	12.65	1,657	11.51	576	34.76%	223	1,081	65.24%	49	114	0	144
Gloucester	642	16.23	564	14.25	239	42.38%	30	325	57.62%	49	27	2	40
Hertsmere	1,293	23.34	1,282	23.14	608	47.43%	100	674	52.57%	7	4	0	55
Maidstone	524	12.36	518	12.22	345	66.60%	25	173	33.40%	5	1	0	42
Reigate & Banstead	1,219	16.39	1,008	13.56	454	45.04%	177	554	54.96%	76	113	22	74
Rushmoor	627	10.24	591	9.65	357	60.41%	64	234	39.59%	20	15	1	61
Surrey Heath	436	11.58	431	11.45	283	65.66%	71	148	34.34%	1	3	1	38
Three Rivers	173	4.94	157	4.48	71	45.22%	16	86	54.78%	11	5	0	35
Trafford	447	11.66	275	7.17	222	80.73%	58	53	19.27%	114	50	8	38
Tunbridge Wells	928	9.26	926	9.24	383	41.36%	22	543	58.64%	2	0	0	100
Windsor & Maidenhead	541	10.54	408	7.95	283	69.36%	81	125	30.64%	63	62	8	51



Homelessness Demand

Apr – Jun 2025 – Approaches to duty's owed

	Total Initial Assessments (IA)	IA per (000s) households	IA's per working day	Total owed a Prevention or Relief Duty	Owed a duty per (000s) households	Prevention Duty Owed	Percentage of owed into Prevention	Of which valid S21	Relief Duty Owed	Percentage of owed into Relief	Not homeless- no duty owed	Withdrew - No duty owed	Not eligible - No duty owed	Number of households in area per (000s)
ENGLAND	86,370	3.54	1328.77	78,630	3.23	36,160	45.99%	6,530	42,470	54.01%	3,700	3,350	690	24,367
London	18,020	4.89	277.23	16,200	4.39	6,460	39.88%	1,060	9,740	60.12%	780	910	130	3,687
Rest of England	68,340	3.30	1051.38	62,430	3.02	29,700	47.57%	5,470	32,730	52.43%	2,920	2,440	560	20,680
South East	11,990	3.05	184.46	10,340	2.63	5,550	53.68%	1,330	4,790	46.32%	740	790	110	3,936
Elmbridge	87	1.55	1.34	87	1.55	58	66.67%	15	29	33.33%	0	0	0	56
Epsom & Ewell	57	1.77	0.88	52	1.62	23	44.23%	9	29	55.77%	1	3	1	32
Guildford	111	1.96	1.71	108	1.91	52	48.15%	12	56	51.85%	2	0	1	57
Woking Valley	65	1.72	1.00	62	1.64	48	77.42%	5	14	22.58%	0	0	3	38
Reigate & Banstead	164	2.66	2.52	156	2.53	101	64.74%	20	55	35.26%	6	1	1	62
Runnymede	94	2.66	1.45	91	2.58	18	19.78%	2	73	80.22%	3	0	0	35
Spelthorne	105	2.58	1.62	99	2.43	61	61.62%	9	38	38.38%	5	1	0	41
Surrey Heath	51	1.45	0.78	44	1.25	16	36.36%	5	28	63.64%	4	3	0	35
Tandridge	58	1.58	0.89	58	1.58	41	70.69%	7	17	29.31%	0	0	0	37
Waverley	82	1.58	1.26	74	1.43	38	51.35%	13	36	48.65%	5	2	1	52
Woking	71	1.79	1.09	68	1.71	35	51.47%	17	33	48.53%	3	0	0	40
Bedford	314	4.22	4.83	311	4.18	72	23.15%	27	239	76.85%	0	0	3	74
Bracknell Forest	239	4.59	3.68	110	2.11	72	65.45%	15	38	34.55%	113	15	1	52
Bromley	385	2.66	5.92	334	2.31	119	35.63%	39	215	64.37%	19	31	1	145
Broxbourne	106	2.67	1.63	106	2.67	61	57.55%	8	45	42.45%	0	0	0	40
Gloucester	309	5.54	4.75	309	5.54	162	52.43%	22	147	47.57%	0	0	0	56
Hertsmere	138	3.24	2.12	138	3.24	84	60.87%	11	54	39.13%	0	0	0	43
Maidstone	243	3.24	3.74	191	2.55	89	46.60%	29	102	53.40%	19	32	1	75
Reigate & Banstead	164	2.66	2.52	156	2.53	101	64.74%	20	55	35.26%	6	1	1	62
Rushmoor	109	2.89	1.68	108	2.87	83	76.85%	20	25	23.15%	0	0	1	38
Surrey Heath	51	1.45	0.78	44	1.25	16	36.36%	5	28	63.64%	4	3	0	35
Three Rivers	94	2.44	1.45	56	1.46	43	76.79%	14	13	23.21%	29	7	2	38
Trafford	233	2.31	3.58	231	2.29	117	50.65%	3	114	49.35%	0	1	1	101
Tunbridge Wells	115	2.23	1.77	101	1.96	70	69.31%	16	31	30.69%	12	0	2	52
Windsor & Maidenhead	111	1.76	1.71	111	1.76	26	23.42%	0	85	76.58%	0	0	0	63



Ministry of Housing,
Communities &
Local Government

Homelessness Demand

All year 2024/2025 & QTR 1 2025/26– Referrals & Duty to Refer

	ENGLAND 2024/25		South East 2024/25		Spelthorne 2024/25		Spelthorne Apr/Jun 2025	
As % of all assessments	354260		49210		489		105	
Total households assessed as a result of a referral	57010	16.09%	7580	15.40%	80	16.36%	18	17.1%
Total households referred under the Duty to Refer	29720	8.39%	4270	8.68%	42	8.59%	13	12.4%
As % of all DTR Referrals resulting in assessment	0		0		0			
Adult Secure Estate (prison)	760	2.56%	100	2.34%	1	2.38%	0	0.0%
Youth Secure Estate	40	0.13%	0	0.00%	0	0.00%	0	0.0%
Probation Service	12200	41.05%	1570	36.77%	17	40.48%	1	7.7%
Hospital A&E, Urgent Treatment Centres or in-patient care	4050	13.63%	640	14.99%	4	9.52%	2	15.4%
Mental Health in-patient care	1460	4.91%	230	5.39%	3	7.14%	2	15.4%
Jobcentre Plus	3050	10.26%	500	11.71%	6	14.29%	1	7.7%
Adult Social Services	2960	9.96%	430	10.07%	1	2.38%	1	7.7%
Children's Social Services	4350	14.64%	720	16.86%	10	23.81%	5	38.5%
Children's Early Help Services / Children's Centres	440	1.48%	70	1.64%	0	0.00%	1	7.7%
Nil Recourse Team	170	0.57%	0	0.00%	0	0.00%	0	0.0%
Secretary of State for defence in relation to members of the armed forces	50	0.17%	0	0.00%	0	0.00%	0	0.0%
Other / not known	210	0.71%	20	0.47%	0	0.00%	0	0.0%
As % of All Referrals	0		0		0			
Households referred by an agency (not subject to the Duty to Refer)	26360	46.24%	3150	41.56%	36	45.00%	5	27.8%
Households referred by another local authority	940	1.65%	180	2.37%	2	2.50%	0	0.0%



Homelessness Demand

All year 2024/2025 & QTR 1 2025/26– Support Needs

HCLIC ALL YEAR 2024/25	Total owed a prevention or relief duty	Households with no support needs owed duty	Total households with support needs	% of households with a support need	1	2	3+
ENGLAND	330410	141620	188520	57%	83280	45350	59880
South East	44030	18570	25440	58%	11860	6210	7370
Elmbridge	357	229	128	36%	59	32	37
Epsom & Ewell	210	74	136	65%	65	49	22
Guildford	440	219	221	50%	143	39	39
Mole Valley	297	38	259	87%	102	69	88
Reigate & Banstead	601	84	517	86%	180	119	218
Runnymede	374	266	108	29%	51	30	27
Spelthorne	484	268	216	45%	96	54	66
Surrey Heath	168	45	123	73%	46	32	45
Tandridge	286	158	128	45%	90	30	8
Waverley	296	150	146	49%	58	40	48
Woking	326	179	147	45%	106	26	15
ENGLAND	78630	31640	46960	60%	20350	11460	15150
South East	10340	4210	6130	59%	2910	1470	1750
Elmbridge	87	57	30	34%	12	10	8
Epsom & Ewell	52	13	39	75%	25	10	4
Guildford	108	55	53	49%	26	13	14
Mole Valley	62	7	55	89%	27	13	15
Reigate & Banstead	156	14	142	91%	53	37	52
Runnymede	91	72	19	21%	6	6	7
Spelthorne	99	66	33	33%	15	6	12
Surrey Heath	44	16	28	64%	14	8	6
Tandridge	58	36	22	38%	19	2	1
Waverley	74	38	36	49%	12	11	13
Woking	68	40	28	41%	15	9	4



Homelessness Demand

What the data tells us – Initial Assessments actuals

Apr-Jun 2025 Metric Analysis (Actuals) : Total initial assessments

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

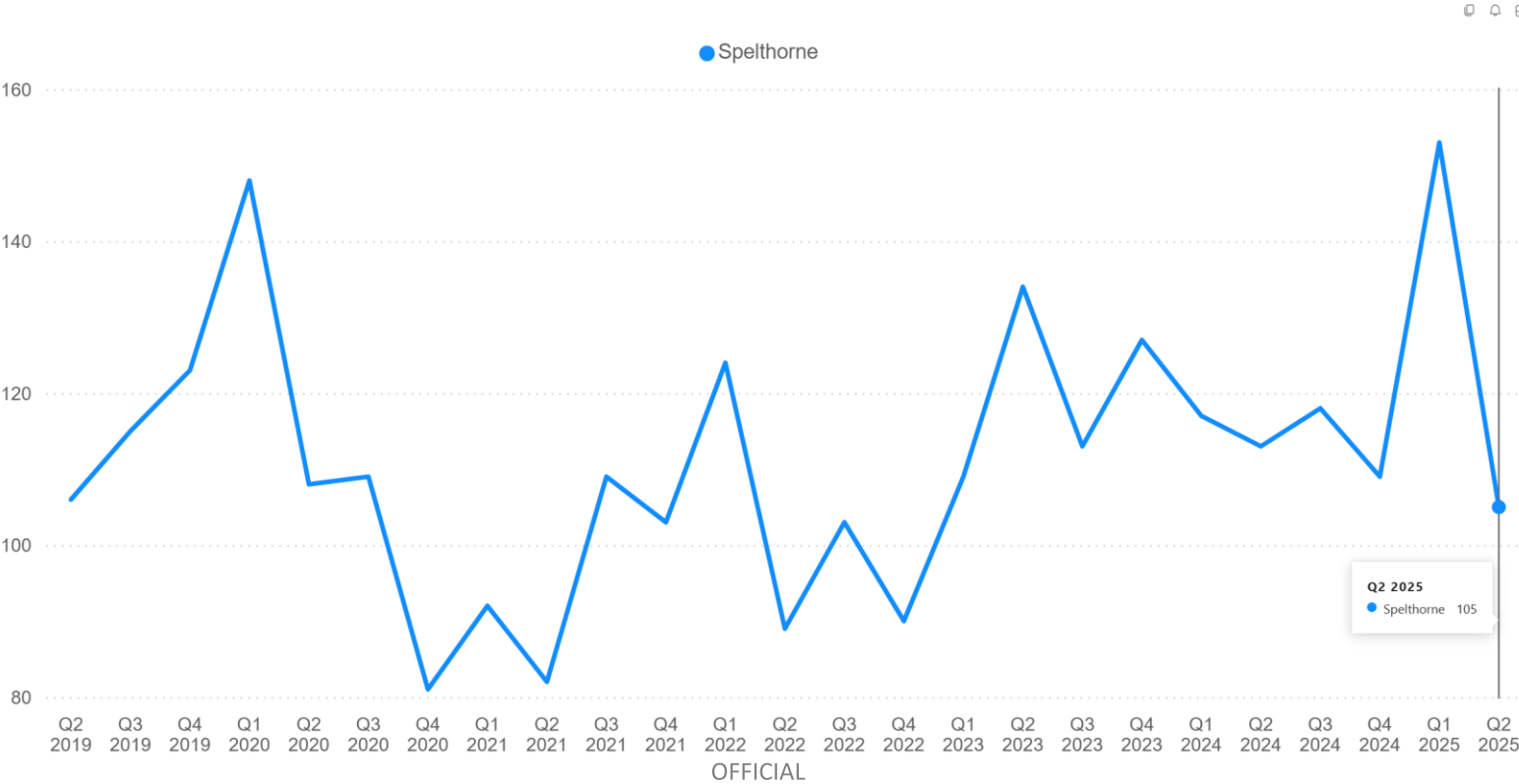
Actuals ☒ Rates ☐

Number of nearest neighbours

11

Spelthorne has 105 total initial assessments, -31.4% from the previous quarter. This is the 230th highest out of 294 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

1 NN LA
Spelthorne (selected authority)





Homelessness Demand

What the data tells us – Initial Assessments – compared rates

Apr-Jun 2025 Metric Analysis (Actuals) : Total initial assessments

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals

Rates



Number of nearest neighbours

1 10

Spelthorne has 105 total initial assessments, -31.4% from the previous quarter. This is the 230th highest out of 294 local authorities in England and the 8th highest out of 10 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

Page 1

NN LA

Spelthorne (selected authority)

Trafford

Broxbourne

Rushmoor

Tunbridge Wells

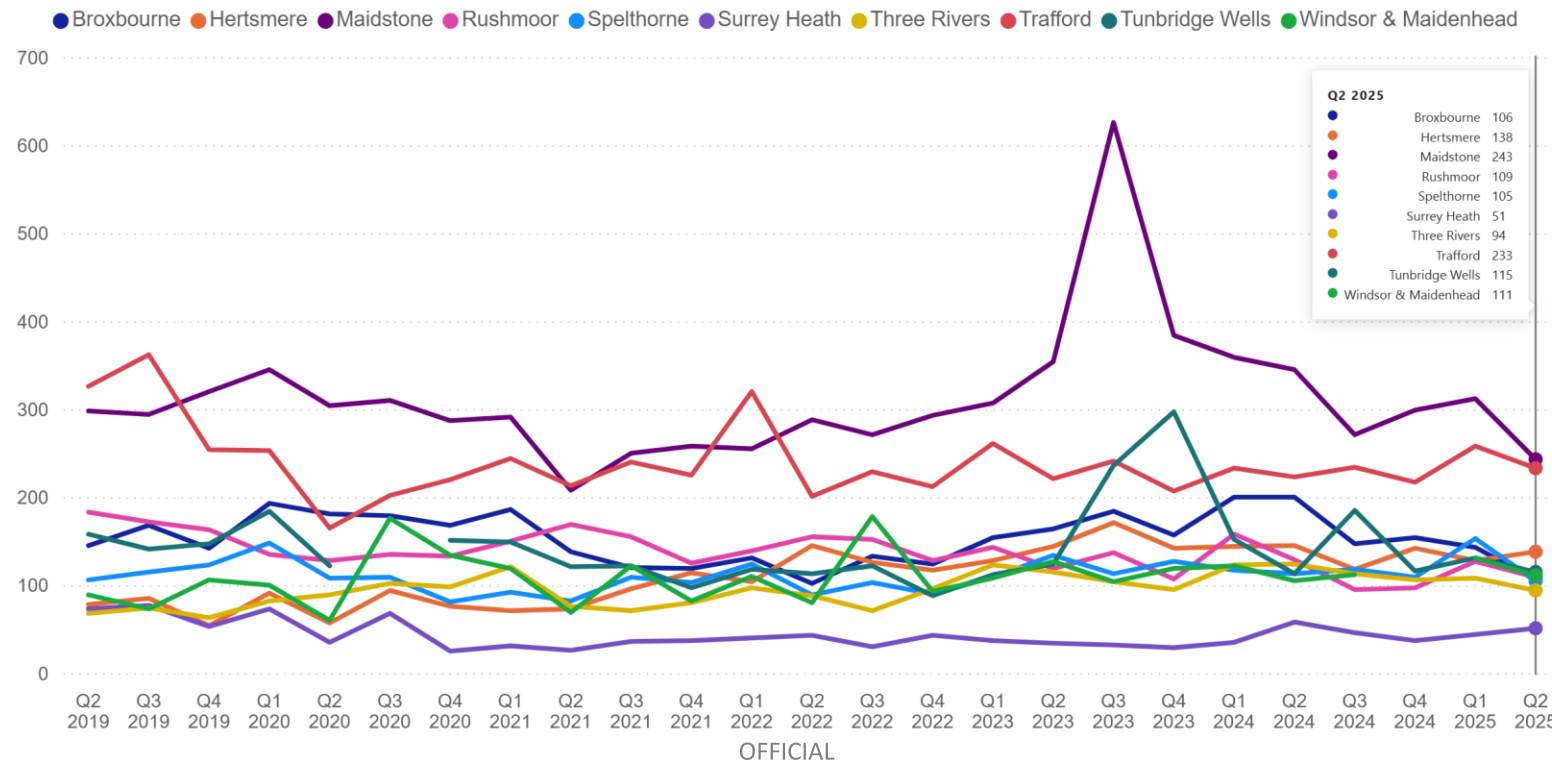
Windsor & Maidenhead

Surrey Heath

Hertsmere

Three Rivers

Maidstone





Homelessness Demand

What the data tells us – Initial Assessments – compared rates

Apr-Jun 2025 Metric Analysis (Rates) : Total initial assessments

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours

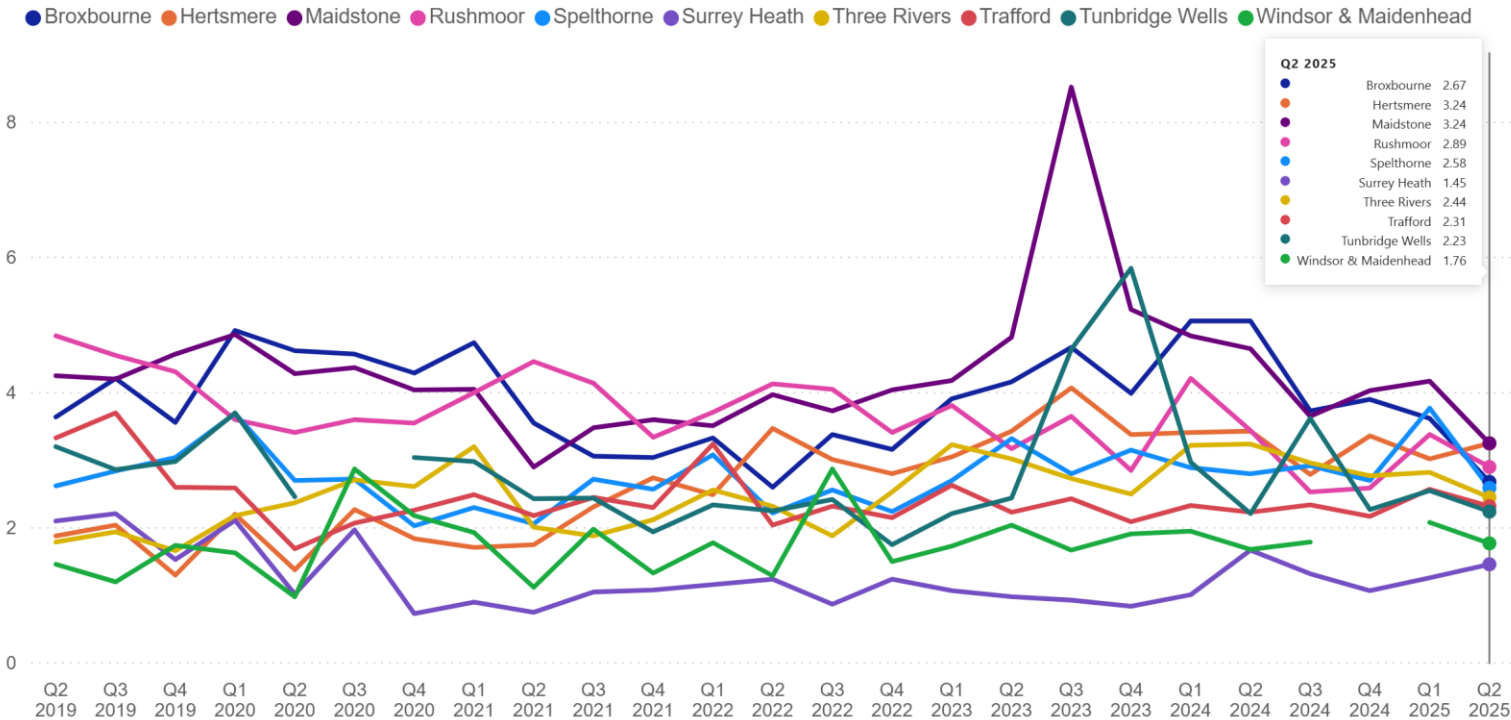
1 10



NN LA

- Spelthorne (selected authority)
- Trafford
- Broxbourne
- Rushmoor
- Tunbridge Wells
- Windsor & Maidenhead
- Surrey Heath
- Hertsmere
- Three Rivers
- Maidstone

Spelthorne has 2.582 total initial assessments per thousand households, -31.4% from the previous quarter. This is the 172nd highest out of 294 local authorities in England and the 5th highest out of 10 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Ministry of Housing,
Communities &
Local Government

Homelessness Demand

What the data tells us – Reasons for approach – April / June 2025 – compared rates

LA	ENGLAND		South East		Spelthorne		Elmbridge		Epsom & Ewell		Guildford		Mole Valley		Reigate & Banstead	Runnymede		Surrey Heath		Tandridge		Waverley		Woking		
Reason for loss of last settled home for those owed a Prevention Duty																										
Family or friends no longer willing or able to accommodate	8570	23.7%	1300	23.4%	12	19.7%	17	29.3%	4	17.4%	12	23.1%	8	16.7%	28	27.7%	2	11.1%	0	0.0%	15	36.6%	14	36.8%	9	25.7%
End of private rented tenancy - assured shorthold	13430	37.1%	2260	40.7%	26	42.6%	31	53.4%	13	56.5%	31	59.6%	21	43.8%	28	27.7%	15	83.3%	11	68.8%	18	43.9%	18	47.4%	20	57.1%
Domestic abuse	2500	6.9%	290	5.2%	3	4.9%	0	0.0%	0	0.0%	1	1.9%	4	8.3%	11	10.9%	0	0.0%	1	6.3%	1	2.4%	0	0.0%	0	0.0%
Non-violent relationship breakdown with partner	1440	4.0%	230	4.1%	1	1.6%	0	0.0%	1	4.3%	4	7.7%	3	6.3%	4	4.0%	1	5.6%	0	0.0%	1	2.4%	0	0.0%	0	0.0%
Other violence or harrasment	430	1.2%	60	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	6.3%	1	1.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
End of social rented tenancy	1940	5.4%	220	4.0%	4	6.6%	2	3.4%	0	0.0%	1	1.9%	3	6.3%	2	2.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.9%
Eviction from supported housing	1340	3.7%	200	3.6%	2	3.3%	0	0.0%	1	4.3%	2	3.8%	0	0.0%	5	5.0%	0	0.0%	0	0.0%	2	4.9%	1	2.6%	0	0.0%
End of private rented tenancy - not assured shorthold	1460	4.0%	300	5.4%	3	4.9%	3	5.2%	0	0.0%	0	0.0%	3	6.3%	2	2.0%	0	0.0%	0	0.0%	3	7.3%	0	0.0%	0	0.0%
Departure from Institution	1190	3.3%	130	2.3%	1	1.6%	2	3.4%	2	8.7%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	1	6.3%	0	0.0%	3	7.9%	1	2.9%
Required to leave accommodation provided by Home Office as asylum support	1610	4.5%	170	3.1%	6	9.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	15	14.9%	0	0.0%	2	12.5%	0	0.0%	0	0.0%	0	0.0%
Home no longer suitable - disability / ill health	550	1.5%	80	1.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.0%	0	0.0%	0	0.0%	0	0.0%	1	2.6%	0	0.0%
Loss of placement or sponsorship provided through a resettlement scheme	160	0.4%	50	0.9%	0	0.0%	3	5.2%	2	8.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.9%
Other reasons / not known	1520	4.2%	260	4.7%	3	4.9%	0	0.0%	0	0.0%	1	1.9%	3	6.3%	2	2.0%	0	0.0%	1	6.3%	1	2.4%	1	2.6%	3	8.6%
Reason for loss of last settled home for those owed a Relief Duty																										
Family or friends no longer willing or able to accommodate	12340	29.1%	1370	28.6%	13	34.2%	11	37.9%	9	31.0%	15	26.8%	2	14.3%	14	25.5%	21	28.8%	8	28.6%	7	41.2%	13	36.1%	11	33.3%
End of private rented tenancy - assured shorthold	5020	11.8%	510	10.6%	5	13.2%	0	0.0%	4	13.8%	2	3.6%	2	14.3%	6	10.9%	16	21.9%	5	17.9%	1	5.9%	6	16.7%	2	6.1%
Domestic abuse	7000	16.5%	900	18.8%	1	2.6%	8	27.6%	6	20.7%	8	14.3%	2	14.3%	8	14.5%	8	11.0%	7	25.0%	2	11.8%	6	16.7%	9	27.3%
Non-violent relationship breakdown with partner	2740	6.5%	360	7.5%	2	5.3%	0	0.0%	0	0.0%	3	5.4%	2	14.3%	2	3.6%	4	5.5%	1	3.6%	2	11.8%	1	2.8%	4	12.1%
Other violence or harassment	1200	2.8%	150	3.1%	0	0.0%	1	3.4%	3	10.3%	4	7.1%	1	7.1%	1	1.8%	4	5.5%	1	3.6%	0	0.0%	0	0.0%	0	0.0%
End of social rented tenancy	1180	2.8%	100	2.1%	0	0.0%	1	3.4%	2	6.9%	0	0.0%	1	7.1%	2	3.6%	0	0.0%	0	0.0%	2	11.8%	0	0.0%	0	0.0%
Eviction from supported housing	2720	6.4%	250	5.2%	3	7.9%	2	6.9%	0	0.0%	10	17.9%	2	14.3%	3	5.5%	3	4.1%	1	3.6%	0	0.0%	1	2.8%	2	6.1%
End of private rented tenancy - not assured shorthold	1220	2.9%	170	3.5%	2	5.3%	1	3.4%	3	10.3%	2	3.6%	1	7.1%	1	1.8%	4	5.5%	0	0.0%	2	11.8%	1	2.8%	0	0.0%
Departure from Institution	2470	5.8%	260	5.4%	4	10.5%	3	10.3%	0	0.0%	4	7.1%	0	0.0%	4	7.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	9.1%
Required to leave accommodation provided by Home Office as asylum support	3350	7.9%	200	4.2%	5	13.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	11	20.0%	1	1.4%	4	14.3%	0	0.0%	0	0.0%	0	0.0%
Home no longer suitable - disability / ill health	530	1.2%	80	1.7%	1	2.6%	1	3.4%	0	0.0%	0	0.0%	0	0.0%	1	1.8%	3	4.1%	0	0.0%	0	0.0%	1	2.8%	0	0.0%
Loss of placement or sponsorship provided through a resettlement scheme	90	0.2%	20	0.4%	0	0.0%	1	3.4%	0	0.0%	2	3.6%	0	0.0%	1	1.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other reasons / not known	2610	6.1%	410	8.6%	2	5.3%	0	0.0%	2	6.9%	6	10.7%	1	7.1%	1	1.8%	9	12.3%	1	3.6%	1	5.9%	7	19.4%	2	6.1%
Accommodation at time of application for those owed a prevention duty:																										
Private rented sector	15880	43.9%	2650	47.7%	29	47.5%	34	58.6%	14	60.9%	31	59.6%	23	47.9%	40	39.6%	15	83.3%	11	68.8%	20	48.8%	18	47.4%	20	57.1%
Living with family	8600	23.8%	1280	23.1%	11	18.0%	13	22.4%	3	13.0%	11	21.2%	9	18.8%	25	24.8%	3	16.7%	2	12.5%	9	22.0%	13	34.2%	7	20.0%
No fixed abode	60	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Social rented sector	4230	11.7%	530	9.5%	6	9.8%	2	3.4%	1	4.3%	4	7.7%	6	12.5%	10	9.9%	0	0.0%	0	0.0%	3	7.3%	1	2.6%	1	2.9%
Living with friends	2630	7.3%	390	7.0%	2	3.3%	4	6.9%	0	0.0%	4	7.7%	2	4.2%	6	5.9%	0	0.0%	0	0.0%	5	12.2%	1	2.6%	2	5.7%
Homeless on departure from institution	1190	3.3%	150	2.7%	1	1.6%	2	3.4%	1	4.3%	0	0.0%	5	10.4%	1	1.0%	0	0.0%	1	6.3%	1	2.4%	3	7.9%	1	2.9%
Rough sleeping	40	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Owner-occupier / shared ownership	590	1.6%	80	1.4%	1	1.6%	0	0.0%	0	0.0%	0	0.0%	1	2.1%	2	2.0%	0	0.0%	0	0.0%	1	2.4%	0	0.0%	2	5.7%
Temporary accommodation	240	0.7%	50	0.9%	2	3.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	2.4%	0	0.0%	0	0.0%
National Asylum Seeker Support (NASS) accommodation	1480	4.1%	190	3.4%	6	9.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	14	13.9%	0	0.0%	2	12.5%	0	0.0%	0	0.0%	0	0.0%
Refuge	190	0.5%	20	0.4%	2	3.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other / not known	1010	2.8%	200	3.6%	1	1.6%	3	5.2%	4	17.4%	2	3.8%	2	4.2%	1	1.0%	0	0.0%	0	0.0%	1	2.4%	2	5.3%	2	5.7%
Accommodation at time of application for those owed a relief duty:																										
Private rented sector	6000	14.1%	620	12.9%	3	7.9%	3	10.3%	5	17.2%	5	8.9%	1	7.1%	5	9.1%	20	27.4%	5	17.9%	2	11.8%	6	16.7%	1	3.0%
Living with family	9680	22.8%	1010	21.1%	9	23.7%	9	31.0%	7	24.1%	14	25.0%	2	14.3%	12	21.8%	12	16.4%	5	17.9%	3	17.6%	8	22.2%	1	3.0%
No fixed abode	4970	11.7%	620	12.9%	5	13.2%	5	17.2%	1	3.4%	2	3.6%	0	0.0%	3	5.5%	16	21.9%	5	17.9%	1	5.9%	1	2.8%	4	12.1%
Social rented sector	3690	8.7%	400	8.4%	3	7.9%	4	13.8%	3	10.3%	12	21.4%	5	35.7%	2	3.6%	4	5.5%	1	3.6%	2	11.8%	2	5.6%	5	15.2%
Living with friends	4510	10.6%	520	10.9%	1	2.6%	1	3.4%	4	13.8%	7	12.5%	1	7.1%	2	3.6%	11	15.1%	3	10.7%	1	5.9%	7	19.4%	3	9.1%
Homeless on departure from institution	3180	7.5%	380	7.9%	7	18.4%	5	17.2%	2	6.9%	7	12.5%	0	0.0%	9	16.4%	2	2.7%	1	3.6%	2	11.8%	1	2.8%	4	12.1%
Rough sleeping	4180	9.8%	580	12.1%	3	7.9%	0	0.0%	3	10.3%	2	3.6%	3	21.4%	4	7.3%	1	1.4%	0	0.0%	4	23.5%	6	16.7%	2	6.1%
Owner-occupier / shared ownership	490	1.2%	60	1.3%	0	0.0%	0	0.0%	1	3.4%	0	0.0%	1	7.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.8%	0	0.0%
Temporary accommodation	1220	2.9%	160	3.3%	2	5.3%	0	0.0%	1	3.4%	0	0.0%	0	0.0%	3	5.5%	3	4.1%	1	3.6%	1	5.9%	0	0.0%	12	36.4%
National Asylum Seeker Support (NASS) accommodation	2680	6.3%	180	3.8%	3	7.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	9	16.4%	0	0.0%	4	14.3%	0	0.0%	0	0.0%	0	0.0%
Refuge	880	2.1%	120	2.5%	0	0.0%	1	3.4%	0	0.0%	4	7.1%	1	7.1%	4	7.3%	1	1.4%	3	10.7%	0	0.0%	2	5.6%	1	3.0%
Other / not known	980	2.3%	160	3.3%	2	5.3%	1	3.4%	2	6.9%	3	5.4%	0	0.0%	2	3.6%	3	4.1%	0	0.0%	1	5.9%	2	5.6%	0	0.0%



Homelessness Demand

What the data tells us – Reasons for approach – compared rates – April / June 2025

	ENGLAND		South East		Spelthorne		Trafford		Rushmoor		Tunbridge Wells		Windsor & Maidenhead		Surrey Heath		Hertsmere	
Reason for loss of last settled home for those owed a Prevention Duty																		
Family or friends no longer willing or able to accommodate	8570	23.7%	1300	23.4%	12	19.7%	39	33.3%	20	24.1%	16	22.9%	9	34.6%	0	0.0%	35	41.7%
End of private rented tenancy - assured shorthold	13430	37.1%	2260	40.7%	26	42.6%	25	21.4%	26	31.3%	13	18.6%	11	42.3%	11	68.8%	20	23.8%
Domestic abuse	2500	6.9%	290	5.2%	3	4.9%	4	3.4%	2	2.4%	8	11.4%	1	3.8%	1	6.3%	4	4.8%
Non-violent relationship breakdown with partner	1440	4.0%	230	4.1%	1	1.6%	2	1.7%	3	3.6%	9	12.9%	0	0.0%	0	0.0%	0	0.0%
Other violence or harassment	430	1.2%	60	1.1%	0	0.0%	0	0.0%	0	0.0%	2	2.9%	1	3.8%	0	0.0%	1	1.2%
End of social rented tenancy	1940	5.4%	220	4.0%	4	6.6%	4	3.4%	2	2.4%	3	4.3%	0	0.0%	0	0.0%	11	13.1%
Eviction from supported housing	1340	3.7%	200	3.6%	2	3.3%	6	5.1%	8	9.6%	2	2.9%	0	0.0%	0	0.0%	1	1.2%
End of private rented tenancy - not assured shorthold	1460	4.0%	300	5.4%	3	4.9%	7	6.0%	1	1.2%	10	14.3%	1	3.8%	0	0.0%	4	4.8%
Departure from Institution	1190	3.3%	130	2.3%	1	1.6%	10	8.5%	3	3.6%	3	4.3%	0	0.0%	1	6.3%	1	1.2%
Required to leave accommodation provided by Home Office as asylum support	1610	4.5%	170	3.1%	6	9.8%	18	15.4%	13	15.7%	0	0.0%	2	7.7%	2	12.5%	0	0.0%
Home no longer suitable - disability / ill health	550	1.5%	80	1.4%	0	0.0%	0	0.0%	1	1.2%	1	1.4%	0	0.0%	0	0.0%	5	6.0%
Loss of placement or sponsorship provided through a resettlement scheme	160	0.4%	50	0.9%	0	0.0%	0	0.0%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
Other reasons / not known	1520	4.2%	260	4.7%	3	4.9%	2	1.7%	4	4.8%	2	2.9%	1	3.8%	1	6.3%	2	2.4%
Reason for loss of last settled home for those owed a Relief Duty																		
Family or friends no longer willing or able to accommodate	12340	29.1%	1370	28.6%	13	34.2%	41	36.0%	9	36.0%	8	25.8%	33	38.8%	8	28.6%	17	31.5%
End of private rented tenancy - assured shorthold	5020	11.8%	510	10.6%	5	13.2%	4	3.5%	6	24.0%	2	6.5%	11	12.9%	5	17.9%	6	11.1%
Domestic abuse	7000	16.5%	900	18.8%	1	2.6%	34	29.8%	2	8.0%	9	29.0%	12	14.1%	7	25.0%	7	13.0%
Non-violent relationship breakdown with partner	2740	6.5%	360	7.5%	2	5.3%	4	3.5%	0	0.0%	1	3.2%	3	3.5%	1	3.6%	4	7.4%
Other violence or harassment	1200	2.8%	150	3.1%	0	0.0%	2	1.8%	2	8.0%	1	3.2%	3	3.5%	1	3.6%	1	1.9%
End of social rented tenancy	1180	2.8%	100	2.1%	0	0.0%	2	1.8%	0	0.0%	0	0.0%	1	1.2%	0	0.0%	2	3.7%
Eviction from supported housing	2720	6.4%	250	5.2%	3	7.9%	3	2.6%	1	4.0%	1	3.2%	0	0.0%	1	3.6%	3	5.6%
End of private rented tenancy - not assured shorthold	1220	2.9%	170	3.5%	2	5.3%	1	0.9%	2	8.0%	0	0.0%	1	1.2%	0	0.0%	5	9.3%
Departure from Institution	2470	5.8%	260	5.4%	4	10.5%	15	13.2%	1	4.0%	2	6.5%	3	3.5%	0	0.0%	4	7.4%
Required to leave accommodation provided by Home Office as asylum support	3350	7.9%	200	4.2%	5	13.2%	4	3.5%	2	8.0%	0	0.0%	10	11.8%	4	14.3%	1	1.9%
Home no longer suitable - disability / ill health	530	1.2%	80	1.7%	1	2.6%	0	0.0%	0	0.0%	2	6.5%	1	1.2%	0	0.0%	2	3.7%
Loss of placement or sponsorship provided through a resettlement scheme	90	0.2%	20	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other reasons / not known	2610	6.1%	410	8.6%	2	5.3%	4	3.5%	0	0.0%	5	16.1%	7	8.2%	1	3.6%	2	3.7%
Accommodation at time of application for those owed a prevention duty:																		
Private rented sector	15880	43.9%	2650	47.7%	29	47.5%	32	27.4%	26	31.3%	23	32.9%	12	46.2%	11	68.8%	28	33.3%
Living with family	8600	23.8%	1280	23.1%	11	18.0%	35	29.9%	20	24.1%	16	22.9%	8	30.8%	2	12.5%	32	38.1%
No fixed abode	60	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Social rented sector	4230	11.7%	530	9.5%	6	9.8%	7	6.0%	8	9.6%	6	8.6%	2	7.7%	0	0.0%	16	19.0%
Living with friends	2630	7.3%	390	7.0%	2	3.3%	6	5.1%	5	6.0%	16	22.9%	1	3.8%	0	0.0%	5	6.0%
Homeless on departure from institution	1190	3.3%	150	2.7%	1	1.6%	14	12.0%	4	4.8%	2	2.9%	0	0.0%	1	6.3%	1	1.2%
Rough sleeping	40	0.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Owner-occupier / shared ownership	590	1.6%	80	1.4%	1	1.6%	0	0.0%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	1	1.2%
Temporary accommodation	240	0.7%	50	0.9%	2	3.3%	1	0.9%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
National Asylum Seeker Support (NASS) accommodation	1480	4.1%	190	3.4%	6	9.8%	17	14.5%	14	16.9%	0	0.0%	2	7.7%	2	12.5%	0	0.0%
Refuge	190	0.5%	20	0.4%	2	3.3%	0	0.0%	1	1.2%	3	4.3%	0	0.0%	0	0.0%	1	1.2%
Other / not known	1010	2.8%	200	3.6%	1	1.6%	5	4.3%	5	6.0%	2	2.9%	1	3.8%	0	0.0%	0	0.0%
Accommodation at time of application for those owed a relief duty:																		
Private rented sector	6000	14.1%	620	12.9%	3	7.9%	9	7.9%	3	12.0%	1	3.2%	17	20.0%	5	17.9%	10	18.5%
Living with family	9680	22.8%	1010	21.1%	9	23.7%	46	40.4%	8	32.0%	5	16.1%	25	29.4%	5	17.9%	10	18.5%
No fixed abode	4970	11.7%	620	12.9%	5	13.2%	9	7.9%	5	20.0%	5	16.1%	3	3.5%	5	17.9%	13	24.1%
Social rented sector	3690	8.7%	400	8.4%	3	7.9%	5	4.4%	2	8.0%	3	9.7%	5	5.9%	1	3.6%	5	9.3%
Living with friends	4510	10.6%	520	10.9%	1	2.6%	12	10.5%	1	4.0%	4	12.9%	8	9.4%	3	10.7%	2	3.7%
Homeless on departure from institution	3180	7.5%	380	7.9%	7	18.4%	16	14.0%	0	0.0%	4	12.9%	3	3.5%	1	3.6%	4	7.4%
Rough sleeping	4180	9.8%	580	12.1%	3	7.9%	5	4.4%	3	12.0%	6	19.4%	3	3.5%	0	0.0%	2	3.7%
Owner-occupier / shared ownership	490	1.2%	60	1.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.4%	0	0.0%	2	3.7%
Temporary accommodation	1220	2.9%	160	3.3%	2	5.3%	1	0.9%	0	0.0%	1	3.2%	0	0.0%	1	3.6%	2	3.7%
National Asylum Seeker Support (NASS) accommodation	2680	6.3%	180	3.8%	3	7.9%	4	3.5%	2	8.0%	0	0.0%	11	12.9%	4	14.3%	1	1.9%
Refuge	880	2.1%	120	2.5%	0	0.0%	6	5.3%	1	4.0%	2	6.5%	2	2.4%	3	10.7%	2	3.7%
Other / not known	980	2.3%	160	3.3%	2	5.3%	1	0.9%	0	0.0%	0	0.0%	6	7.1%	0	0.0%	1	1.9%



Homelessness Demand

What the data tells us – temporary accommodation – actuals

Apr-Jun 2025 Metric Analysis (Actuals) : Households in temporary accommodation (families & singles)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



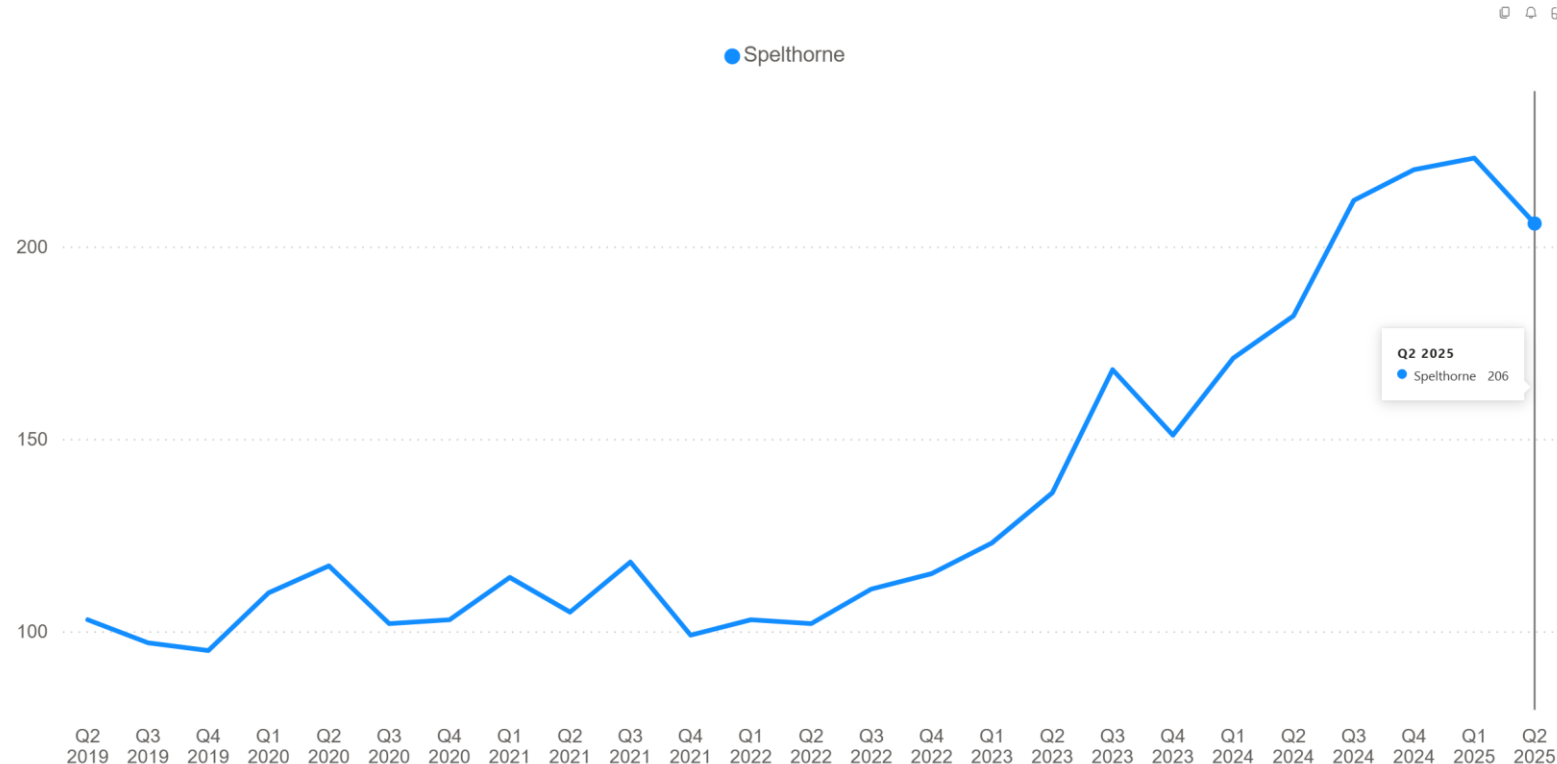
Rates



Number of nearest neighbours

1 1

Spelthorne has 206 households in temporary accommodation (families & singles), -7.6% from the previous quarter. This is the 100th highest out of 284 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

What the data tells us – Temporary Accommodation – compared rates

Apr-Jun 2025 Metric Analysis (Rates) : Households in temporary accommodation (families & singles)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



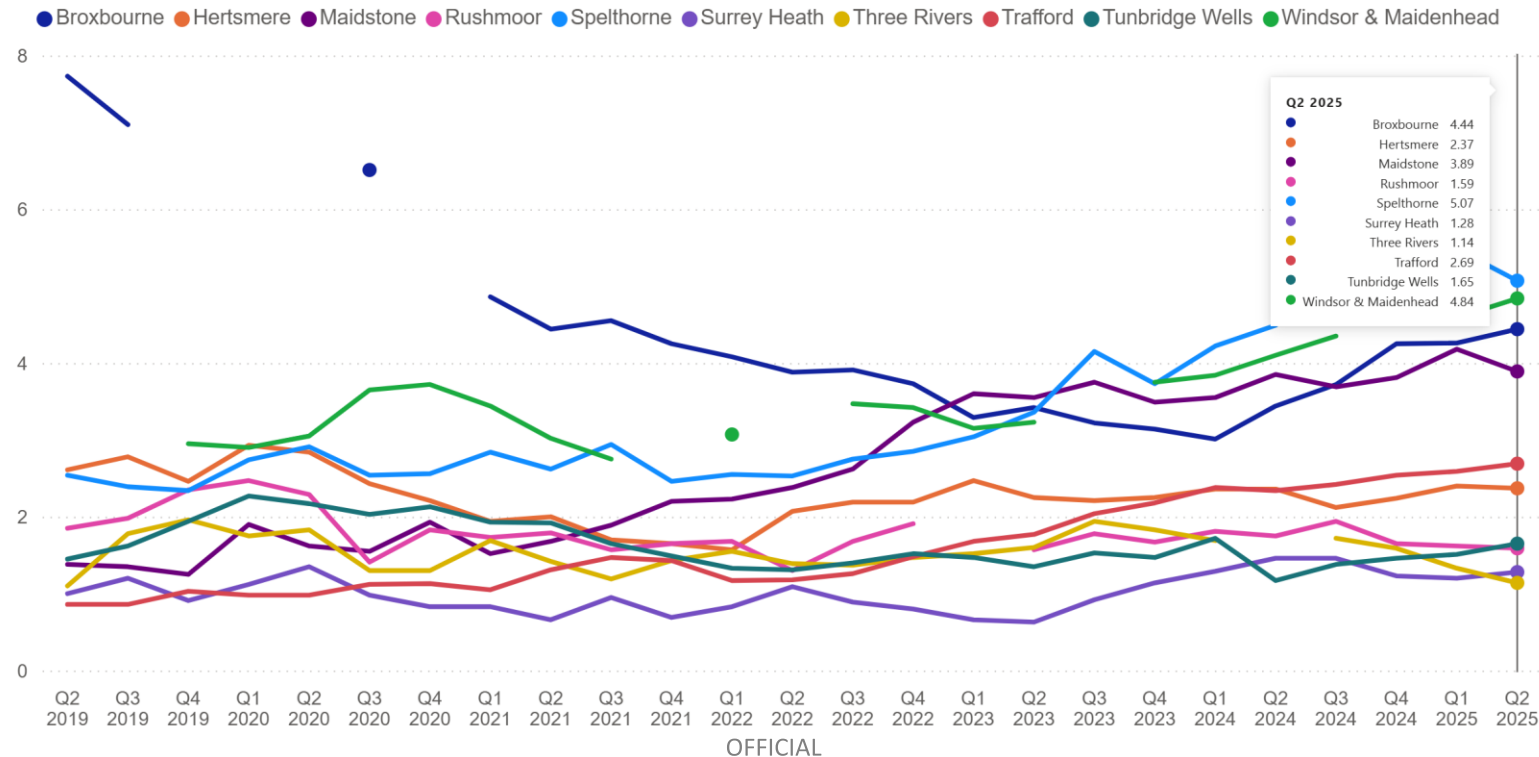
Number of nearest neighbours

1 10

Spelthorne has 5.066 households in temporary accommodation (families & singles) per thousand households, -7.6% from the previous quarter. This is the 60th highest out of 284 local authorities in England and the 1st highest out of 10 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

NN LA

- Spelthorne (selected authority)
- Trafford
- Broxbourne
- Rushmoor
- Tunbridge Wells
- Windsor & Maidenhead
- Surrey Heath
- Hertsmere
- Three Rivers
- Maidstone

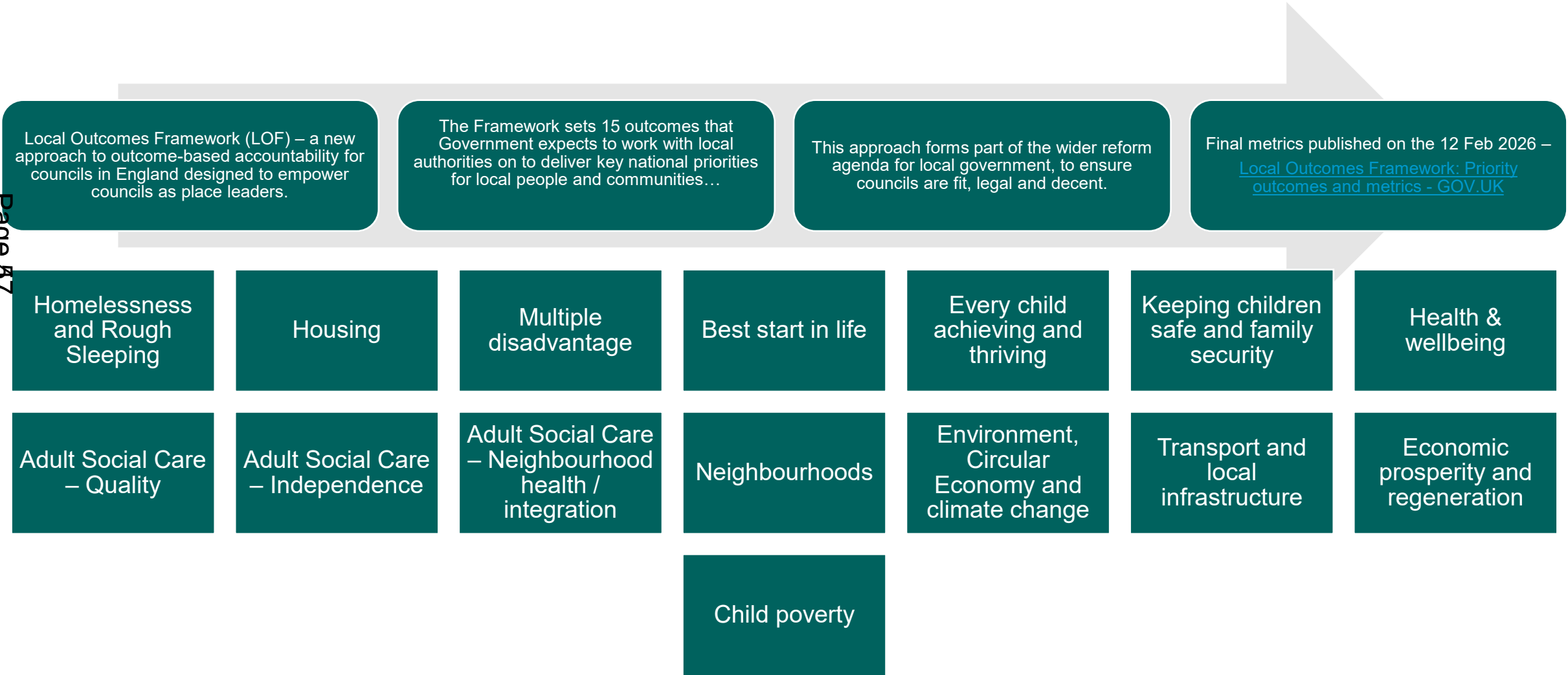




Local Government Outcomes Framework

Background & Headline priority outcomes

Page 87





Local Outcomes Framework

Background & Headline priority outcomes

Page 08





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Actuals) : Households in temporary accommodation (families)(LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals

☐

Rates



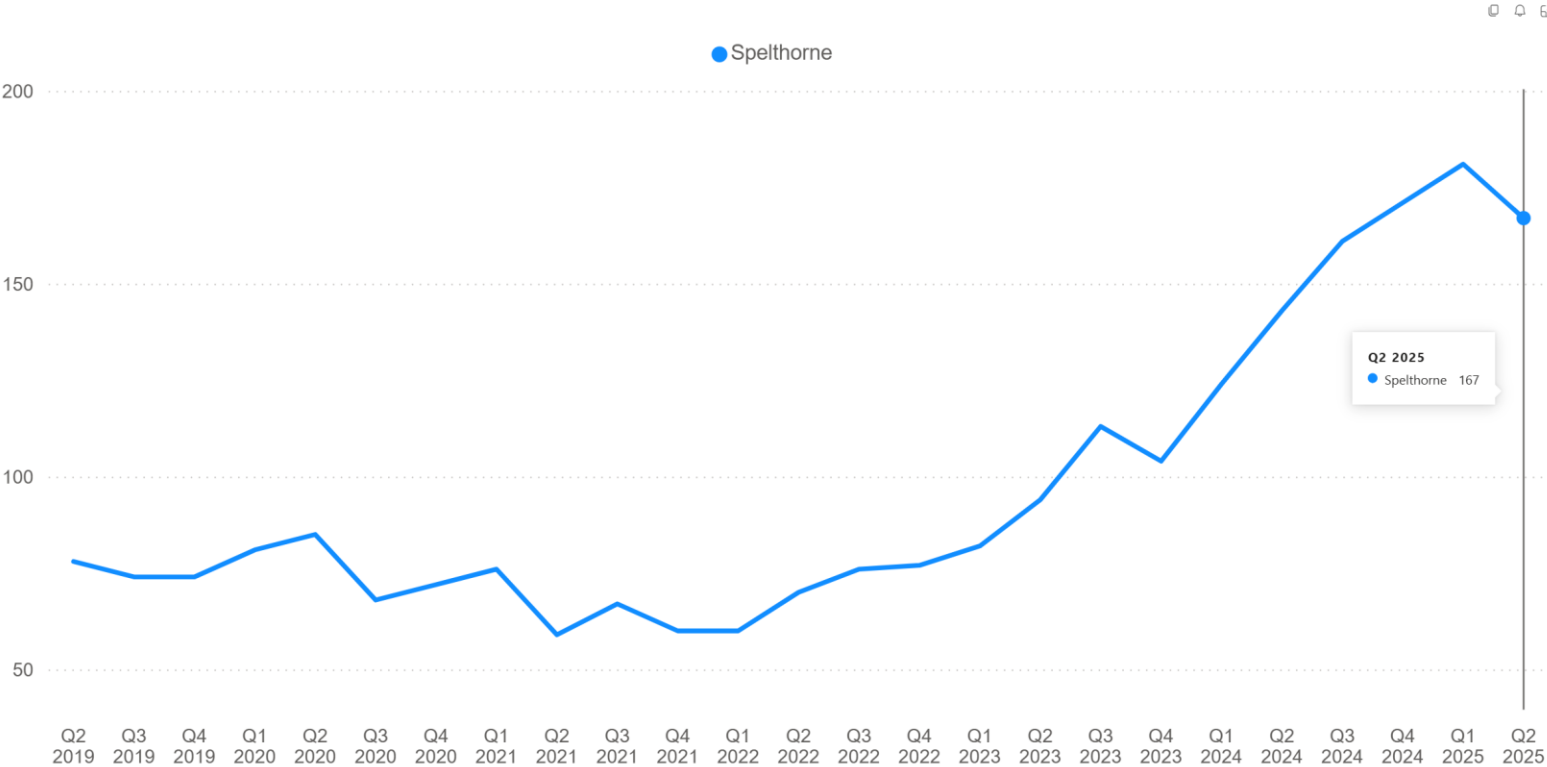
Number of nearest neighbours

1 1

Spelthorne has 167 households in temporary accommodation (families)(lof), -7.7% from the previous quarter. This is the 75th highest out of 284 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

NN LA

Spelthorne (selected authority)





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Rates) : Households in temporary accommodation (families)(LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours

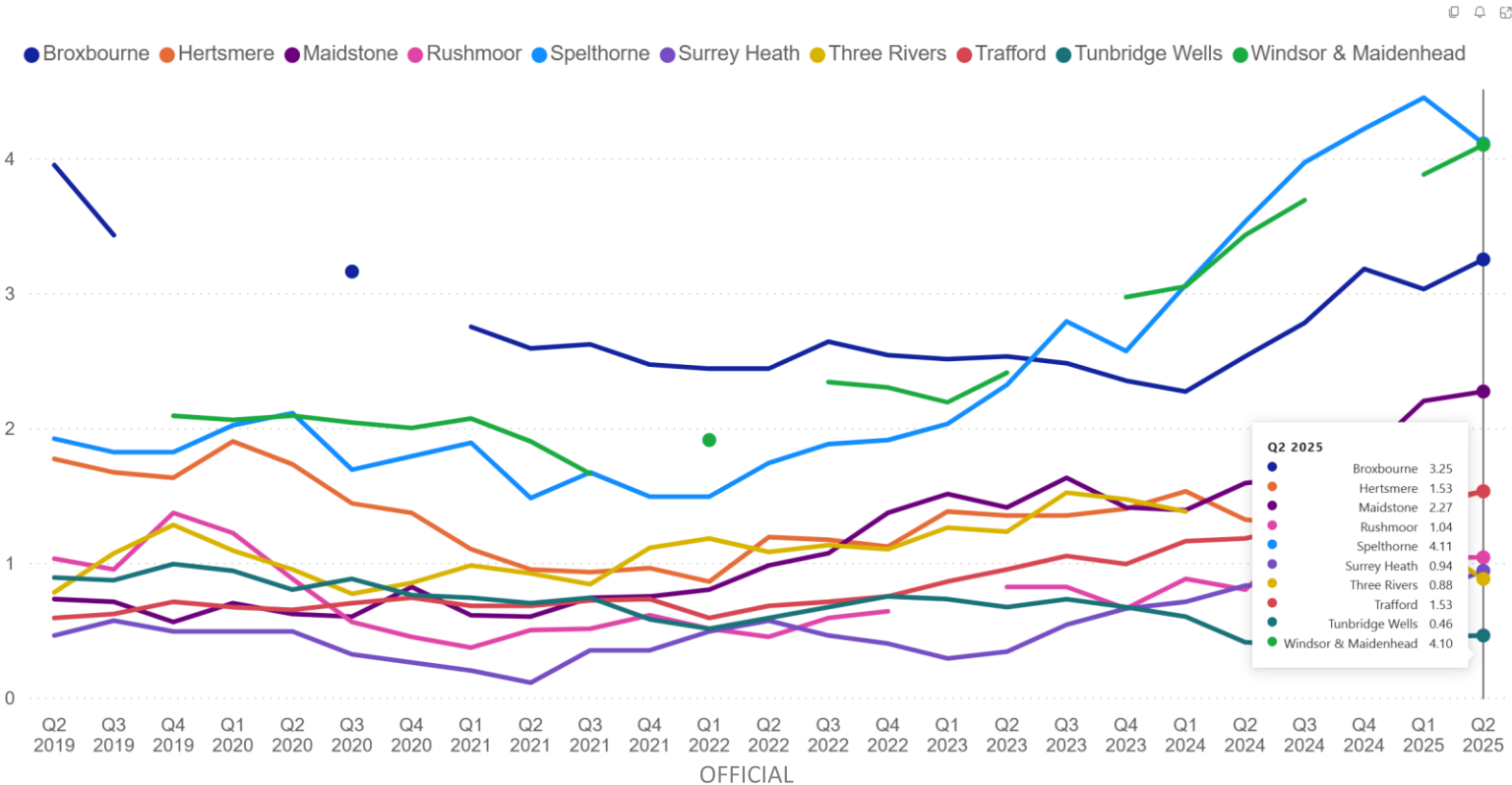
1 10



Similar LA

- Spelthorne (selected authority)
- Trafford
- Broxbourne
- Rushmoor
- Tunbridge Wells
- Windsor & Maidenhead
- Surrey Heath
- Hertsmere
- Three Rivers
- Maidstone

Spelthorne has 4.107 households in temporary accommodation (families)(lof) per thousand households, -7.7% from the previous quarter. This is the 47th highest out of 284 local authorities in England and the 1st highest out of 10 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Actuals) : Households in B&B accommodation over 6 weeks (families) (LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

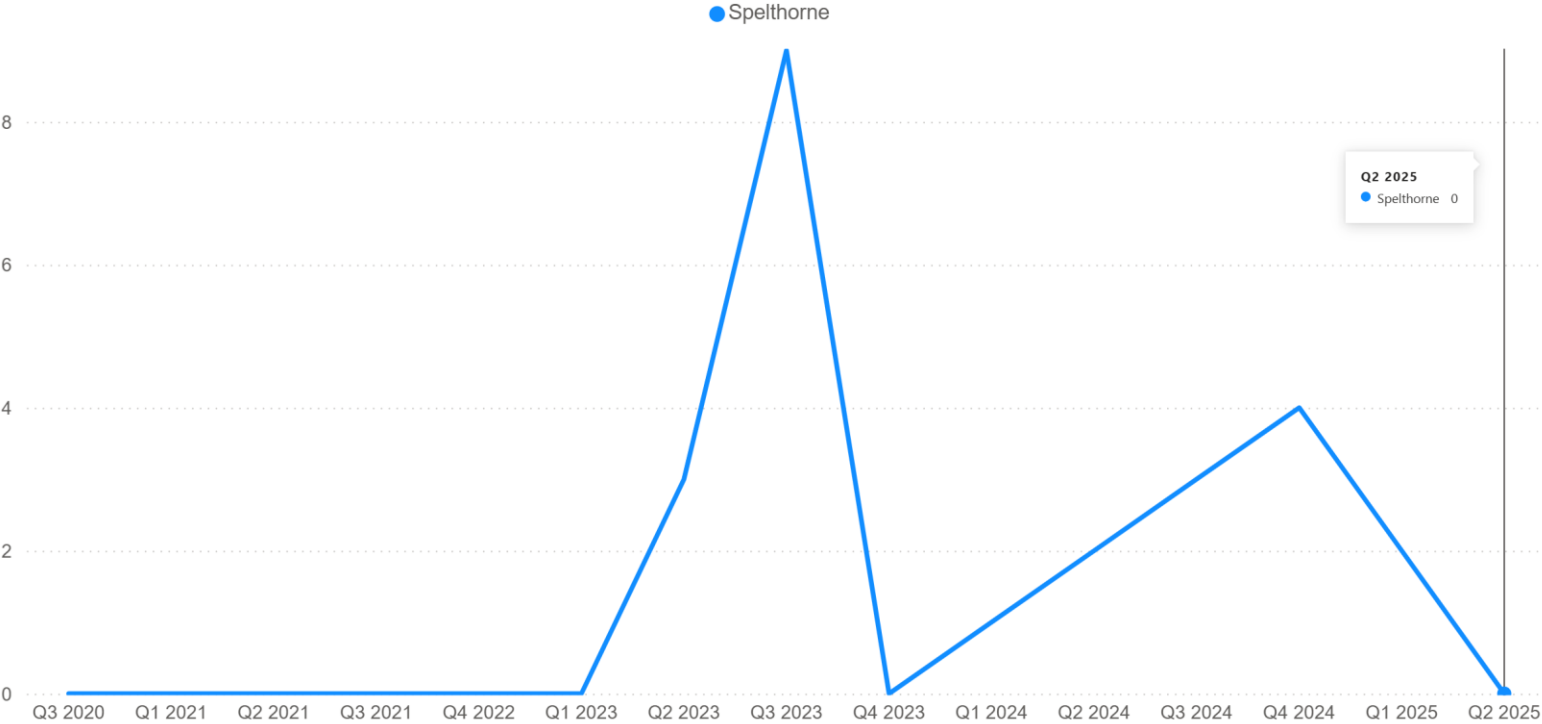
Actuals Rates

Number of nearest neighbours

1 1

Spelthorne has 0 households in b&b accommodation over 6 weeks (families) (lof), -100.0% from the previous quarter. This is the 97th highest out of 217 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

NN LA
Spelthorne (selected authority)





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Actuals) : Households in B&B accommodation over 6 weeks (families) (LOF) [Click here to view charts](#)

Selected LA
Spelthorne

Reset visuals

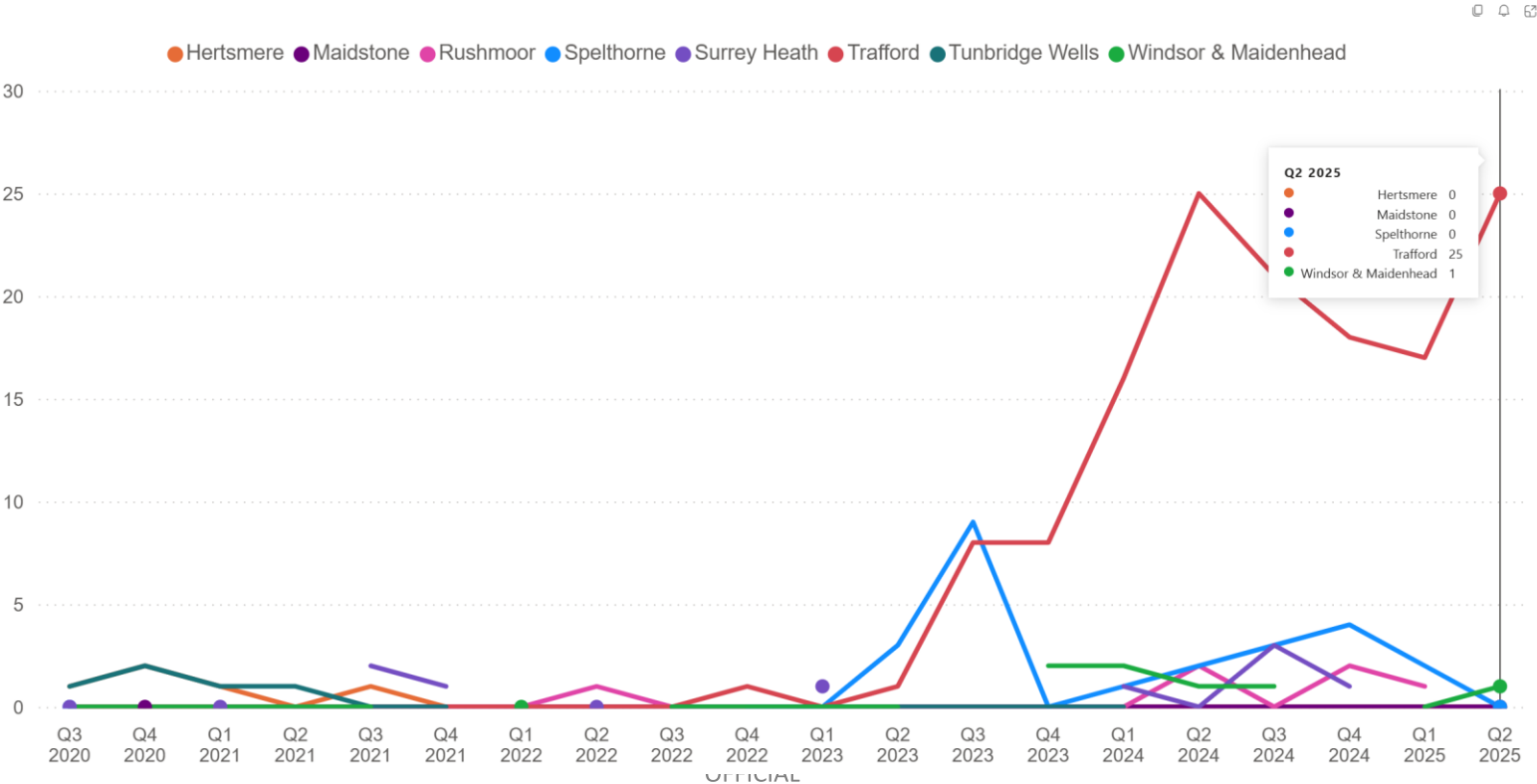
Actuals Rates

Number of nearest neighbours

110

Spelthorne has 0 households in b&b accommodation over 6 weeks (families) (lof), -100.0% from the previous quarter. This is the 97th highest out of 217 local authorities in England and the 3rd highest out of 5 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

- NN LA
- Spelthorne (selected authority)
 - Trafford
 - Broxbourne
 - Rushmoor
 - Tunbridge Wells
 - Windsor & Maidenhead
 - Surrey Heath
 - Hertsmere
 - Three Rivers
 - Maidstone





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Rates) : % of duties owed that were prevented (LOF) [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



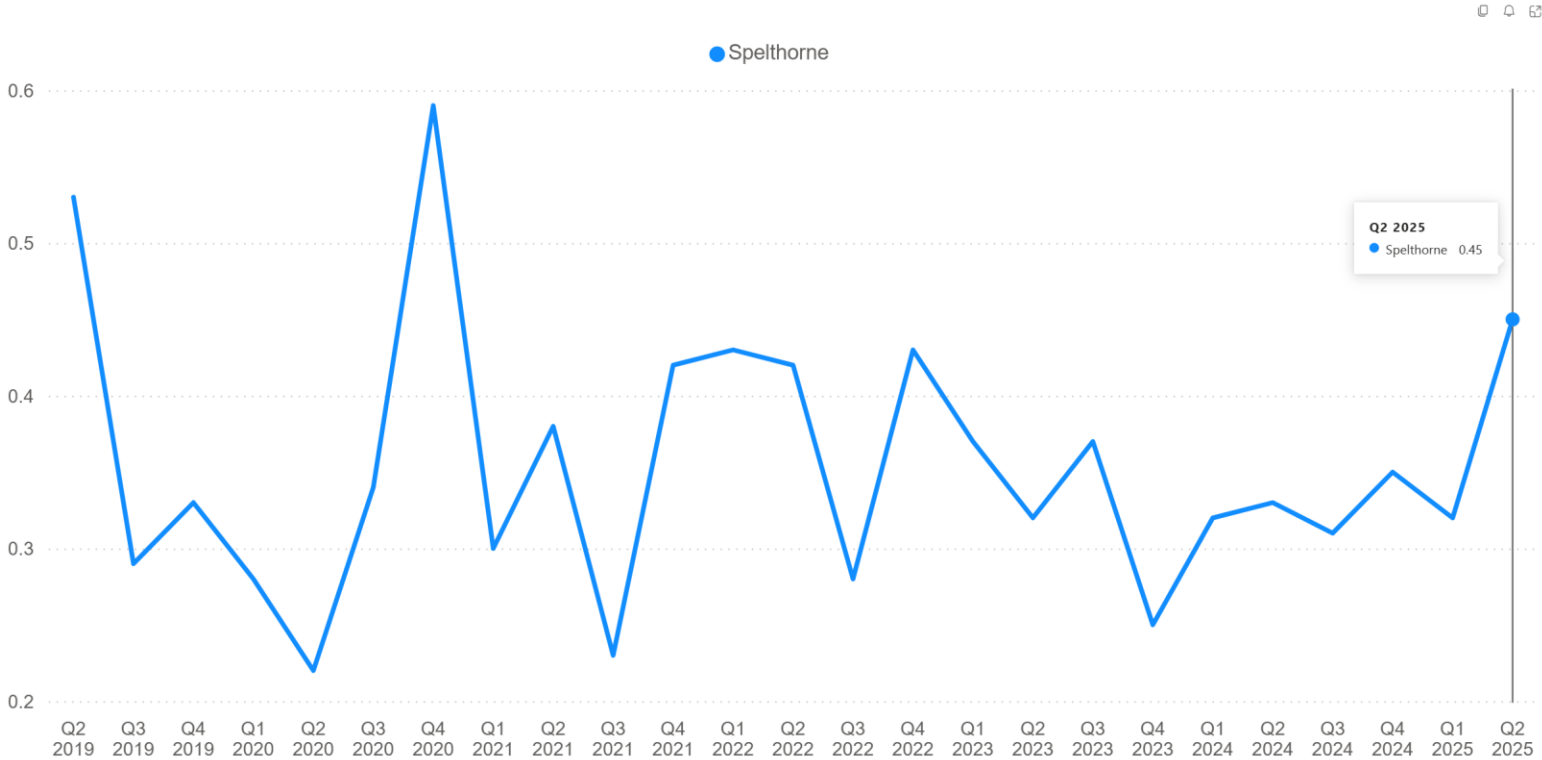
Rates



Number of nearest neighbours

1 1

In Spelthorne the % of duties owed that were prevented (lof) was 45.5%, +40.1% from the previous quarter. This is the 29th highest out of 293 local authorities in England and the 1st highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Local Outcomes Framework

Homelessness & Rough Sleeping Metrics

Apr-Jun 2025 Metric Analysis (Rates) : % of duties owed that were prevented (LOF)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates



Number of nearest neighbours

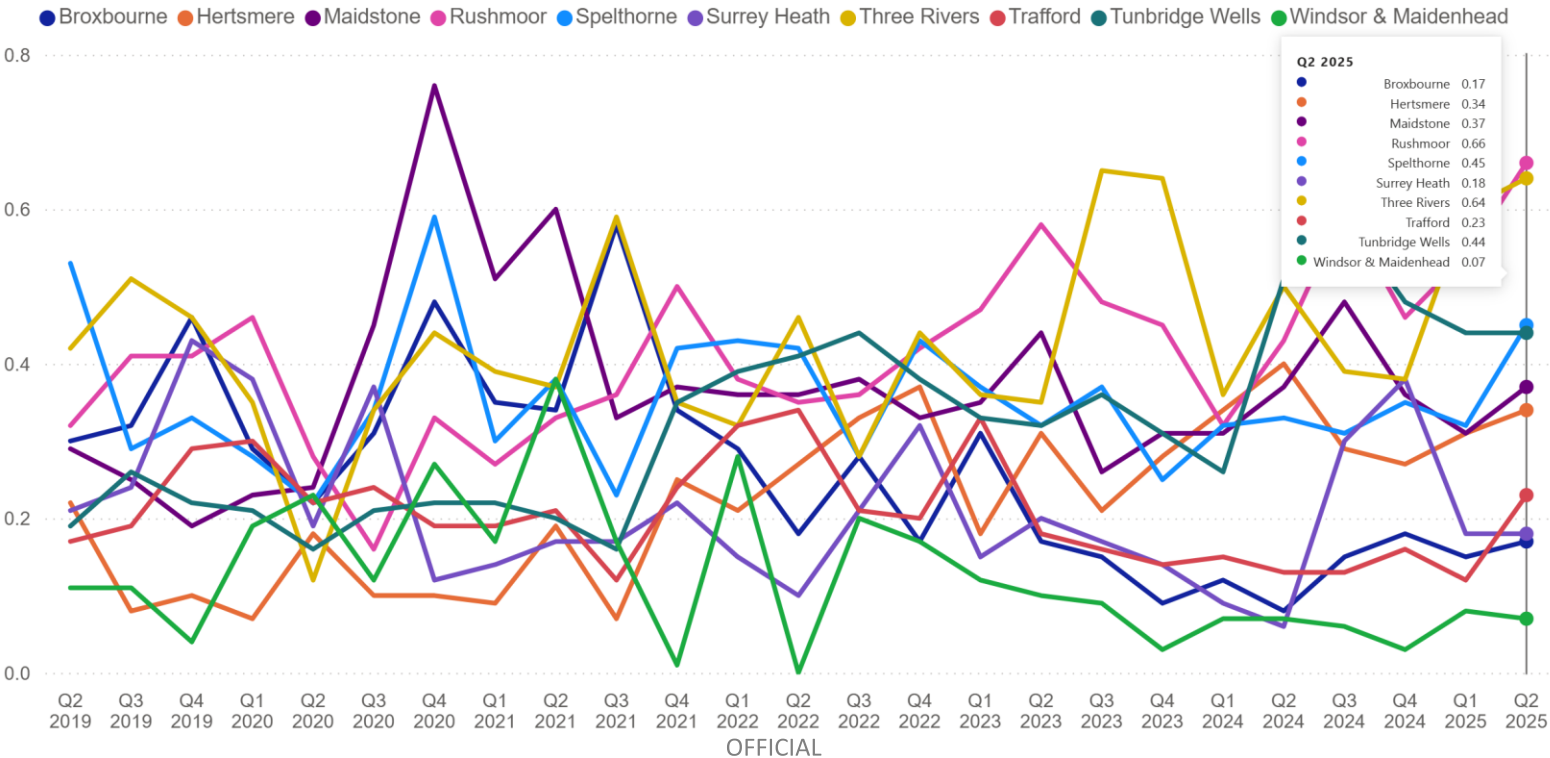
1 10



NN LA

- Spelthorne (selected authority)
- Trafford
- Broxbourne
- Rushmoor
- Tunbridge Wells
- Windsor & Maidenhead
- Surrey Heath
- Hertsmere
- Three Rivers
- Maidstone

In Spelthorne the % of duties owed that were prevented (lof) was 45.5%, +40.1% from the previous quarter. This is the 29th highest out of 293 local authorities in England and the 3rd highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

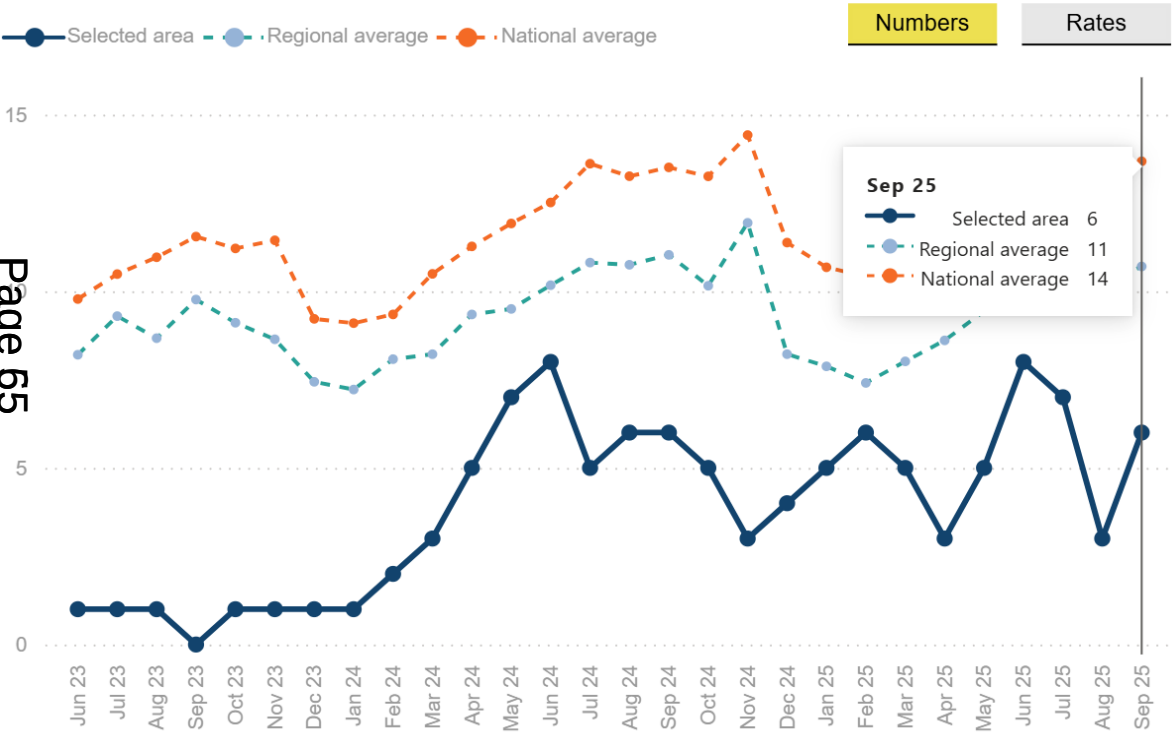




Local Outcomes Framework

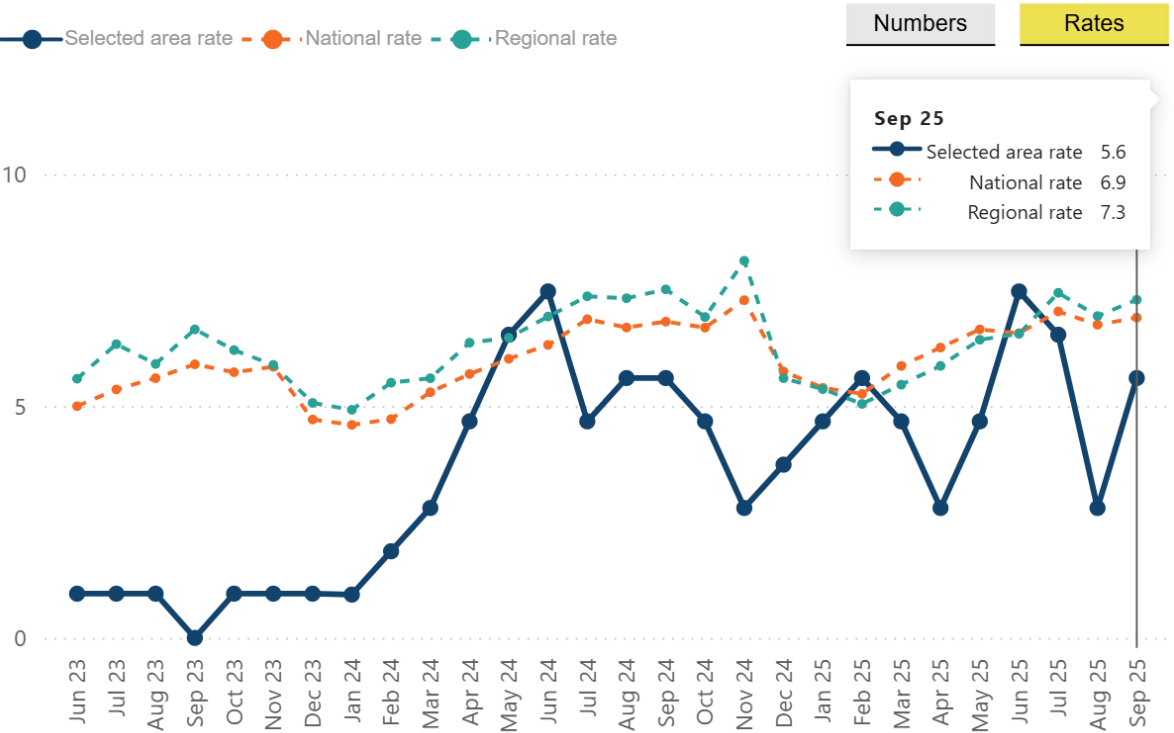
Homelessness & Rough Sleeping Metrics

People estimated to be sleeping rough on single night



Page 65

People estimated to be sleeping rough on single night

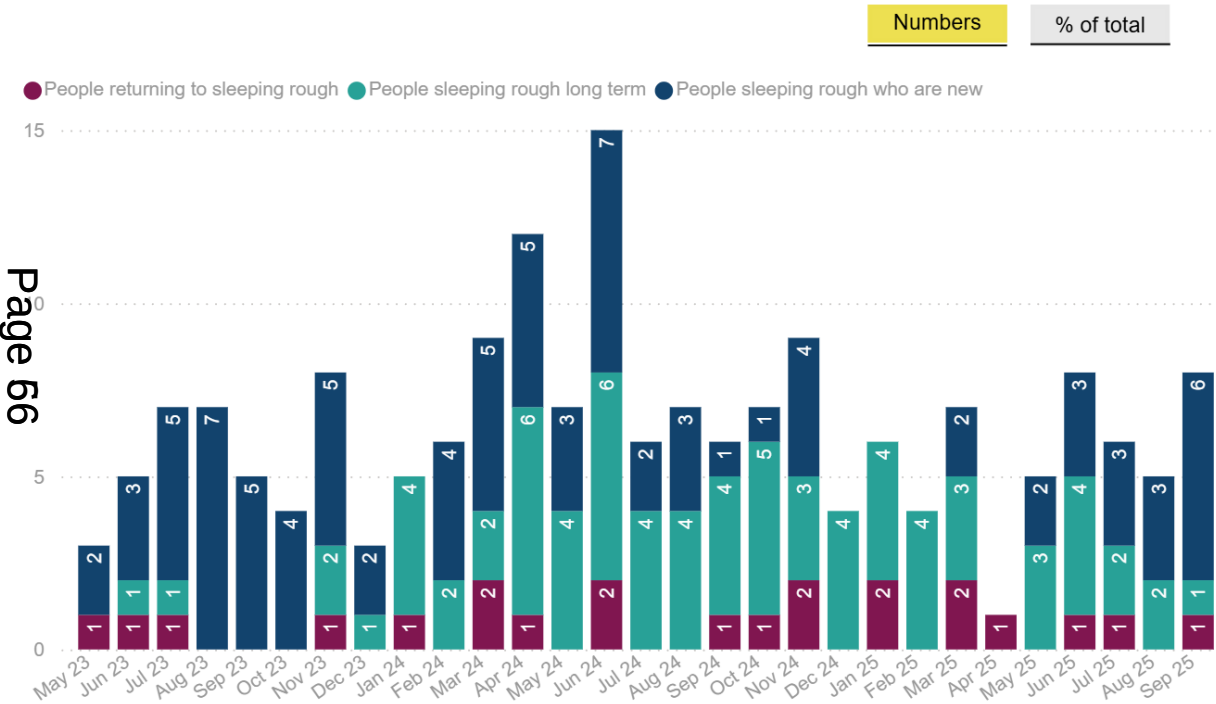




Local Outcomes Framework

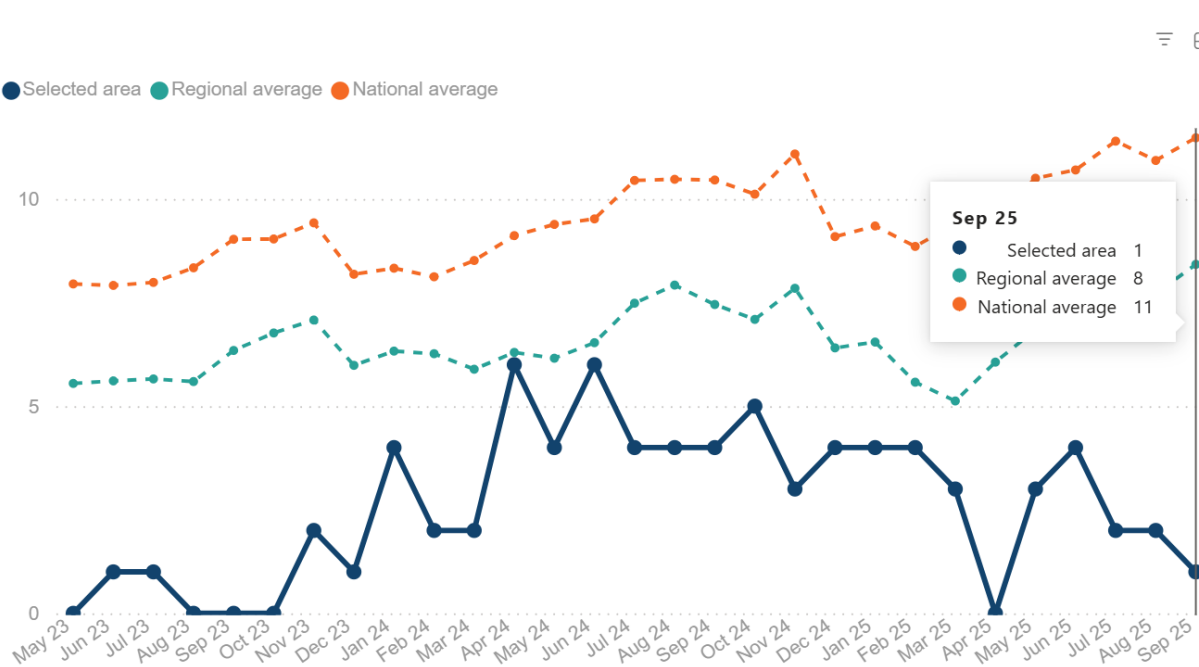
Homelessness & Rough Sleeping Metrics

People estimated to be sleeping rough over the month who are new, long term or returning



Page 66

People estimated to be sleeping rough over the month who have been sleeping rough long term





Homelessness Demand

What the data tells us – Accepting duties at Prevention stage

Apr-Jun 2025 Metric Analysis (Rates) : % of those owed a duty being accepted at the prevention stage [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates

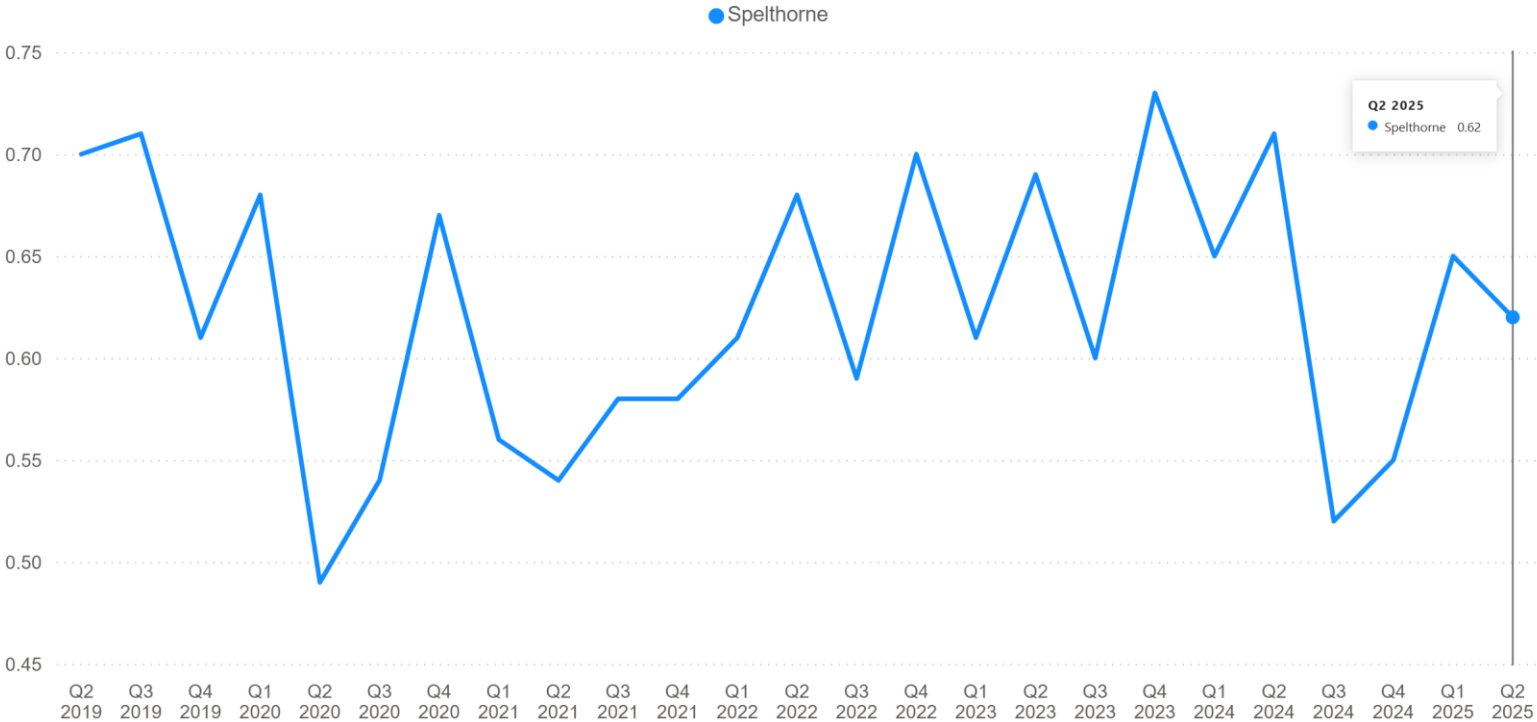


Number of nearest neighbours

1 1

In Spelthorne the % of those owed a duty being accepted at the prevention stage was 61.6%, -5.1% from the previous quarter. This is the 56th highest out of 293 local authorities in England and the 1st highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

NN LA
Spelthorne (selected authority)





Homelessness Demand

What the data tells us – Accepting duties at Prevention stage – compared rates

Apr-Jun 2025 Metric Analysis (Rates) : % of those owed a duty being accepted at the prevention stage [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

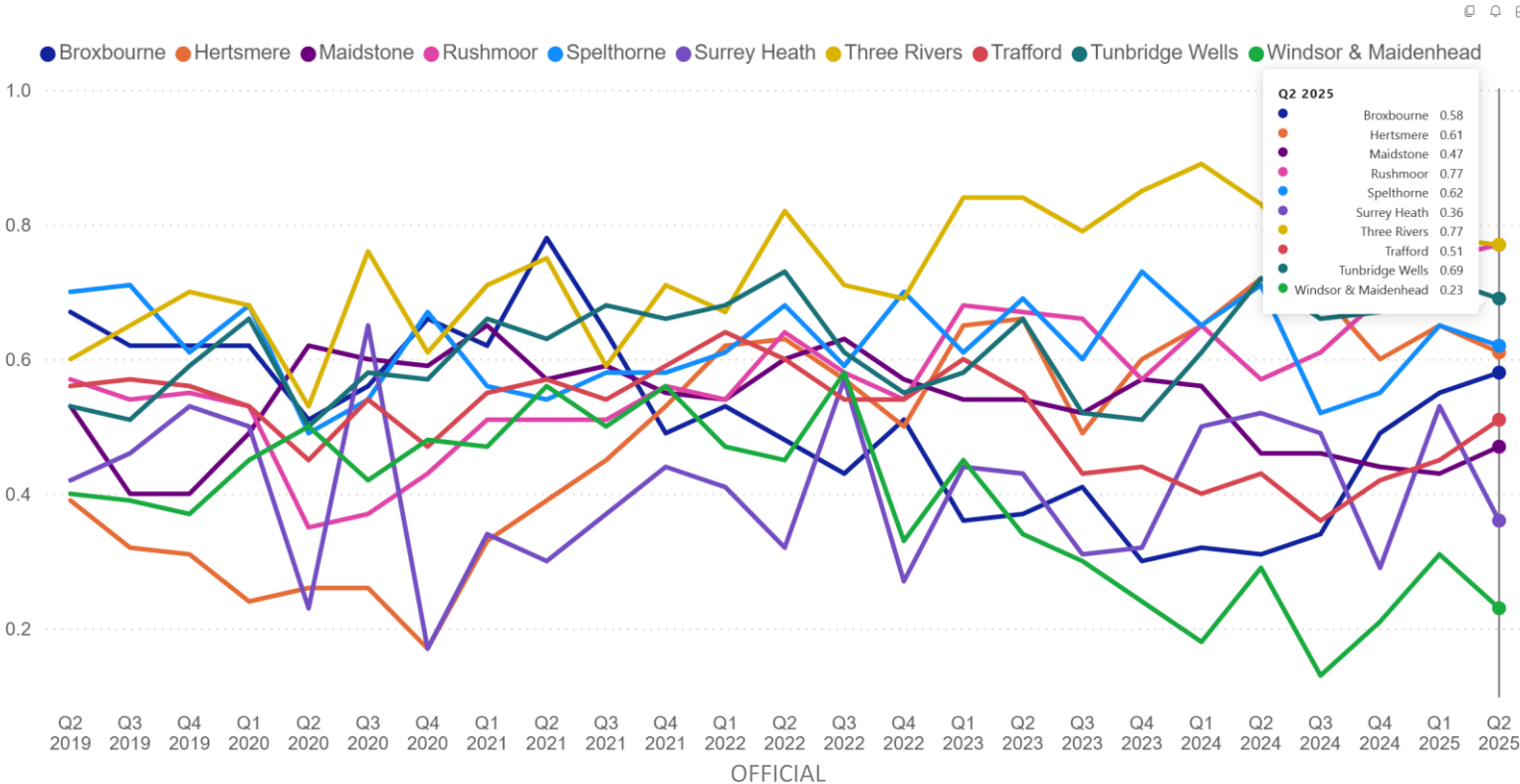
Actuals Rates

Number of nearest neighbours

1 10

In Spelthorne the % of those owed a duty being accepted at the prevention stage was 61.6%, -5.1% from the previous quarter. This is the 56th highest out of 293 local authorities in England and the 4th highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

- NN LA
- Spelthorne (selected authority)
 - Trafford
 - Broxbourne
 - Rushmoor
 - Tunbridge Wells
 - Windsor & Maidenhead
 - Surrey Heath
 - Hertsmere
 - Three Rivers
 - Maidstone





Homelessness Demand

Singles – Temporary Accommodation

Apr-Jun 2025 Metric Analysis (Actuals) : Households in temporary accommodation (singles)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



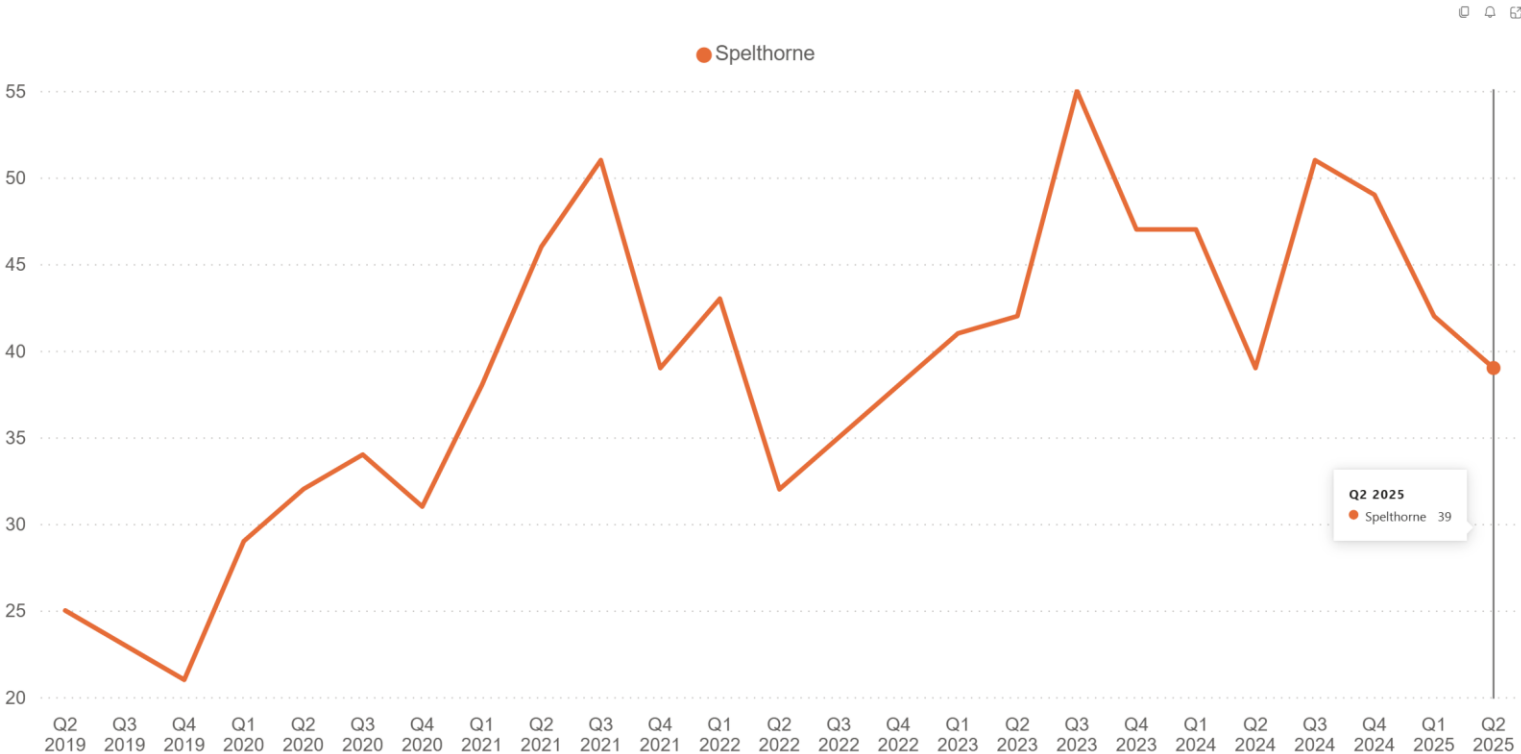
Rates



Number of nearest neighbours

1 1

Spelthorne has 39 households in temporary accommodation (singles), -7.1% from the previous quarter. This is the 174th highest out of 284 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

Singles – Prevention Duty flow

Apr-Jun 2025 Metric Analysis (Actuals) : Households owed a prevention duty (singles) [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals ☒ Rates ☐

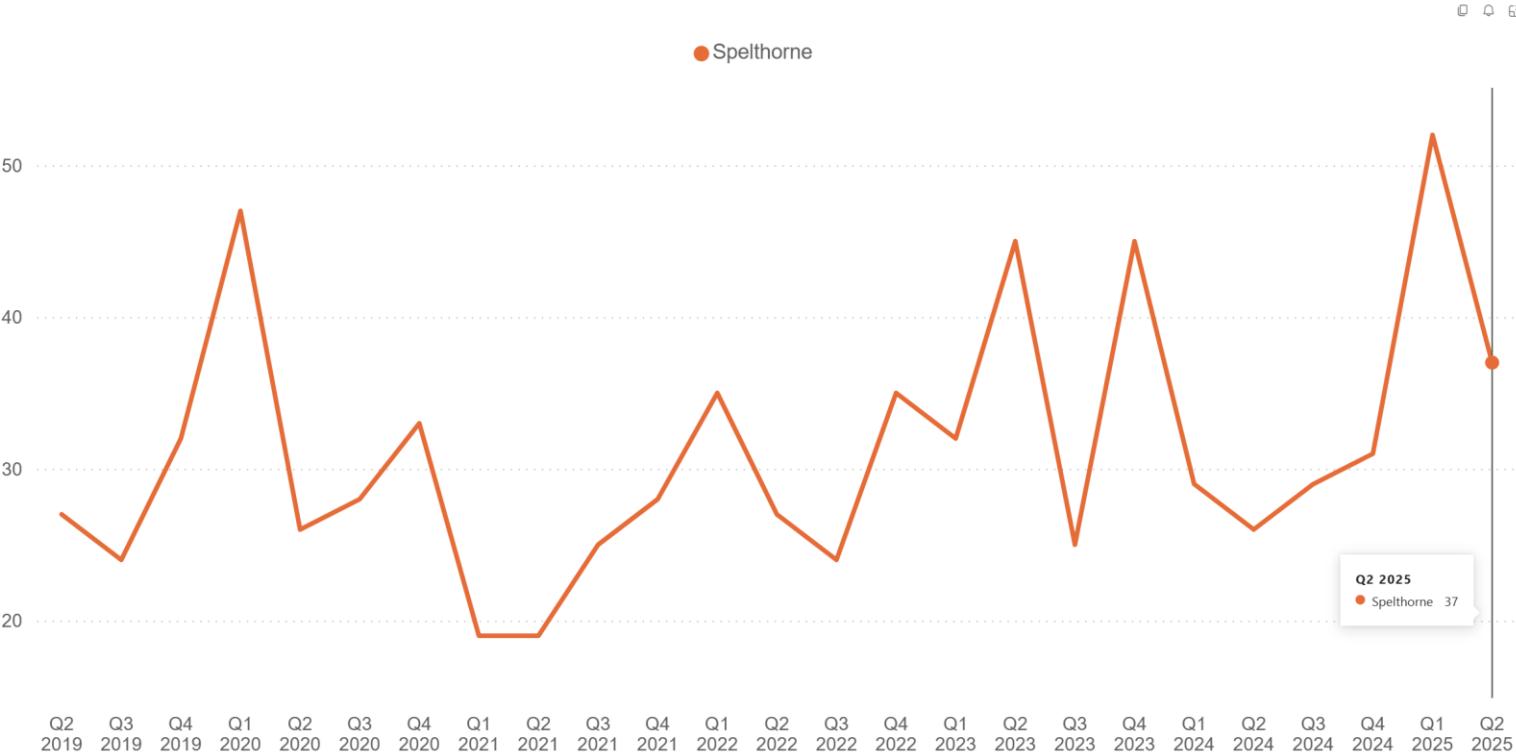
Number of nearest neighbours

1

1

Spelthorne has 37 households owed a prevention duty (singles), -28.8% from the previous quarter. This is the 177th highest out of 292 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

NN LA
Spelthorne (selected authority)





Homelessness Demand

Singles – Relief Duty flow

Apr-Jun 2025 Metric Analysis (Actuals) : Households owed a relief duty (singles)

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals ☒ Rates

Number of nearest neighbours

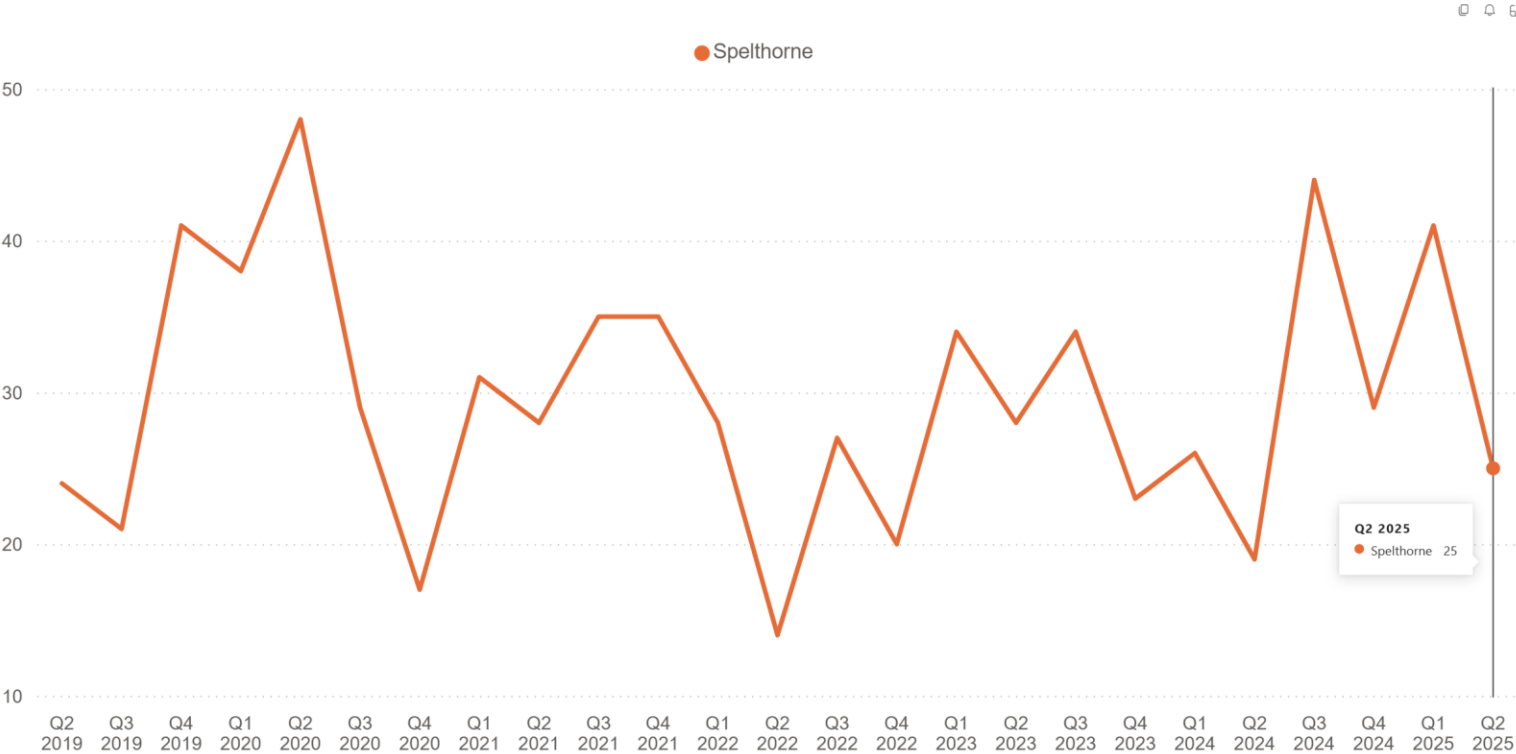
1

1

Spelthorne has 25 households owed a relief duty (singles), -39.0% from the previous quarter. This is the 252nd highest out of 291 local authorities in England and the 1st highest out of 1 similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)

NN LA

Spelthorne (selected authority)





Outcomes & access to Accommodation



Homelessness Demand

What the data tells us – Securing accommodation in Prevention & Relief

Apr-Jun 2025 Metric Analysis (Rates) : % of prevention or relief duties owed that ended in accommodation secured

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals



Rates

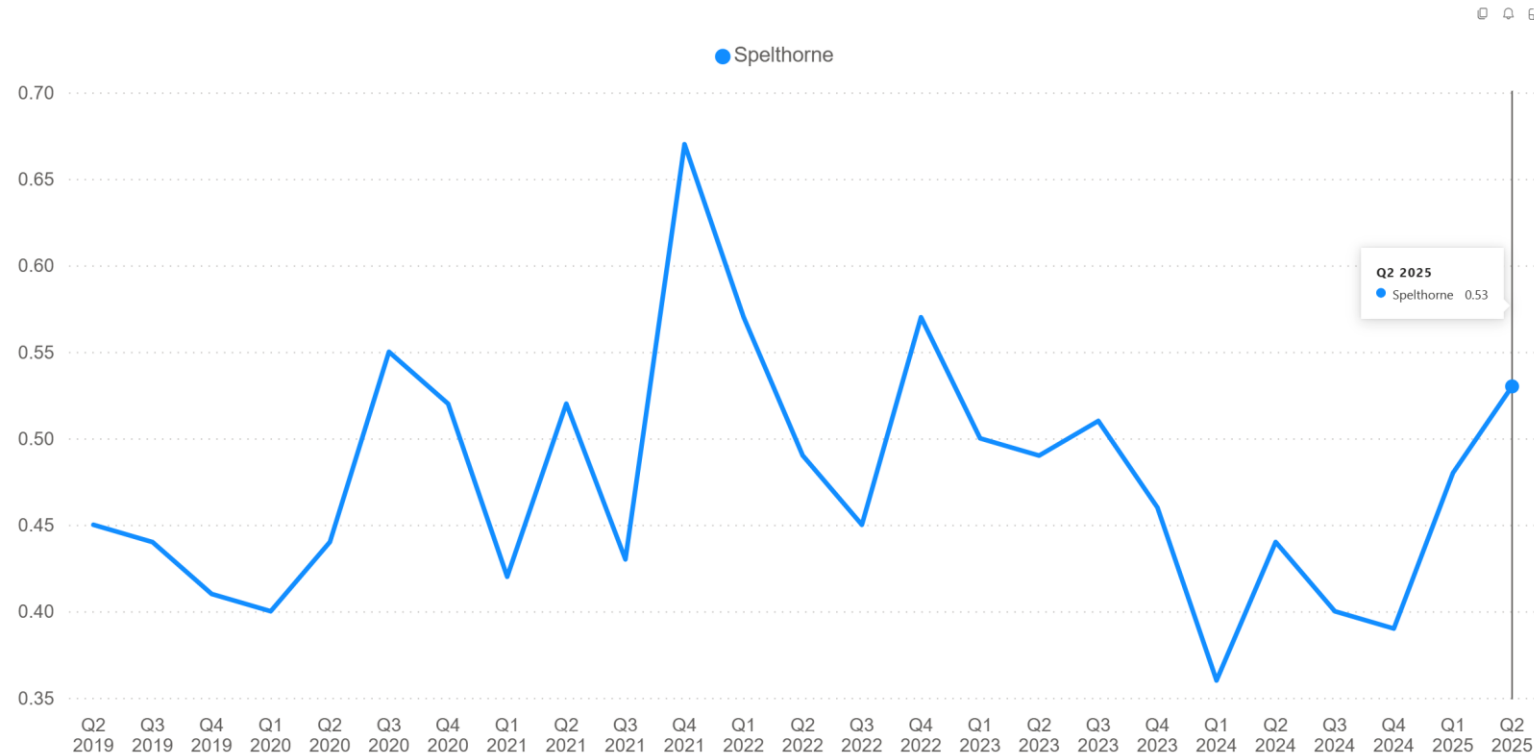


Number of nearest neighbours

1

1

In Spelthorne the % of prevention or relief duties owed that ended in accommodation secured was 53.4%, +11.8% from the previous quarter. This is the 69th highest out of 293 local authorities in England and the 1st highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

What the data tells us – Securing accommodation in Prevention & Relief – compared rates

Apr-Jun 2025 Metric Analysis (Rates) : % of prevention or relief duties owed that ended in accommodation secured [Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals Rates

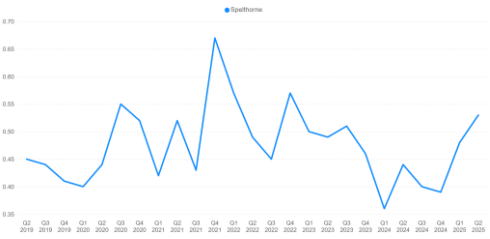


Number of nearest neighbours

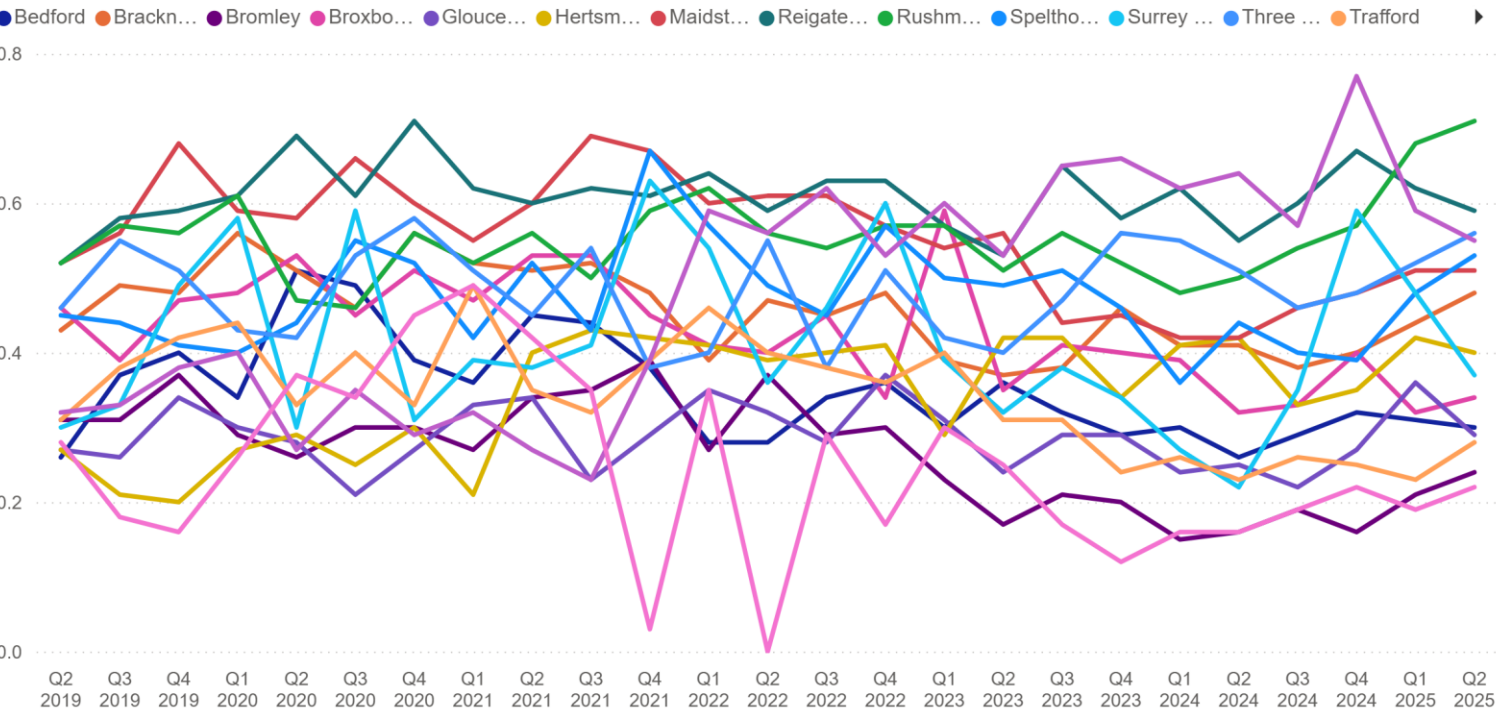
1 15



In Spelthorne the % of prevention or relief duties owed that ended in accommodation secured was 53.4%, +11.8% from the previous quarter. This is the 70th highest out of 294 local authorities in England and the 5th highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)



- Page 64
- Spelthorne (selected authority)
 - Trafford
 - Broxbourne
 - Rushmoor
 - Tunbridge Wells
 - Windsor & Maidenhead
 - Surrey Heath
 - Hertsmere
 - Three Rivers
 - Maidstone
 - Gloucester
 - Bromley
 - Bracknell Forest
 - Reigate & Banstead
 - Bedford



Q2 2025

Bedford	0.30
Bracknell Forest	0.48
Bromley	0.24
Broxbourne	0.34
Gloucester	0.29
Hertsmere	0.40
Maidstone	0.51
Reigate & Banstead	0.59
Rushmoor	0.71
Spelthorne	0.53
Surrey Heath	0.37
Three Rivers	0.56
Trafford	0.28
Tunbridge Wells	0.55
Windsor & Maidenhead	0.22



Ministry of Housing,
Communities &
Local Government

Homelessness Demand

What the data tells us – End of Prevention/Relief – compared rates

HCLIC APR/JUN 2025	ENGLAND		South East		Spelthorne		Elmbridge		Epsom & Ewell		Guildford		Mole Valley		Reigate & Banstead		Runnymede		Surrey Heath		Tandridge		Waverley		Woking		
	88020		12060		133		105		73		126		77		172		78		43		82		86		88		
Reason for households' prevention duty ending:																											
Secured accommodation for 6+ months	19070	53.90%	2880	52.2%	45	61.6%	35	60.3%	2	8.7%	45	77.6%	39	73.6%	68	68.0%	12	63.2%	8	50.0%	14	31.1%	26	65.0%	35	71.4%	
Stayed in existing accommodation	6570	18.60%	770	13.9%	6	8.2%	9	15.5%	0	0.0%	17	29.3%	8	15.1%	12	12.0%	3	15.8%	2	12.5%	1	2.2%	10	25.0%	4	8.2%	
Moved to alternative accommodation	12500	35.30%	2110	38.2%	39	53.4%	26	44.8%	2	8.7%	28	48.3%	31	58.5%	56	56.0%	9	47.4%	6	37.5%	13	28.9%	16	40.0%	31	63.3%	
Homeless (including intentionally homeless)	9280	26.20%	1410	25.5%	15	20.5%	16	27.6%	6	26.1%	6	10.3%	7	13.2%	16	16.0%	4	21.1%	7	43.8%	13	28.9%	8	20.0%	13	26.5%	
Contact lost	2710	7.70%	430	7.8%	3	4.1%	3	5.2%	13	56.5%	2	3.4%	2	3.8%	4	4.0%	2	10.5%	1	6.3%	1	2.2%	0	0.0%	0	0.0%	
56 days elapsed and no further action	2710	7.70%	540	9.8%	7	9.6%	2	3.4%	1	4.3%	1	1.7%	4	7.5%	8	8.0%	1	5.3%	0	0.0%	12	26.7%	1	2.5%	0	0.0%	
Withdrew application / applicant deceased	1110	3.10%	200	3.6%	3	4.1%	2	3.4%	1	4.3%	2	3.4%	1	1.9%	2	2.0%	0	0.0%	0	0.0%	3	6.7%	1	2.5%	0	0.0%	
No longer eligible	140	0.40%	20	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Refused suitable accommodation offer	280	0.80%	30	0.5%	0	0.0%	0	0.0%	0	0.0%	2	3.4%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	2.2%	4	10.0%	1	2.0%	
Refused to cooperate	120	0.30%	20	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	2.2%	0	0.0%	0	0.0%	
Not known	0	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Other	16350	46.20%	2650	48.0%	28	38.4%	23	39.7%	21	91.3%	13	22.4%	14	26.4%	32	32.0%	7	36.8%	8	50.0%	31	68.9%	14	35.0%	14	28.6%	
Type of accommodation secured for households at end of Prevention duty:																											
Social rented sector	6670	35.00%	730	25.3%	2	4.4%	3	8.6%	0	0.0%	11	24.4%	20	51.3%	5	7.4%	0	0.0%	0	0.0%	6	42.9%	8	30.8%	4	11.4%	
Private rented sector	8010	42.00%	1440	50.0%	10	22.2%	5	14.3%	2	100.0%	33	73.3%	17	43.6%	21	30.9%	1	8.3%	2	25.0%	8	57.1%	16	61.5%	28	80.0%	
Staying with family	1490	7.80%	210	7.3%	2	4.4%	2	5.7%	0	0.0%	1	2.2%	1	2.6%	2	2.9%	2	16.7%	0	0.0%	0	0.0%	2	7.7%	1	2.9%	
Staying with friends	340	1.80%	40	1.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.9%	
Owner-occupier	140	0.70%	10	0.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Other	290	1.50%	50	1.7%	2	4.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.9%	
Not known	2140	11.20%	390	13.5%	29	64.4%	25	71.4%	0	0.0%	0	0.0%	0	0.0%	40	58.8%	9	75.0%	6	75.0%	0	0.0%	0	0.0%	0	0.0%	
Reason for households' relief duty ending:																											
Secured accommodation for 6+ months	17460	33.20%	1950	29.8%	26	43.3%	14	29.8%	5	10.0%	38	55.9%	12	50.0%	34	47.2%	30	50.8%	8	29.6%	17	45.9%	34	73.9%	15	38.5%	
56 days elapsed	26220	49.80%	3420	52.3%	28	46.7%	28	59.6%	42	84.0%	17	25.0%	7	29.2%	22	30.6%	11	18.6%	14	51.9%	10	27.0%	4	8.7%	19	48.7%	
Contact lost	4450	8.50%	530	8.1%	2	3.3%	4	8.5%	0	0.0%	5	7.4%	0	0.0%	7	9.7%	10	16.9%	1	3.7%	1	2.7%	2	4.3%	1	2.6%	
Withdrew application / applicant deceased	2560	4.90%	380	5.8%	2	3.3%	1	2.1%	1	2.0%	4	5.9%	5	20.8%	4	5.6%	3	5.1%	1	3.7%	5	13.5%	3	6.5%	1	2.6%	
Refused final accommodation	900	1.70%	90	1.4%	1	1.7%	0	0.0%	0	0.0%	4	5.9%	0	0.0%	5	6.9%	4	6.8%	2	7.4%	3	8.1%	3	6.5%	3	7.7%	
Intentionally homeless from accommodation provided	280	0.50%	40	0.6%	0	0.0%	0	0.0%	1	2.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Local connection referral accepted by other LA	320	0.60%	80	1.2%	1	1.7%	0	0.0%	1	2.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	3.7%	1	2.7%	0	0.0%	0	0.0%	
No longer eligible	300	0.60%	50	0.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Notice served due to refusal to cooperate	100	0.20%	10	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Not known	10	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Other	35140	66.80%	4600	70.3%	34	56.7%	33	70.2%	45	90.0%	30	44.1%	12	50.0%	38	52.8%	29	49.2%	19	70.4%	20	54.1%	12	26.1%	24	61.5%	
Type of accommodation secured for households at end of relief duty:																											
Social rented sector	8930	51.15%	800	41.03%	12	46.15%	4	28.57%	0	0.00%	25	65.79%	8	66.67%	2	5.88%	7	23.33%	5	62.50%	7	41.18%	17	50.00%	7	46.67%	
Private rented sector	6240	35.74%	940	48.21%	11	42.31%	6	42.86%	5	100.00%	9	23.68%	3	25.00%	26	76.47%	23	76.67%	3	37.50%	9	52.94%	11	32.35%	8	53.33%	
Staying with family	650	3.72%	80	4.10%	0	0.00%	1	7.14%	0	0.00%	3	7.89%	0	0.00%	4	11.76%	0	0.00%	0	0.00%	0	0.00%	1	2.94%	0	0.00%	
Staying with friends	280	1.60%	30	1.54%	1	3.85%	0	0.00%	0	0.00%	1	2.63%	1	8.33%	1	2.94%	0	0.00%	0	0.00%	0	0.00%	1	2.94%	0	0.00%	
Owner-occupier	50	0.29%	10	0.51%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Other	810	4.64%	80	4.10%	1	3.85%	3	21.43%	0	0.00%	0	0.00%	0	0.00%	1	2.94%	0	0.00%	0	0.00%	1	5.88%	4	11.76%	0	0.00%	
Not known	490	2.81%	20	1.03%	1	3.85%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	



Ministry of Housing,
Communities &
Local Government

Homelessness Demand

What the data tells us – End of Prevention/Relief – compared rates

HCLIC APR/JUN 2025	ENGLAND		South East		Spelthorne		Trafford		Broxbourne		Rushmoor		Tunbridge Wells		Windsor & Maidenhead	
Reason for households' prevention duty ending:	88020		12060		133		302		124		133		115		130	
Secured accommodation for 6+ months	19070	53.90%	2880	52.2%	45	61.6%	52	39.1%	18	35.3%	71	78.0%	44	66.7%	8	22.2%
Stayed in existing accommodation	6570	18.60%	770	13.9%	6	8.2%	9	6.8%	9	17.6%	18	19.8%	12	18.2%	2	5.6%
Moved to alternative accommodation	12500	35.30%	2110	38.2%	39	53.4%	43	32.3%	9	17.6%	53	58.2%	32	48.5%	6	16.7%
Homeless (including intentionally homeless)	9280	26.20%	1410	25.5%	15	20.5%	50	37.6%	15	29.4%	14	15.4%	9	13.6%	23	63.9%
Contact lost	2710	7.70%	430	7.8%	3	4.1%	8	6.0%	3	5.9%	5	5.5%	9	13.6%	0	0.0%
56 days elapsed and no further action	2710	7.70%	540	9.8%	7	9.6%	14	10.5%	12	23.5%	0	0.0%	0	0.0%	5	13.9%
Withdrew application / applicant deceased	1110	3.10%	200	3.6%	3	4.1%	7	5.3%	3	5.9%	1	1.1%	2	3.0%	0	0.0%
No longer eligible	140	0.40%	20	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Refused suitable accommodation offer	280	0.80%	30	0.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Refused to cooperate	120	0.30%	20	0.4%	0	0.0%	2	1.5%	0	0.0%	0	0.0%	2	3.0%	0	0.0%
Not known	0	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	16350	46.20%	2650	48.0%	28	38.4%	81	60.9%	33	64.7%	20	22.0%	22	33.3%	28	77.8%
Type of accommodation secured for households at end of Prevention duty:																
Social rented sector	6670	35.00%	730	25.3%	2	4.4%	6	11.5%	6	33.3%	14	19.7%	17	38.6%	2	25.0%
Private rented sector	8010	42.00%	1440	50.0%	10	22.2%	12	23.1%	11	61.1%	31	43.7%	20	45.5%	6	75.0%
Staying with family	1490	7.80%	210	7.3%	2	4.4%	3	5.8%	1	5.6%	16	22.5%	5	11.4%	0	0.0%
Staying with friends	340	1.80%	40	1.4%	0	0.0%	0	0.0%	0	0.0%	5	7.0%	0	0.0%	0	0.0%
Owner-occupier	140	0.70%	10	0.3%	0	0.0%	0	0.0%	0	0.0%	1	1.4%	0	0.0%	0	0.0%
Other	290	1.50%	50	1.7%	2	4.4%	2	3.8%	0	0.0%	2	2.8%	1	2.3%	0	0.0%
Not known	2140	11.20%	390	13.5%	29	64.4%	29	55.8%	0	0.0%	2	2.8%	1	2.3%	0	0.0%
Reason for households' relief duty ending:																
Secured accommodation for 6+ months	17460	33.20%	1950	29.8%	26	43.3%	34	20.1%	24	32.9%	23	54.8%	19	38.8%	20	21.3%
56 days elapsed	26220	49.80%	3420	52.3%	28	46.7%	109	64.5%	32	43.8%	12	28.6%	20	40.8%	65	69.1%
Contact lost	4450	8.50%	530	8.1%	2	3.3%	10	5.9%	4	5.5%	4	9.5%	6	12.2%	4	4.3%
Withdrew application / applicant deceased	2560	4.90%	380	5.8%	2	3.3%	5	3.0%	4	5.5%	2	4.8%	4	8.2%	4	4.3%
Refused final accommodation	900	1.70%	90	1.4%	1	1.7%	9	5.3%	6	8.2%	1	2.4%	0	0.0%	1	1.1%
Intentionally homeless from accommodation provided	280	0.50%	40	0.6%	0	0.0%	1	0.6%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
Local connection referral accepted by other LA	320	0.60%	80	1.2%	1	1.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
No longer eligible	300	0.60%	50	0.8%	0	0.0%	1	0.6%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
Notice served due to refusal to cooperate	100	0.20%	10	0.2%	0	0.0%	0	0.0%	1	1.4%	0	0.0%	0	0.0%	0	0.0%
Not known	10	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	35140	66.80%	4600	70.3%	34	56.7%	135	79.9%	49	67.1%	19	45.2%	30	61.2%	74	78.7%
Type of accommodation secured for households at end of relief duty:																
Social rented sector	8930	51.15%	800	41.03%	12	46.15%	9	26.47%	6	25.00%	9	39.13%	10	52.63%	8	40.00%
Private rented sector	6240	35.74%	940	48.21%	11	42.31%	20	58.82%	16	66.67%	11	47.83%	4	21.05%	9	45.00%
Staying with family	650	3.72%	80	4.10%	0	0.00%	1	2.94%	1	4.17%	1	4.35%	1	5.26%	0	0.00%
Staying with friends	280	1.60%	30	1.54%	1	3.85%	0	0.00%	0	0.00%	1	4.35%	1	5.26%	0	0.00%
Owner-occupier	50	0.29%	10	0.51%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Other	810	4.64%	80	4.10%	1	3.85%	3	8.82%	1	4.17%	1	4.35%	3	15.79%	3	15.00%
Not known	490	2.81%	20	1.03%	1	3.85%	1	2.94%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



Homelessness Demand

What the data tells us – End of Prevention/Relief – compared rates

HCLIC Apr/Jun 2025/26	Total with accommodation secured at end of prevention duty		Single parent Male		Single parent Female		Single parent Other / gender not known		Single Male		Single Female		Single Other / gender not known		Couple / two adults with dependent children		Couple / two adults without dependent children		Three or more adults with dependent children		Three or more adults without dependent children		Not known	
Elmbridge	35	100%	0	0%	15	43%	0	0%	5	14%	10	29%	0	0%	3	9%	1	3%	1	3%	0	0%	0	0%
Epsom & Ewell	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guildford	45	100%	1	2%	17	38%	0	0%	7	16%	9	20%	0	0%	7	16%	2	4%	1	2%	1	2%	0	0%
Mole Valley	39	100%	1	3%	9	23%	0	0%	15	38%	8	21%	0	0%	3	8%	3	8%	0	0%	0	0%	0	0%
Reigate & Banstead	68	100%	4	6%	16	24%	0	0%	25	37%	11	16%	0	0%	9	13%	2	3%	1	1%	0	0%	0	0%
Runnymede	12	100%	0	0%	6	50%	0	0%	3	25%	2	17%	0	0%	0	0%	1	8%	0	0%	0	0%	0	0%
Spelthorne	45	100%	0	0%	9	20%	0	0%	17	38%	10	22%	0	0%	4	9%	3	7%	0	0%	2	4%	0	0%
Surrey Heath	8	100%	1	12%	1	12%	0	0%	3	38%	3	38%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Tandridge	14	100%	0	0%	3	21%	0	0%	3	21%	3	21%	0	0%	2	14%	2	14%	0	0%	1	7%	0	0%
Waverley	26	100%	0	0%	5	19%	0	0%	9	35%	6	23%	0	0%	2	8%	3	12%	0	0%	1	4%	0	0%
Woking	35	100%	2	6%	9	26%	0	0%	7	20%	8	23%	0	0%	8	23%	1	3%	0	0%	0	0%	0	0%
	Total with accommodation secured at end of Relief duty																							
Elmbridge	14	100%	1	7%	2	14%	0	0%	5	36%	3	21%	0	0%	0	0%	2	14%	1	7%	0	0%	0	0%
Epsom & Ewell	5	100%	0	0%	1	20%	0	0%	3	60%	0	0%	0	0%	0	0%	0	0%	1	20%	0	0%	0	0%
Guildford	38	100%	0	0%	5	13%	0	0%	21	55%	10	26%	0	0%	2	5%	0	0%	0	0%	0	0%	0	0%
Mole Valley	12	100%	0	0%	0	0%	0	0%	6	50%	4	33%	0	0%	1	8%	1	8%	0	0%	0	0%	0	0%
Reigate & Banstead	34	100%	0	0%	3	9%	0	0%	22	65%	5	15%	1	3%	3	9%	0	0%	0	0%	0	0%	0	0%
Runnymede	30	100%	0	0%	2	7%	0	0%	22	73%	6	20%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Spelthorne	26	100%	0	0%	3	12%	0	0%	15	58%	4	15%	1	4%	1	4%	1	4%	0	0%	1	4%	0	0%
Surrey Heath	8	100%	1	12%	1	12%	0	0%	5	62%	0	0%	0	0%	0	0%	1	12%	0	0%	0	0%	0	0%
Tandridge	17	100%	1	6%	6	35%	0	0%	5	29%	4	24%	0	0%	0	0%	0	0%	0	0%	1	6%	0	0%
Waverley	34	100%	2	6%	3	9%	0	0%	21	62%	6	18%	0	0%	0	0%	2	6%	0	0%	0	0%	0	0%
Woking	15	100%	0	0%	1	7%	0	0%	7	47%	4	27%	0	0%	2	13%	0	0%	0	0%	1	7%	0	0%



Homelessness Demand

What the data tells us – Main duty decisions – compared rates

HCLIC APR/JUN 2025	Total main duty decisions for eligible households	Homeless + priority need + unintentionally homeless (acceptance)	Percentage accepted	Homeless + priority need + intentionally homeless	Homeless + no priority need	Not homeless
ENGLAND	25,090	16,440	66%	1,080	7,350	220
SOUTH EAST	3,160	2,230	71%	160	730	40
Elmbridge	27	26	96%	0	1	0
Epsom & Ewell	41	36	88%	2	3	0
Guildford	17	15	88%	2	0	0
Wale Valley	7	6	86%	0	1	0
Reigate & Banstead	21	18	86%	1	2	0
Runnymede	12	9	75%	0	2	1
Spelthorne	29	20	69%	1	8	0
Surrey Heath	14	10	71%	0	4	0
Tandridge	10	7	70%	3	0	0
Waverley	2	0	0%	1	1	0
Woking	18	18	100%	0	0	0
Bedford	143	94	66%	6	41	2
Bracknell Forest	34	16	47%	2	15	1
Bromley	216	174	81%	4	31	7
Broxbourne	25	25	100%	0	0	0
Gloucester	123	74	60%	4	45	0
Hertsmere	45	19	42%	6	18	2
Maidstone	64	61	95%	1	2	0
Reigate & Banstead	21	18	86%	1	2	0
Rushmoor	12	10	83%	0	2	0
Spelthorne	29	20	69%	1	8	0
Surrey Heath	14	10	71%	0	4	0
Three Rivers	16	12	75%	0	3	1
Trafford	96	78	81%	1	16	1
Tunbridge Wells	16	16	100%	0	0	0
Windsor & Maidenhead	61	30	49%	2	29	0



Homelessness Demand

What the data tells us – Main duty closures

Apr-Jun 2025 Metric Analysis (Rates) : % of main duties that ended in accommodation secured

[Click here to view charts](#)

Selected LA

Spelthorne

Reset visuals

Actuals

Rates



Number of nearest neighbours

1 5



NN LA

Spelthorne (selected authority)

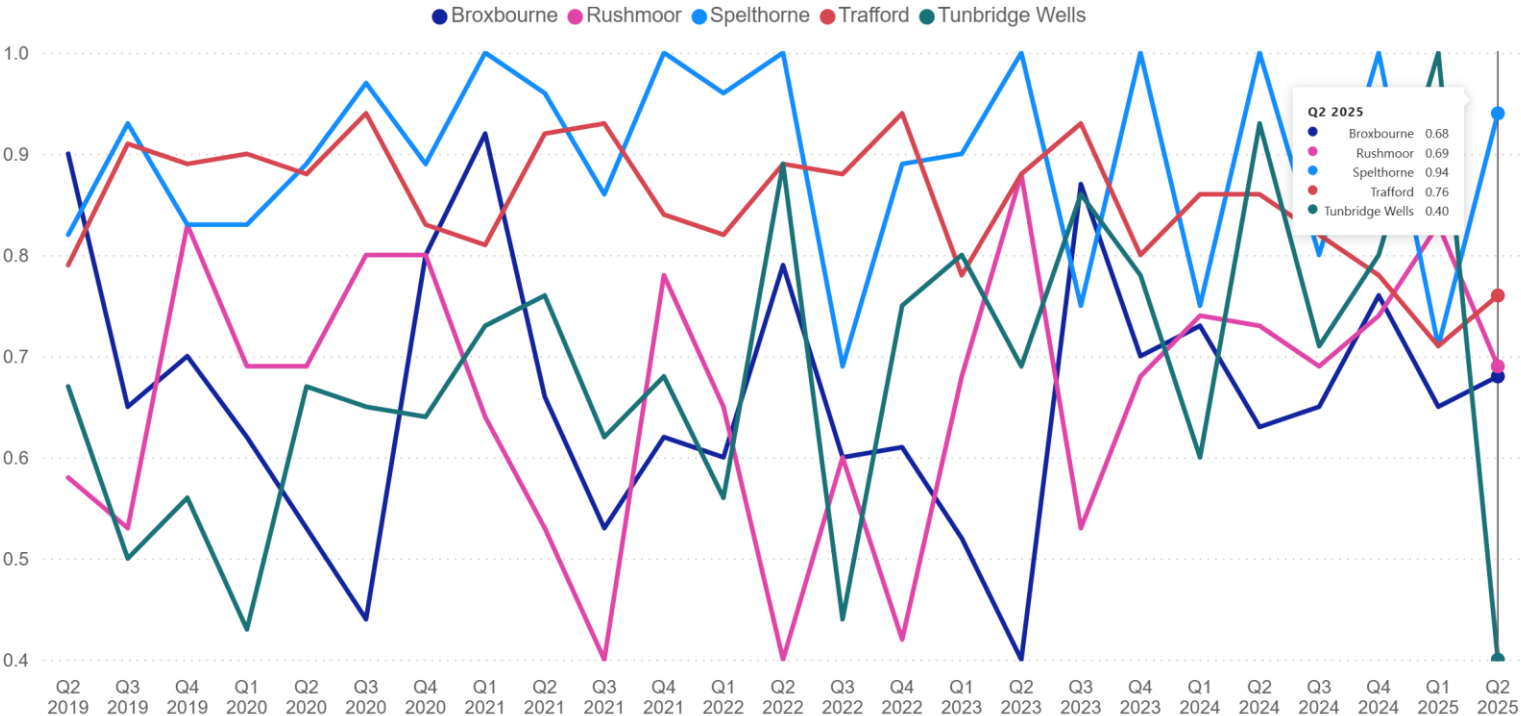
Trafford

Broxbourne

Rushmoor

Tunbridge Wells

In Spelthorne the % of main duties that ended in accommodation secured was 93.9%, +33.1% from the previous quarter. This is the 39th highest out of 288 local authorities in England and the 1st highest out of similar (NN) local authorities. (Note that authorities where no data were submitted for this metric have not been included)





Homelessness Demand

What the data tells us – Main duty closures – compared rates

	MAIN DUTY - CLOSED						ACCEPTED - PART 6						ACCEPTED PRS						REFUSED TA, WITHDREW, LOST CONTACT						VOLUNTARY CEASED TO OCCUPY TA						
	APR/JU N 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	APR/JU N 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	APR/JU N 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	APR/JU N 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	APR/JUN 24/25	JUL/SEP 24/25	OCT/DE C 24/25	JAN/MA R 24/25	APR/JU N 25/26	TOTAL	
Elmbridge	15	36	14	17	22	104	12	29	9	11	17	78	2	1	3	3	3	12	1	5	1	3	0	10	0	0	1	0	1	2	
Epsom & Ewell	14	8	5	10	4	41	10	5	5	5	4	29	0	1	0	0	0	1	0	0	0	0	0	0	2	1	0	5	0	8	
Guildford	1	4	1	1	4	11	0	3	1	0	2	6	0	0	0	0	2	2	1	1	0	0	0	2	0	0	0	0	0	0	
Mole Valley	9	3	10	5	6	33	3	1	4	1	5	14	6	1	3	2	1	13	0	1	2	1	0	4	0	0	1	1	0	2	
Reigate & Banstead	26	20	16	8	11	81	12	8	5	5	10	40	6	2	6	1	1	16	0	0	0	1	0	1	6	5	4	1	0	16	
Runnymede	15	4	2	10	8	39	8	1	1	6	5	21	2	0	1	3	1	7	1	2	0	0	0	3	1	0	0	0	2	3	
Spelthorne	8	5	13	17	33	76	5	3	10	12	29	59	3	1	3	0	2	9	0	0	0	2	0	2	0	0	0	0	1	1	
Surrey Heath	7	6	11	8	4	36	5	2	9	4	1	21	1	2	1	2	0	6	0	0	0	1	0	1	0	1	0	1	3	5	
Tandridge	6	2	8	3	5	24	6	0	8	2	2	18	0	2	0	0	1	3	0	0	0	0	1	1	0	0	0	1	0	1	
Waverley	1	1	2	1	0	5	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	1	0	1	0	0	2	
Woking	11	17	10	26	18	82	5	10	6	12	9	42	2	1	0	11	8	22	1	1	0	2	1	5	2	4	3	1	0	10	
Wokingham	80	63	91	83	86	403	52	53	65	57	71	298	4	1	8	9	8	30	4	3	7	5	4	23	4	3	5	5	2	19	
Bracknell Forest	26	18	25	14	26	109	22	17	21	9	15	84	0	0	2	0	7	9	2	0	1	1	1	5	0	0	0	1	2	3	
Bromley	0	0	4	0	135	139	0	0	0	0	53	53	0	0	3	0	33	36	0	0	1	0	2	3	0	0	0	0	36	36	
Broxbourne	19	23	37	31	28	138	7	12	19	13	14	65	5	3	9	7	5	29	1	0	1	3	1	6	2	3	4	1	4	14	
Gloucester	72	65	78	62	55	332	56	51	66	50	44	267	1	0	2	3	3	9	4	4	4	4	4	20	4	3	3	3	2	15	
Hertsmere	30	24	18	9	19	100	21	16	11	6	17	71	3	1	1	0	1	6	2	3	0	0	0	5	4	1	3	0	0	8	
Maidstone	40	81	46	53	64	284	21	51	23	34	44	173	1	5	3	8	10	27	3	5	2	6	4	20	6	8	13	3	2	32	
Reigate & Banstead	26	20	16	8	11	81	12	8	5	5	10	40	6	2	6	1	1	16	0	0	0	1	0	1	6	5	4	1	0	16	
Rushmoor	15	13	19	12	13	72	8	8	12	7	9	44	3	1	2	3	0	9	0	0	2	2	1	5	3	4	1	0	0	8	
Spelthorne	8	5	13	17	33	76	5	3	10	12	29	59	3	1	3	0	2	9	0	0	0	2	0	2	0	0	0	0	0	1	1
Surrey Heath	7	6	11	8	4	36	5	2	9	4	1	21	1	2	1	2	0	6	0	0	0	1	0	1	0	1	0	1	3	5	
Three Rivers	6	6	7	17	19	55	5	6	7	13	15	46	0	0	0	2	0	2	0	0	0	1	0	1	0	0	0	0	1	1	
Trafford	69	50	78	75	59	331	59	35	60	47	41	242	0	6	1	6	4	17	2	2	6	15	9	34	1	1	2	1	1	6	
Tunbridge Wells	13	7	10	4	5	39	9	4	5	4	2	24	3	1	3	0	0	7	0	1	1	0	0	2	1	1	1	0	1	4	
Windsor & Maidenhead	25	39		32	35	131	20	30		20	25	95	1	1		2	1	5	1	8		3	2	14	2	0		4	5	11	



Homelessness Demand

Temporary Accommodation use – comparator

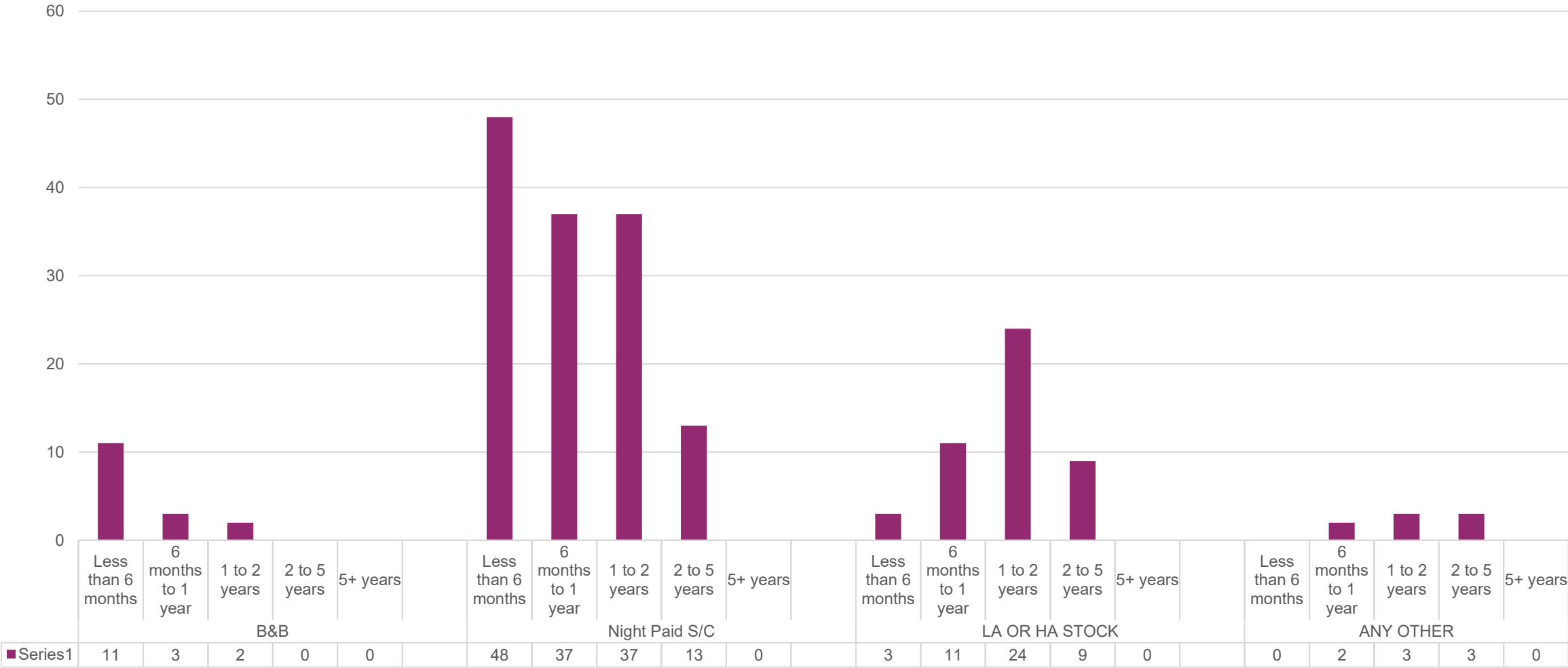
HCLIC APRIL – JUNE 2025/26				ENGLAND		South East		Spelthorne		Elmbridge		Epsom & Ewell		Guildford		Mole Valley		Reigate & Banstead		Runnymede		Surrey Heath		Tandridge		Waverley		Woking	
Households in temporary accommodation at end of quarter				132410		15900		206		145		292		90		49		180		77		45		50		9		128	
With Children				84240	63.60%	9440	59.4%	167	81.1%	88	60.7%	186	63.7%	33	36.7%	37	75.5%	147	81.7%	48	62.3%	33	73.3%	43	86.0%	1	11.1%	82	64.1%
Type of temporary accommodation provided:																													
Page 81	PSL	25730	19.40%	1870	11.8%	0	0.0%	0	0.0%	16	5.5%	0	0.0%	1	2.0%	0	0.0%	4	5.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	52	40.6%
	w/ Children	18830	14.20%	1280	8.1%	0	0.0%	0	0.0%	14	4.8%	0	0.0%	1	2.0%	0	0.0%	4	5.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	41	32.0%
	Nightly paid s/c	48930	37.00%	6320	39.7%	135	65.5%	58	40.0%	125	42.8%	0	0.0%	15	30.6%	41	22.8%	1	1.3%	2	4.4%	5	10.0%	4	44.4%	4	3.1%		
	w/ Children	33530	25.30%	4240	26.7%	113	54.9%	31	21.4%	82	28.1%	0	0.0%	9	18.4%	31	17.2%	0	0.0%	2	4.4%	3	6.0%	1	11.1%	1	0.8%		
	LA/HA stock	31750	24.00%	4720	29.7%	47	22.8%	79	54.5%	140	47.9%	77	85.6%	30	61.2%	124	68.9%	45	58.4%	39	86.7%	30	60.0%	0	0.0%	12	9.4%		
	w/ Children	21540	16.30%	3200	20.1%	42	20.4%	57	39.3%	88	30.1%	30	33.3%	26	53.1%	111	61.7%	32	41.6%	29	64.4%	27	54.0%	0	0.0%	5	3.9%		
	B&B	14250	10.80%	1850	11.6%	16	7.8%	8	5.5%	10	3.4%	3	3.3%	3	6.1%	11	6.1%	1	1.3%	4	8.9%	2	4.0%	4	44.4%	10	7.8%		
	w/ Children	3340	2.50%	120	0.8%	4	1.9%	0	0.0%	1	0.3%					1	0.6%									0	0.0%		
	& Resident > 6 Weeks	2070	1.60%	60	0.4%	0	0.0%	0	0.0%	1	0.3%					0	0.0%									0	0.0%		
	Hostels and refuges	6830	5.20%	260	1.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	7	7.8%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	11	22.0%	0	0.0%	3	2.3%
	w/ Children	3590	2.70%	140	0.9%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	11	22.0%	0	0.0%	1	0.8%
	Any other	4920	3.70%	880	5.5%	8	3.9%	0	0.0%	1	0.3%	3	3.3%	0	0.0%	4	2.2%	26	33.8%	0	0.0%	2	4.0%	1	11.1%	47	36.7%		
	w/ Children	3410	2.60%	460	2.9%	8	3.9%	0	0.0%	1	0.3%	1	1.1%	0	0.0%	4	2.2%	12	15.6%	0	0.0%	2	4.0%	0	0.0%	34	26.6%		
	In TA out of area	42080	31.80%	2890	18.2%	30	14.6%	47	32.4%	116	39.7%			10	20.4%	30	16.7%	7	9.1%					8	88.9%				
	Duty owed, no accommodation secured	2700	2.00%	160	1.0%	2	1.0%	1	0.7%	0	0.0%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	1	2.2%	0	0.0%	0	0.0%	0	0.0%	6	4.7%
	w/ Children	1450	1.10%	80	0.5%	0	0.0%	1	0.7%	0	0.0%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	3.9%
Household composition:																													
Single Adults	38750	29.30%	5510	34.7%	26	12.6%	52	35.9%	81	27.7%	51	56.7%	11	22.4%	28	15.6%	25	32.5%	10	22.2%	6	12.0%	8	88.9%	39	30.5%			
Families	75440	57.00%	8800	55.3%	158	76.7%	80	55.2%	171	58.6%	31	34.4%	36	73.5%	138	76.7%	46	59.7%	31	68.9%	41	82.0%	1	11.1%	75	58.6%			
All other household types	18220	13.80%	1590	10.0%	22	10.7%	13	9.0%	40	13.7%	8	8.9%	2	4.1%	14	7.8%	6	7.8%	4	8.9%	3	6.0%	0	0.0%	14	10.9%			
Single parent with dependent children																													
Male	4080	3.10%	540	3.4%	7	3.4%	4	2.8%	9	3.1%	4	4.4%	4	8.2%	6	3.3%	3	3.9%	3	6.7%	3	6.0%	0	0.0%	7	5.5%			
Female	43300	32.70%	4730	29.7%	95	46.1%	55	37.9%	112	38.4%	21	23.3%	20	40.8%	88	48.9%	31	40.3%	18	40.0%	25	50.0%	1	11.1%	35	27.3%			
Other / gender not known	630	0.50%	520	3.3%	1	0.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Single adult																													
Male	22390	16.90%	3230	20.3%	17	8.3%	39	26.9%	49	16.8%	27	30.0%	7	14.3%	15	8.3%	14	18.2%	5	11.1%	3	6.0%	5	55.6%	26	20.3%			
Female	15830	12.00%	2010	12.6%	9	4.4%	13	9.0%	32	11.0%	24	26.7%	4	8.2%	13	7.2%	11	14.3%	4	8.9%	3	6.0%	3	33.3%	13	10.2%			
Other / gender not known	530	0.40%	270	1.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	2.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
Couple with dependent children	27430	20.70%	3010	18.9%	55	26.7%	21	14.5%	50	17.1%	6	6.7%	12	24.5%	43	23.9%	12	15.6%	10	22.2%	13	26.0%	0	0.0%	33	25.8%			
Duty under which temporary accommodation provided																													
Section 193 duty: priority need and unintentionally homeless	86650	65.40%	9070	57.0%	130	63.1%	94	64.8%	237	81.2%	82	91.1%	35	71.4%	153	85.0%	31	40.3%	30	66.7%	35	70.0%	0	0.0%	100	78.1%			
Interim: pending enquiries, intentionally homeless, review appeal, awaiting referral	30580	23.10%	4810	30.3%	74	35.9%	47	32.4%	45	15.4%	7	7.8%	10	20.4%	26	14.4%	40	51.9%	14	31.1%	15	30.0%	6	66.7%	26	20.3%			
Section 189B power: emergency accommodation	640	0.50%	170	1.1%	1	0.5%	0	0.0%	1	0.3%	1	1.1%	2	4.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	11.1%	0	0.0%			
Duty ended, remains accommodated at end of quarter	3330	2.50%	210	1.3%	1	0.5%	4	2.8%	9	3.1%	0	0.0%	2	4.1%	1	0.6%	6	7.8%	1	2.2%	0	0.0%	2	22.2%	2	1.6%			
Duty not classifiable	11210	8.50%	1640	10.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	



Homelessness Demand

Temporary Accommodation – length of stay – 31 June 2025

Page 82





Ministry of Housing,
Communities &
Local Government

Homelessness Demand

Housing Register – LAHS 23/24 & 24/25

	Total	1 bed	2 bed	3 bed	More than 3 beds	Includes a residency test and/or local connection test	Years required in local authority to pass residency test	Number of households on the housing register (or waiting list) in a reasonable preference category	People who are homeless within the meaning given in Part VII of the Act, regardless of whether there is a statutory duty to house them	Owed a duty by any local housing authority or are occupying accommodation secured by any such authority under the Act	People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions	People who need to move on medical or welfare grounds, including grounds relating to a disability	People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others)
Housing register - 31 March 2024													
Elmbridge	2,459	1,309	774	326	50	Both residency and local connection test	3	1,880	387	376	657	250	210
Epsom and Ewell	1,324	553	414	287	70	Both residency and local connection test	2	667	24	168	643	34	22
Guildford	2,266	1,194	599	398	75	Both residency and local connection test	1	1,860	0	0	0	0	0
Mole Valley	680	299	228	133	20	Only a local connection test	[x]	472	32	103	424	118	0
Reigate and Banstead	1,074	440	432	171	31	Only a local connection test	[x]	373	186	162	0	211	14
Runnymede	1,152	682	280	144	46	Both residency and local connection test	3	168	13	10	94	51	0
Spelthorne	2,048	831	762	382	72	Only a local connection test	[x]	790	0	135	403	274	20
Surrey Heath	432	219	122	77	14	Both residency and local connection test	3	166	151	76	65	9	0
Tandridge	1,835	879	600	311	45	Neither residency nor local connection test	[x]	1,388	83	52	1,156	98	21
Waverley	850	584	173	93	0	Both residency and local connection test	3	220	21	5	171	23	0
Woking	1,165	507	322	260	76	Both residency and local connection test	2	478	0	243	272	151	0
Housing register - 31 March 2025													
Elmbridge	2,395	1,187	739	411	58	Both residency and local connection test	3	1,439	44	220	711	332	207
Epsom and Ewell	1,456	601	476	305	74	Both residency and local connection test	2	737	18	203	719	28	23
Guildford	2,268	1,201	592	387	88	Both residency and local connection test	1	1,860	[x]	[x]	[x]	[x]	[x]
Mole Valley	653	300	186	142	25	Only a local connection test	[x]	453	22	67	453	143	0
Reigate and Banstead	1,062	451	412	171	28	Both residency and local connection test	3	494	187	161	0	135	11
Runnymede	1,122	646	268	163	45	Both residency and local connection test	3	178	19	14	96	49	0
Spelthorne	2,584	1,099	890	500	93	Only a local connection test	[x]	1,151	0	228	624	343	25
Surrey Heath	499	266	132	85	16	Both residency and local connection test	3	179	143	51	82	14	0
Tandridge	1,956	920	625	359	52	Neither residency nor local connection test	[x]	1,733	97	61	1,456	92	27
Waverley	751	538	143	70	0	Both residency and local connection test	3	191	19	15	142	15	0
Woking	1,196	490	363	265	78	Both residency and local connection test	2	456	277	278	290	154	0



Ministry of Housing,
Communities &
Local Government

CORE - COntinuous REcording of Lettings and Sales

New social housing lettings by local authority area of property 2023/24 (nom from LA data – LAHS)

	Elmbridge	Nom from LA	% of overall lets	Epsom and Ewell	Nom from LA	% of overall lets	Guildford	Mole Valley	Nom from LA	% of overall lets	Reigate and Banstead	Nom from LA	% of overall lets	Runnymede	Nom from LA	% of overall lets	Spelthorne	Nom from LA	% of overall lets	Surrey Heath	Nom from LA	% of overall lets	Tandridge	Waverley	Woking
2009/10	348			77			778	345			623			302			337			183			112	365	393
2010/11	417			149			697	377			680			232			434			187			126	288	383
2011/12	410			127			623	336			600			208			419			255			166	375	370
2012/13	319			185			579	358			628			318			337			174			196	367	386
2013/14	351			202			612	345			574			212			390			220			234	357	389
2014/15	329			129			652	380			639			320			346			284			251	298	326
2015/16	310			129			632	362			557			369			373			228			218	391	362
2016/17	266			170			497	273			578			257			283			242			283	353	392
2017/18	263			121			450	300			452			300			274			248			169	213	195
2018/19	327			197			461	322			416			265			268			274			120	167	209
2019/20	195			146			506	297			499			234			264			200			127	145	109
2020/21	279			133			404	201			266			177			199			134			78	138	106
2021/22	317	210	66%	172	89	52%	479	229	148	65%	397	196		278	228	82%	237	172	73%	235	233	99%	225	270	312
2022/23	263	197	75%	152	141	93%	564	222	184	83%	331	277		331	125	38%	308	193	63%	155	146	94%	202	526	216
2023/24	292	0	0%	160	80	50%	531	296	162	55%	376	206	55%	245	66	27%	268	145	54%	184	144	78%	207	412	266
2024/25																	255	148	58%						
Total	4686			2249			8465	4643			7616			4048						3203			2714	4665	4414

Page 29



CORE - COntinuous REcording of Lettings and Sales

New Lettings – Spelthorne 2009 to 2025

Financial year	Total	SR General Needs LA	SR General Needs PRP	SR Supported Housing LA	SR Supported Housing PRP	AR General Needs LA	AR General Needs PRP	AR Supported Housing LA	AR Supported Housing PRP	IR General Needs LA	IR General Needs PRP	IR Supported Housing LA	IR Supported Housing PRP
2024/25	255	-	137	33	67	0	10	0	8	0	0	0	0
2023/24	268	-	107	41	57	-	49	-	12	-	1	-	1
2022/23	308	-	166	47	83	-	10	-	2	-	-	-	-
2021/22	237	-	164	-	70	-	2	-	-	-	1	-	-
2020/21	199	-	147	-	22	-	29	-	-	-	1	-	-
2019/20	264	-	190	-	66	-	8	-	-	-	-	-	-
2018/19	268	-	191	-	54	-	22	-	1	-	-	-	-
2017/18	274	-	177	-	57	-	40	-	-	-	-	-	-
2016/17	283	-	177	-	70	-	35	-	1	-	-	-	-
2015/16	373	-	224	-	89	-	60	-	-	-	-	-	-
2014/15	346	-	254	-	88	-	2	-	2	-	-	-	-
2013/14	390	-	253	-	128	-	5	-	4	-	-	-	-
2012/13	337	-	241	-	93	-	3	-	-	-	-	-	-
2011/12	419	-	324	-	87	-	8	-	-	-	-	-	-
2010/11	434	-	336	-	98	-	-	-	-	-	-	-	-
2009/10	337	-	277	-	60	-	-	-	-	-	-	-	-



CORE - COntinuous REcording of Lettings and Sales

New Lettings – 2023/24 & 2024/25– New Lettings by HA

Total	AR General Needs LA	AR General Needs PRP	AR Supported Housing LA	AR Supported Housing PRP	IR General Needs LA	IR General Needs PRP	IR Supported Housing LA	IR Supported Housing PRP	SR General Needs LA	SR General Needs PRP	SR Supported Housing LA	SR Supported Housing PRP	All households
Spelthorne													
A2DOMINION SOUTH HA Ltd						1			98			42	141
Housing and Care 21												5	5
LONDON AND QUADRANT (L&Q) HOUSING TRUST									2				2
METROPOLITAN HOUSING TRUST LTD.		2							6				8
PA Housing Limited		47							1				48
Spelthorne Borough Council											41		41
TRANSFORM HOUSING AND SUPPORT				12				1				10	23
Spelthorne													
A2DOMINION SOUTH HA Ltd									128			33	161
Ability Housing Association												2	2
DIMENSIONS (UK) LTD												1	1
Housing and Care 21												6	6
METROPOLITAN HOUSING TRUST LTD.		1							6				7
PA Housing Limited		5							1				6
PEABODY TRUST									2				2
Spelthorne Borough Council											33		33
TRANSFORM HOUSING AND SUPPORT		4		8								25	37



Recommendations



SYSTEMS SUPPORT - LEADERSHIP

Identified strengths

- Portfolio holder & senior leadership team are committed to improving service delivery and reducing numbers in temporary accommodation
- Demands on the LA and the service have been clearly identified
 - Urgency of maximising government funding and rapidly addressing rough sleeping
 - Challenged by unanticipated demands such as Covid and refugee influxes
 - Need for joint working due to pressures on statutory services and the importance of increasing supply and resource efficiency
 - Political resistance to development and local plan delays were noted as significant barriers
 - Temporary accommodation (TA) costs have risen substantially, with block booking and new TA buildings being part of the response
 - Issues with the main stockholder, A2 Dominion, including voids management and damp/mould problems, were identified as major concerns impeding move-on
 - Sensitivities around local connection and placements made into the area
- Shorter & simpler Housing, Homelessness and Rough Sleeper Strategy with identified link to the Council's Corporate Plan and Prof Morphet recommendations
- Clear action plan that sets out goals & aspirations over the life of the strategy
- Good & effective links with other council services (specifically ASC) in regard to a whole council approach to providing accommodation to vulnerable residents
- Recognised need to invest in owned & leased temporary accommodation stock to reduce use of high cost TA
- All housing policies have recently been updated however the Tenancy Strategy will need reviewing in lieu of changes being made by the RRA.

Next steps

- The new strategy sets out a positive vision of an effective & customer centred service.
- The action plan is clear however it does not set itself targets and this should now be added as a part of local ambitions ahead of LGR.
- Although just released there is an opportunity to set targets with the requirement to publish an updated action plan by Autumn 2026 that links with the new Outcome Framework for Local Government
- A range of ambitious targets should be set that seek to reduce the use of high-cost temporary accommodation and enable further homelessness prevention upstream. Targets should include for example -
 - TA reduction broken down by type & cost
 - Use of PRS for move-on in Prevention, Relief & Main Duties
 - Case assessment times from initial approach to duty acceptances and final outcomes
- Continued engagement with A2 at a strategic level with a request for all void information to allow for pre-let noms
 - consider using HPG to incentive downsizing in HA stock
 - Seek to identify all A2 stock that could be made larger on void (or whilst in occupation) to increase bedrooms
- LGR - Do not wait to meet as a group of West Surrey districts and start now to align priorities and customer demand
 - Use the new the Outcome Framework and Support Housing Strategy requirements as a springboard for this
- Keep all front-line officers up to date of all strategic actions and ensure officers are involved in both setting local targets and also deciding how they can be achieved



SYSTEMS SUPPORT - LEADERSHIP

Recommendations

Recommendations - Strategic: Local Outcomes Framework (formerly Local Government Outcomes Framework)

- The full set of metrics have now been published - [Local Outcomes Framework - GOV.UK](#)
- The first three metrics relate to housing
 - **Housing Supply**
 - **Housing quality & safety**
 - **Homelessness & rough sleeping**
 - Rate of households with children in temporary accommodation per 1,000 households
 - Number of families in B&B over 6 weeks
 - Percentage of duties owed where homelessness was prevented or relieved – broken down by a cohort: households experiencing multiple disadvantage (This metric is also reflected in the multiple disadvantage outcome)
 - Number of people sleeping rough on a single night
 - Number of people sleeping rough over the month who are long term
- As a condition of HPG funding, local authorities must have an action plan in line with paragraph 2.11 of the Homelessness Code of Guidance which must be published by Autumn 2026, and regularly updated
- The action plan must include
 - Targets against each metric with the Homelessness & rough sleeping category and a description of how the local authority, working with partners, will achieve these targets
 - local governance structures that hold authorities and partners accountable for delivering the plan
 - how they will work in partnership across their local areas to manage homelessness and rough sleeping pressures to shift from crisis response to a culture rooted in prevention
- **West Surrey Districts may collaborate on a joint action plan setting out ambitions across the new unitary or can publish separately with shorter timeframes.**

Supported Housing Strategy

- Develop and publish a Local Supported Housing Strategy that sets out the strategic direction and delivery plan.
- Produce needs assessments by assessing the current availability of all types of supported housing within each district, and project the likely need for supported housing during the five years from the date the strategy is published.
- Publish first strategy by the date set in regulation – the plan is for this date to be the 31 March 2027



ACCESS, PREVENTION & RELIEF

Identified strengths

- Good website includes direction to out of hours provision
- Notwithstanding that there is no direct online access the service operates an effective face to face and phone/email triage service.
- Waiting times for appointments are manageable although internal targets should be set from initial contact to HCLIC triggers
- All partners both internal & external commented on ease of access and positive working relationships
- Clear understanding by officers of the challenges faced and their role in solving it
- High number of officers going through formal qualification training
- Officers commented on the positive experience for customers being by having an open front door
- Golden thread in place with officers understanding the role of the homelessness strategy and their personal responsibility in delivering it
- Identified good buddy & mentoring system
- Holistic service offer to single homeless applicants with a clear understanding of multiple needs
- To highlight –
 - Strong links with the DWP, NHS, CAB
 - Excellent community partners specifically Rent Start
 - Internally ASC, CSC, PH, EH, HB, Community Safety Team all confirm that work in partnership and understand the requirements to deliver services together
- Temporary accommodation sign off is already at Head of Service level and we recommend that this continue whilst TA pressures remain.
- Use of home visits recognised as a good prevention tool
- Homelessness Strategy Action plan in place that can guide & set the Service Plan and officer appraisals/work plan for 2026/27
- Service already progressing recommendations from Janice Morphet

Next steps

- Identified under-reporting from reported stats to Government to prevention activity at the LA.
- Manager & Officer feedback indicates prevention activity is not being logged
- Published stats show very low numbers of applicants going through a formal homeless assessment and this is not representative of the excellent work that the team carries out.
 - The trigger point for an assessment of circumstances & needs is low and even if cases do not progress onto a duty these numbers needs to be collated to understand true demand.
 - There is hidden prevention work being carried out
- We recommend that the trigger point for the initial assessment is carried out at the triage stage and that timescales are reduced to get cases to officers as quickly as possible.
- The requirement for documents should not delay this where the LA has reason to believe that an applicant may be threatened with homelessness.
- Linked to this is the potential to use all the functions on Locata including the customer document upload facility.
- There were some identified delays in the service offered to rough sleepers due to consent and local connection issues – we recommended setting up a formal process set up to refer rough sleepers back to home areas under a formal homelessness application using S198.
- Support needs are under-logged and by being so you lose the ability to strategically look at the needs of your customers. We recommend that this is monitored through cases sign off processes
- Build on positive relationships with partners to encourage colocation of services and the streamlining of referral processes
- Ensure no single point of failure -
 - A number of critical tasks, knowledge and decision-making is concentrated in one officer
 - Partnership arrangements are built around familiarity
 - Recommend that all partnerships, internal & external working relationships are shared openly with officers and responsibilities for updates shared
 - LGR provides a foundation to formalise arrangements but the key at this stage is a service knowledge share (teach-ins).



TEMPORARY ACCOMMODATION & MOVE-ON ACCOMMODATION

Identified strengths

- Council owned company with good use of LAHF funding
- TA provided directly by the LA & HA has increased from 47 at the end of June 2025 to 121 at the end of December 2025. With a drop in nightly paid use
- Comprehensive TA sign up process with HB in place
- Good tenancy sustainment offer with contacts made to all new placements
- Programme in place to inspect nightly paid accommodation
- There is a PRS offer in place although this is not generating the properties that are necessary specifically for family sized properties
- Excellent single homeless offer through Rent Start although identified risk with RRA
- Good operational link with key HA's however issues with void turnaround times remain
- Annual lettings review carried out
- Good oversight of whether homeless cases are bidding and/or have auto bidding in place

Next steps

- Whilst no contracts are in place for nightly paid accommodation we recommend visits/inspections of nightly paid as a matter of course (business as usual activity). A formal contract system for nightly suppliers is probably something that has to wait for LGR due to procurement timelines.
- Spelthorne Rent Assure is a high financial risk product and we recommended review and look at other models
 - Significant potential financial risk to the LA if tenancies fail
 - Ongoing management responsibility sits with the LA even though no legal duty to do so
 - Limited use of out of borough placements
- Other models to review include initial using higher initial incentive payments (linked with DHP use where possible) where the landlord then takes responsibilities to manage tenancies
- We recommend you update your Placement Policy - Emergency and Temporary Accommodation to include PRS offers and then as part of ongoing PHP reviews identify if a out of borough PRS offer would be suitable for the household
- In the medium term we recommend significantly increasing the lets to homeless households in TA as a way of reducing TA demand.
- We recommend drafting an annual lettings plan for 2026/27 that will set quotas for applicant groups. (balance housing demand, reduce temporary accommodation costs, and meet statutory obligations by determining priority for letting). This could be as much as 60%+ of all lettings going to homeless households. This is a medium term strategy only and we recommend identifying longer term residents in TA in the first instance.
- Direct an improved relationship with A2
 - Promote under occupancy scheme and offer financial support
 - Review local TSM's & HA knowledge to identify potential homelessness demand
- Opportunity for leases for TA stock should remain open and LGR should not stop this work however it is recognised that this may not be attractive at this stage



TEMPORARY ACCOMMODATION & MOVE-ON ACCOMMODATION

HA partnerships & data

Promoting and directing partnerships - Housing Associations

- We recommend directed partnerships with the all 17 HA's in the district.
- Obligations under RSH Tenancy Standard require all HA's to co-operate with LA's and this linked to your Tenancy Strategy provide a platform for engagement
- It is reasonable to expect HA's to consider the best use of their stock based on your strategic demand. This includes but is not limited to under-occupation, disrepair, disposals, extension projects, re-purposing age restricted & supported stock, reciprocals within the district & outside and community investment opportunities. This also includes the possibility of creating more single homeless options with supported HMO's in HA stock
- It is also not unreasonable to expect all HA's operating in the district to provide flow information in addition to their CORE return obligations. This should include all movement not just true voids. It is key that understand management transfers for ASB, disrepair etc..
- This data is key to understanding your strategic position and should be a key part of your homelessness strategy action plan



Next steps



MEASURING SUCCESS

Next Steps

Element	What we’re looking for	How we’ll measure this
Implementation of recommendations from visit	- Recommendations are incorporated into an action plan and longer term strategic plans - Rationale given for any recommendations not incorporated into strategic plans	Officer engagement / visits
Progress against building blocks’	Evidence that progress has been made towards a “green” in all building block elements.	Officer engagement / visits
TA reduction programme	We recommend that you draft & implement a TA reduction plan with milestones setting out reduction targets	Officer engagement / visits

Page 84



This page is intentionally left blank



Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing	Yes	03/09/2026
Relevant Group Head review	Yes	11/08/2026
MAT+ review (to have been circulated at least 5 working days before Stage 2)	Yes	20/08/2026
This item is on the Forward Plan for the relevant committee	yes	
	Reviewed by	
Finance comments (circulate to Finance)	yes	20/08/2026
Risk comments (circulate to Lee O'Neil)	yes	20/08/2026
Legal comments (circulate to Legal team)	LH	02/09/2026
HR comments (if applicable)	n/a	

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date rec'd
Monitoring Officer commentary – at least 5 working days before MAT	L Heron	02/09/26
S151 Officer commentary – at least 5 working days before MAT	T.Collier	20/08/26
Commissioner engagement	JK	No issues
Confirm final report cleared by MAT	8/9/26	

Community Wellbeing & Housing Committee

Date of meeting : 29th September 2026

Title	<i>Review of Community Safety Partnership Plan & Priorities 2026</i>
Purpose of the report	To inform and assure.
Report Author	<i>Will Jack – Community Safety Manager</i>
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	Not applicable
Corporate Priority	Community
Recommendations	Committee is asked to: Receive the progress update contained in this report.
Reason for Recommendation	This report informs the Committee of current crime levels, highlights areas of improvement or concern, and outlines ongoing initiatives to reduce crime and enhance public safety across the Borough. It provides Members with an update on crime statistics in Spelthorne for the 2025/26 reporting year, summarises key trends and progress to date, and sets out actions taken with Surrey Police and other community safety stakeholders.

1. Executive summary of the report

What is the situation	Why we want to do something
<i>The Community Safety team has an agreed Community Safety Priorities and Action Plan in place.</i>	<i>To provide the Committee with a progress update on the Community Safety Partnership Plan and priorities.</i>
Proposed action	Next steps
<i>To undertake annual review of the Action Plan.</i>	<i>Consider and note the update report.</i>

2. Key issues

- 2.1 Section 17 of the Crime and Disorder Act 1998 requires local authorities and other responsible authorities to work together to reduce crime and disorder, tackle anti-social behaviour, and minimise re-offending in local areas.
- 2.2 Under section 6(1) of the Crime and Disorder Act 1998, as amended, responsible authorities for a local government area are required to formulate and implement: a strategy for the reduction of crime and disorder in the area, including anti-social and other behaviour adversely affecting the local

environment; a strategy for combatting the misuse of drugs, alcohol and other substances in the area; a strategy for reducing re-offending in the area; and a strategy for preventing people from becoming involved in serious violence and reducing instances of serious violence in the area.

- 2.3 The Act also gives statutory responsibility to local authorities, the police and key partners to reduce crime and disorder in their communities, with local authorities required to lead the production of a comprehensive Crime and Disorder Reduction Strategy.
- 2.4 The Police Crime, Sentencing and Courts Act 2022 creates a Serious Violence Duty which requires organisations to work together to share information, analyse the local needs of an area, and to come up with solutions, including the publication of a strategy to prevent and reduce serious violence on a local basis.
- 2.5 In exercising these functions, responsible authorities are required to have due regard to the police and crime objectives set out in the Police and Crime Plan which comprises or includes that local government area.
- 2.6 This report covers two issues. The first is the legal requirement to maintain an active Community Safety Partnership, known locally as the Spelthorne Safer Stronger Partnership (SSSP). The Community Safety Team acts on behalf of the SSSP and represents it at partnership groups and meetings focused on reducing crime and disorder across the Borough.
- 2.7 The team is also responsible for safeguarding victims and developing processes to prevent harm. This report outlines the local priorities that guide partnership activity to reduce crime and disorder. Some priorities are set nationally, while others are informed by the annual Crime Strategic Assessment, Organised Crime Local Profiles, and the Police and Crime Commissioner's Police and Crime Plan. The report also provides an update on progress against the Borough's Community Safety priorities. The updated Community Safety Partnership Plan and Priorities 2024–26 is attached at **Appendix A.**

3. Options appraisal and proposal

- 3.1 This is a three-year strategy, with priorities agreed at the start of the plan period. The risks of not continuing with the plan include increased crime and disorder, reduced public confidence, and lower levels of community support. There are also resourcing risks associated with failing to address key priorities. Due to Surrey Local Government Reorganisation, it is proposed that the plan continues throughout 2027 to support a smooth transition into the new West Surrey community safety model once completed.
- 3.2 The plan could consider reducing the number of priorities. This would lead to a lack of partnership direction when seeking to meet the needs of the communities affected. This could seriously affect the reputation of Spelthorne Borough Council.
- 3.3 Alternative options could consider the Metropolitan Police model of Safer Neighbourhood Crime reductions with policing priorities and one community priority. This has been criticised in some community forums as taking control away from communities. This can ultimately risk a reduction in community intelligence.

4. Risk implications

4.1 Strategic and Operational Risks

- **Integration with Initiatives:** Strategic and operational risks are not managed in isolation. They are intrinsically embedded within, and evaluated through, each distinct community safety operation and anti-social behaviour (ASB) reduction initiative.
- **Operational Dependencies:** Delivery relies heavily on cross-agency coordination. This includes vital partnerships between the Council, local housing providers, and Surrey Police.
- **Mitigation Framework:** The Community Safety team mitigates operational volatility by conducting routine tactical assessments. These assessments identify resource bottlenecks and shifting crime patterns early. They allow partners to reallocate resources dynamically without interrupting frontline community services.

4.2 Financial Risks

- **Core Budget Protections:** There are no direct financial risks identified that impact the Council's core base budget or the Medium-Term Financial Strategy (MTFS).
- **External Grant Governance:** Targeted interventions—such as the Football Project—are entirely reliant on external funding streams, specifically commissioned via the Office of the Police and Crime Commissioner (OPCC) Community Safety Fund. Financial risk is minimized through the following control framework:
 - **Coordinated Management:** All funding bids are managed transparently through external fund holders in direct coordination with the Borough Finance Unit.
 - **Clawback Prevention:** Strict financial tracking ensures total compliance with the specific grant criteria and performance milestones set out by the Surrey OPCC. This eliminates potential funding clawback or "pump priming" shortfalls.
 - **Public and Partner Scrutiny:** All accounts and project expenditures remain fully open to strict internal audit and external panel scrutiny.

4.3 Legal Compliance Risks

- **Statutory Duties:** Legal compliance sits at the core of all Community Safety operations. The team operates under strict statutory duties, including the Crime and Disorder Act 1998, data-sharing protocols, and the statutory **ASB Case Review** process.
- **Continuous Workforce Training:** To mitigate evolving legal and regulatory risks, officers regularly undertake mandatory updated training. This ensures that all enforcement actions, surveillance, and multi-agency interventions remain legally robust, proportional, and compliant with human rights and data protection standards.

4.4 Reputational Risks

- **Plan Adherence:** Reputational risks are managed by ensuring strict adherence to the priorities laid out in the published Community Safety Plan. Any deviations from agreed service delivery targets are escalated early to the Committee to prevent loss of public confidence.

- **Community Engagement and Transparency:** The team actively mitigates public perception risks through public transparency. Regular progress updates on anti-social behaviour and crime reduction are shared directly with residents, local businesses, and social housing stakeholders to foster community reassurance
- 4.5 Strategic and operational risks are covered within each operation and crime and anti-social behaviour reduction initiative. The Community Safety team is granted external funding for certain projects (Football Project), and these funding bids are managed through the external fund holders and the borough finance unit and are open to scrutiny.
- 4.6 Legal compliance is at the heart of Community Safety and additional training is undertaken regularly to mitigate those risks. Finally, reputational risks are managed by ensuring that the published plan is adhered to and the community is regularly updated with the ongoing progress
- 5. Financial implications**
- 5.1 There are currently no financial risks identified. The Community Safety Team applies and receives external funding for specific initiatives, such as the Football Project. All funding bids are managed collaboratively through the external fund holders and the SSSP ensuring transparency and accountability through established scrutiny processes.
- 6. Legal comments**
- 6.1 Legal implications are set out in the body of this report.
- Corporate implications**
- 7. Commissioners' comments**
- 7.1 No issues.
- 8. S151 Officer comments**
- 8.1 Whilst as the report highlights LGR creates funding uncertainties (additionally there may be impacts arising from PCCs ceasing to exist from April 2028), there are no immediate financial impacts identified relating to the report.
- 9. Monitoring Officer comments**
- 10.** There are no legal implications arising immediately from the recommendation in this report. Procurement comments
- 10.1 There are no procurement implications arising directly from this report.
- 11. Equality and Diversity**
- 11.1 Equality and diversity are a key factor within the Community Safety Priorities and Action Plan review. Crime and disorder reduction regularly engages with all communities, irrespective of race, gender, ability or religious beliefs. Indeed, vulnerable parties and those from 'hard to reach' communities are regularly affected by crime such as Hate Crime. This is one of the key priorities within the Action Plan review.
- 12. Sustainability/Climate Change Implications**

- 12.1 Partnership Action Days (as mentioned in the review) are invariably targeting Environmental Crime such as fly-tipping, littering and the management of waste carried licenses. This has a significant positive impact on the borough.

13. Other considerations

- 13.1 There are no other considerations

14. Local Government Reorganisation implications

- 14.1 Local Government Reorganisation is a significant consideration for community safety planning because the current three-year plan would ordinarily be refreshed at this point. Extending the existing plan for one further year will provide continuity during transition, maintain focus on current priorities, and avoid creating a new strategic framework immediately before the move to the proposed West Surrey authority model.
- 14.2 The existing priorities remain relevant when compared with current crime and anti-social behaviour trends set out in the appendices, and continuing the plan will help preserve partnership momentum with Surrey Police, statutory partners, commissioned services, and community stakeholders during the reorganisation period. Police and Crime Commissioners (PCCs) will cease to exist in May 2028 at the end of the current electoral cycle when terms of office expire. These will be replaced by new Police & Crime Boards who will liaise with Community Safety Partnerships through the transition process.
- 14.3 This approach also supports a managed transition by allowing the future authority to align community safety priorities, governance arrangements, data analysis, and partnership structures across the wider West Surrey area once the new arrangements are confirmed.
- 14.4 Progress will continue to be monitored through existing local governance and partnership reporting routes, with any material changes to priorities, risks, or statutory requirements brought back to Members as appropriate.

15. Timetable for implementation

- 15.1 Implementation will begin immediately after the Community Wellbeing and Housing Committee notes the report on 29 September 2026.

16. Contact

- 16.1 Will Jack – Community Safety Manager, Spelthorne Borough Council.
w.jack@spelthorne.gov.uk

Background papers: There are none.

Appendices:

Appendix A – Review of Community Safety Priorities & Action Plan 2024–2026

Appendix B – Joint Neighbourhood Survey 2025–2026

Appendix C – Community Safety Survey 2025–2026

Appendix D – Crime & ASB Statistics 2026

version	1
Review Date	September 2026
Next Review Due	N/A – New Plan 2027

SPELTHORNE SAFER STRONGER PARTNERSHIP

Community Safety Partnership Plan & Priorities
2024-2026

Will Jack
Community Safety Manager



Spelthorne Borough Community Safety Partnership Plan & Priorities 2024/2026

REVIEW September 2026



Preventing victims by changing lives



Contents

Spelthorne Safer Stronger Partnership Priorities	3
Surrey-Wide Context	3
Spelthorne Safer Stronger Partnership	4
Community Harm and Risk Management Meeting (CHARMM)	5
Joint Action Group (JAG)	6
HMO Working Group	7
Priority 1 – Serious Violence	7
Priority 2 - Violence Against Women & Girls	11
Priority 3 - Domestic Abuse	14
Priority 4 – Hate Crime	16
Priority 5 – Town Centre & Acquisitive Crime	18
Priority 6 – Anti-Social Behaviour	20
Priority 7 – Exploitation & Vulnerability	24
Priority 8 – Water Safety	26
Priority 9 – Counter Terrorism (Prevent)	28
Priority 10 – Clear, Hold, Build – Ashford Town ‘Safer Ashford’.	29
Public Space Protection Order 2	31
Partnership Action Days (PAD)	32
Our Statutory Responsibilities	33

Review – September 2026

This report relates to the second review of the Spelthorne Safer Stronger Partnership & Priorities. This is also the final report.

This year has seen the implementation of the Clear, Hold, Build project for Ashford. Increased funding for the already successful Eclipse Football Project to deter young people from crime and a concentrated effort by the Community Safety Partnership, centred on retail crime. This coupled with changes to legislation in the form of the Sentencing Act 2026 and the Crime & Policing Act 2026 have introduced significant changes to the Criminal Justice System.

The Community Safety Partnership Plan & Priorities commenced in 2024 and is set to close in 2026. It is proposed to extend the current plan into 2027 to allow for the transition into Local Government Reorganisation.

Updates to the partnership plan & priorities will be shown on page 10 to page 31. Please note the new priority – Priority 10 – Clear, Hold, Build. Shown on Page 29.

Spelthorne Safer Stronger Partnership Priorities

This report outlines the Spelthorne Community Safety Partnership Plan and priorities for 2024 – 2026. The report will be reviewed annually. The Community Safety Partnership is referred to locally as the Spelthorne Safer Stronger Partnership (SSSP). The report will include details of the members of the SSSP, the objectives and the link between strategic and tactical approaches to reducing crime and disorder within the Borough of Spelthorne.

The SSSP are responsible for setting the crime and disorder priorities for the borough.

The identification of SSSP priorities have been drawn from the findings of annual Crime Strategic Assessment, the Organised Crime Local Profiles and the Police and Crime Commissioner's Police and Crime Plan. These reports are bespoke to Spelthorne Borough and identifies the following headline priorities:

- Serious Violence
- Violence Against Women & Girls
- Domestic Abuse
- Hate Crime
- Town Centre Acquisitive Crime
- Anti-Social Behaviour
- Exploitation & Vulnerability
- Water Safety
- Counter Terrorism (Prevent)

This Community Safety Partnership Plan outlines the way the SSSP will work towards these priorities. We are confident that we can build on the established record of partnership working across the Community Safety Partnership to deliver on this agenda. The current crime overview report for Spelthorne can be found in **Appendix B**.

Surrey wide Context

The primary aim of the **Surrey Community Safety Agreement (CSA)** is to set out how the responsible authorities will work together to identify and address shared priorities in relation to reducing crime and disorder.

It is a statutory document that is a requirement for two tier authorities such as Surrey under Section 17 of the Crime and Disorder Act 1998 (as amended by the Police and Justice Act 2006).

It is also a requirement in such two-tier local authority areas, that there is a County Strategy Group in order to bring together all district, borough and relevant partners responsible for community safety activity.

The Health and Wellbeing Board performs this function.

The Community Safety vision for Surrey:

- 1. Protect our most vulnerable from exploitation**
- 2. Protect our communities from harm**
- 3. Empower communities to feel safe**

Within those priorities are a number of key areas of focus.

The sections below link those with the strategies that underpin them where developed, the mechanism for delivering those strategies and the existing links from Community Safety Partnerships to those areas of work.

By mapping these out, the Spelthorne Safer Stronger Partnership (SSSP) can assure itself that it is linked into those pan-Surrey work streams and therefore can concentrate on developing local priorities where it can add value.

Surrey Boards

In a two-tier authority area such as Surrey, where a County Council works alongside District and Borough Councils, there is a requirement for a county level group. In Surrey, this is known as the Health and Wellbeing Board. More information can be found at [Surrey County Council Community Safety](#)

Surrey Police and Crime Commissioner

The Police and Crime Commissioner is also responsible for commissioning services that support victims, improve community safety, tackle drug use and crime, and reduce re-offending. Further information on this role can be found at [Police & Crime Commissioner's website](#)

The Spelthorne Safer Stronger Partnership

The Crime and Disorder Act 1998, section 6, places a statutory responsibility on the '**responsible authorities**', to formulate and implement a strategy for the reduction of crime and disorder in the area with a Community Safety Partnership. The Spelthorne Safer Stronger Partnership (SSSP) fulfils this role. The aim of the SSSP is to improve the social, economic and environmental well-being of Spelthorne. The SSSP consists of representatives from:

- **Surrey Police**
- **Spelthorne Borough Council**
- **HM Probation Service**
- **Surrey Fire & Rescue**
- **Clinical Commissioning Group**
- **Bronzefield Prison**
- **A2Dominion Housing**
- **Environment Agency**
- **Surrey County Council**

All parties are signed up to the Surrey Multi-Agency Information Sharing Protocol (MAISP).

The objectives of the SSSP are:

- To provide strategic leadership and co-ordination between agencies for improving the social, economic and environmental well-being of the borough (and in doing so, ensure that the specific needs of different communities within the borough are addressed).
- To foster positive working relationships between the public, private, voluntary and community sectors
- To share information and intelligence about the needs of the borough.
- To oversee and co-ordinate community consultation and engagement
- To discharge the statutory responsibilities of the Borough's Community Safety Partnership and for that purpose:
- To act jointly to seek to reduce crime and disorder in the Borough
- To develop and co-ordinate the activities of the partners in implementing the Spelthorne Community and Safety Partnership Action Plan.
- To assist and enable the responsible authorities to exercise their functions under section 17 of the Crime and Disorder Act 1998.
- To make decisions about priorities, programmes, initiatives and the allocation of resources.

Membership of the Board is based on the ability of representatives to make high level strategic and operational decisions, including committing budgets and resources.

Problem solving

To carry out our work, we use the “OSARA” model, which is a 5-stage process consisting of:

- Objective
- Scanning
- Analysis
- Response
- Assessment

The SSSP have two main problem-solving groups:

- The Joint Action Group (JAG)
- Community Harm & Risk Management Meeting (CHaRMM)

Community Harm and Risk Management Meeting (CHARMM)

Community Harm and Risk Management Meetings (CHaRMMs) will discuss and agree action to reduce the negative impact that problem individuals and families have on Surrey's communities through their anti-social behaviour. Using the expertise that exists on this multi-agency group, members will share information on high-risk cases and incidents and put in place appropriate risk management plans to address the behaviour of the perpetrator and reduce the negative impact on victims. The meeting will also assess high-risk victims to ensure that the appropriate safeguarding measures are implemented.

Examples of individuals dealt with at the CHaRMM include:

- Persons displaying a disregard for community or personal well-being (i.e. excessive noise, rowdy, nuisance, drunken or loutish behaviour)
- Perpetrators of acts directed at people (i.e. intimidation/harassment, making threats, verbal abuse, coercion/exploitation)
- Perpetrators of environmental damage/vandalism (i.e. criminal damage, vandalism)
- Victims of 'Cuckooing'.

CHaRMMs are the agreed forum for implementation of tools and powers introduced by the ASB Crime & Policing Act, in particular:

- Civil Injunctions
- Community Protection Notices
- Injunctions
- Criminal Behaviour Orders
- Closure Notices

CHaRMMs are accountable to local Community Safety Partnerships (CSPs) and the overarching, Surrey Community Safety Board, and should contribute to the delivery of local community safety partnerships plans and the overarching strategies of the county Community Safety Board.

Joint Action Group (JAG)

Formerly referred to as the **Tactical & Coordinating Group**, the Joint Action Group addresses crime and disorder issues that have been identified through the analysis of intelligence and statistics provided by all community safety partner agencies.

Utilising the expertise that exists on the group it will identify desirable outcomes and determine the actions and interventions to be used to achieve these outcomes.

The JAG decide priorities, agree action plans, allocate resources and ensure there is a co-ordinated response to issues highlighted at the JAG and contained within Community Safety Partnership Plans. They play a key role in developing effective partnership responses to crime and disorder and anti-social behaviour reduction.

Examples of some of the issues dealt with by JAGs include:

- Residential burglary
- Town centre disorder
- Youth disorder/nuisance
- Anti-social behaviour and public reassurance
- Fear of crime and vulnerable groups

- County Lines
- Water Safety
- Serious Violence Duty
- Violence against women & girls
- Community Impact assessments
- Domestic related death reviews
- Anti-social behaviour case reviews
- HMO ASB

HMO Working Group

The HMO Working group considers Houses of Multiple Occupancy where there have been

- Reports of ASB
- Aspects that are affecting the quality of life of the community

The meeting is attended by officers from Environmental Health, Planning and Community Safety to consider applicant suitability or investigate allegations of poor behaviour.

Serious Organised Crime Joint Action Group (SOC JAG)

The Partnership also hold a quarterly serious organised crime joint action group chaired by Surrey Police.

SSSP Representation

The SSSP will be represented via the Spelthorne Borough Community Safety Team on the following boards/groups:

- Surrey Community Safety Board
- Surrey Safeguarding Adolescents Strategic Sub- Group
- Surrey Prevent Executive Board
- Spelthorne MARAC
- Surrey Serious Violence Operational Group
- Spelthorne Safeguarding Adults Board
- Surrey Risk management Meeting
- Spelthorne Healthy Community Partnership and Spelthorne Homelessness Prevention Joint forum
- Surrey Combating Drugs Partnership
- Surrey Water safety Partnership
- Business Crime Reduction Partnership
- Spelthorne Pub Watch
- Spelthorne Neighbourhood Watch

Priority 1 – Serious Violence

The Serious Violence Duty (SVD) came into force on the 31 January 2023 across England and Wales. The purpose of the SVD is to ensure that relevant agencies work together to share data, intelligence and knowledge to understand and address the root causes of serious violence, and target interventions to prevent and stop violence altogether.

The SVD aims to ensure that agencies focus activity on reducing serious violence, whilst also providing sufficient flexibility so that relevant organisations can work together in the most effective

local partnership for any given area. It also strongly encourages local areas adopt a public health approach to reducing violence.

Specified authorities with a statutory responsibility to comply to the Duty

The Duty requires the following specified authorities within a local government area to collaborate and plan to prevent and reduce serious violence:

- Surrey Police
- Probation Services or Youth Offending Teams
- Surrey Fire and Rescue
- Surrey Heartlands Integrated Care Boards
- Spelthorne Borough Council
- Surrey County Council
- Schools and the Education Authority (must collaborate)
- Prison Services (must collaborate as requested)

Spelthorne Safer Stronger Partnership is also subject to the Duty and the Government have amended the Crime and Disorder Act 1998 to ensure that Community Safety Partnerships have an explicit role in evidence based strategic action on serious violence. As CSPs are subject to both the new Crime and Disorder Act requirements and the Duty, this will enable them to escalate local serious violence issues to a higher strategic level where necessary.

In recognition of the vital role schools and colleges play in safeguarding children and young people, education authorities including local authority maintained schools, academies, independent schools and free schools; including primary schools, alternative education provision and further education providers, must be consulted by the specified authorities in the preparation of the strategy.

Prisons and the Children and Young People Secure Estate play an integral role in protecting the public, both in the rehabilitation of those people in prisons and young children who have committed violent offences and are in custody, and people on probation or children supervised by Youth Offending Teams in the community. As with education authorities, prison and youth custody authorities are required to be consulted by the specified authorities in the preparation of the strategy.

The Office of the Police and Crime Commissioner is not a specified authority, but will be responsible for allocating grant funding to authorities under the Duty and are encouraged to have a convening role.

Defining Serious Violence

Surrey OPCC has (in collaboration with partners) designated nine offences that will define Serious Violence in Surrey. These are:

- Violence with injury
- Violence without injury
- Domestic abuse
- Homicide
- Stalking and harassment
- Possession of weapon offences
- Robbery
- Sexual offences including rape

- Public order offences

This does not mean that specified authorities will be compelled to take action on these crime types specifically linked to the Duty alone, but instead that they should consider whether violence of these kinds amounts to serious violence in their area. Specified authorities should also include a focus on public space youth violence including; homicide, violence against the person (which may include both knife crime and gun crime), and areas of criminality where serious violence or its threat is inherent, such as in county lines drug dealing.

In determining what amounts to serious violence in their local area, the specified authorities must take into account the following factors;

1. The maximum penalty which could be imposed for any offence involved in the violence;
2. The impact of the violence on any victim;
3. The prevalence of the violence in the area, and
4. The impact of the violence on the community in the area

Analytical Support

In order to reduce serious violence within the Spelthorne Borough we will rely on the support of the OPCC in the delivery of strategic assessments. These will provide an analytical overview of where violence is most prevalent within the borough so that appropriate responses can be implemented. Historical analytical support will allow the SSSP to determine preventative measures.

Analytical support will be utilized to develop hotspot data, providing an accurate intelligence picture of where violence is most prevalent within the borough.

Ultimately, the SSSP will use analysis to understand the problem as the reasons for violence are widespread. We will assess:

- Types of violence
- Age/ethnicity/education/employment/deprivation etc.
- Social/health conditions
- Locations/neighbourhoods

Planning and Problem-Solving

All cases related to serious violence will be discussed within the existing monthly Tactical & Coordinating meeting with all statutory partners. The meeting will determine the following:

- Information sharing
- Hotspot areas
- Victim care
- Prolific offenders
- Support services
- Tactical options

The Serious Violence Duty will also be reflected in the SSSP Community Safety Strategy as a key priority.

Tactical options for reduction

We will follow the Surrey Police model for intervention and reduction using their 4 'P' model:

- **PURSUE - Prosecute & disrupt people engaged in Serious violence.**
- **PREVENT - Prevent people for engaging in Serious violence**
- **PROTECT – Increase Protection Against Serious violence.**
- **PREPARE – Reduce Impact of Criminality Where it Takes Place**

Useful links

- [Serious Violence Duty Statutory Guidance](#)
- [A whole-system multi-agency approach to serious violence prevention](#)

Key points for delivery:

Objective	Measure	Status
Administer the monthly JAG Lead: Community Safety	Maintain Agenda Item	Open
Review September 2026	All JAG Meetings completed as per strategy	Ongoing
Review Hotspot data Lead: Community Safety	Ensure appropriate resourcing in hotspot areas to reduce violence	Open
Review September 2026	Operation Chariot continues to provide appropriate resourcing to Hotspot areas.	Complete
Community Impact Assessments Lead: Surrey Police	Assess impact of reported violence within the community	Open
Review September 2026	All Impact assessments complete. Stanwell Hotel EIA complete.	Complete
Joint Neighbourhood Survey Lead: Surrey Police & Surrey County Council	Assess and research neighbourhood data to gauge community perceptions – See Appendix B	Open
Operational interventions Lead: Surrey Police	Provide operational support to tackle serious violence.	Open
Review September 2026	Operation Chariot (Force-wide Serious Violence Operation) ongoing and fully funded by OPCC	Complete
Victim support & analysis Lead: Surrey Police & CCG	Provide support for victims and assess any potential linked-series	Open
Review September 2026	All VSS & support services continue to be utilised. Access Via Community Harm & Risk Management Meeting. No victim-based linked series' identified.	Ongoing

Crime Prevention & Education Lead: Community Safety & Police	Assess crime prevention opportunities. Ensure education and communication	Open
Review September 2026	Updated educational packages delivered by Youth Engagement Officers. Social Media Education re Water Safety, Domestic Abuse, Fraud & Scams Delivered through Comms	Ongoing
Offender Management Lead: Surrey Police, Probation & Community Safety	Manage offenders to prevent repeat offending. Link with CHaRMM/MARAC/MATAC & RMM	Open
Review September 2026	Offender Management BAU. RMM is now RVM (Risk & Vulnerability Meetings). CHaRMM/MARAC/MATAC ongoing	Ongoing

Priority 2 - Violence Against Women & Girls

Violence Against Women and Girls (VAWG) has been adopted as a key borough priority since 2022 with the intention being to review what is being done across the borough to educate people, prevent and deter these types of crimes, consider what support is available for victims and make recommendations on what more could be done to make women and girls safer in Spelthorne Borough.

The government has released the '*Freedom from Violence & Abuse: A Cross Governmental Strategy to Build a Safer Society for Violence Against Women & Girls*'. There is a requirement for all police forces & Community Safety Partnerships to adopt this as a corporate priority.

Women and girls should be able to live free from fear of violence, but sadly that fear is often grown from a young age. Whether it is experiencing harassment in the street through to other forms of gender-based abuse, being the victim of such behaviour has become 'normalised' as part of daily life.

Everyone has a role to play in addressing unacceptable behaviour in others. Violence Against Women and Girls encompasses a wide range of gender-based crimes including domestic abuse, sexual offences, stalking, harassment, human trafficking and 'Honour' Based Violence. We know these crimes disproportionately affect women and girls, with women four times more likely to experience a sexual assault than men.

We work in partnership with Surrey Police who have implemented the VAWG Strategy - [Surrey Police VAWG Strategy](#)

VAWG is a key component of the Serious Violence Duty and is managed via the Joint Action Group.

Key points for delivery:

Objective	Measure	Status
-----------	---------	--------

Administer the monthly CHaRMM Lead: Community Safety	Maintain Agenda Item	Open
Review September 2026	All CHaRMM meetings completed to date. Additional input at CHaRMM from adult Mental Health Services.	Ongoing
Community Impact Assessments Lead: Surrey Police	Assess impact of reported violence within the community	Ongoing
Review September 2026	No new EIA reports for VAWG	Ongoing
Joint Neighbourhood Survey (quarterly) Lead: Surrey Police & Surrey County Council	Assess and research neighbourhood data to gauge community perceptions	Open
Review September 2026	See Appendix B	Ongoing
Local Survey – Public Consultation Lead: Community Safety/Police	Annual Consultation, Youth Survey. Local Schools & women’s group surveys	Open
Review September 2026	Survey run between December 2025 and January 2026. Results see Appendix C. New survey to be held in December 2026.	Ongoing
Operational interventions Lead: Surrey Police	Provide operational support to tackle VAWG	Ongoing
Review September 2026	Operational support provided on Partnership Action Days, Pubwatch and via the Business Crime Reduction Unit. Police engaged in surveys and public safety briefings. Arrest and prosecution of offenders.	Ongoing
Victim support & analysis Lead: Surrey Police & CCG	Provide support for victims and assess any potential linked-series	Ongoing
Review September 2026	All VSS & support services continue to be utilised. Access Via Community Harm & Risk Management Meeting. No victim-based linked series’ identified.	Ongoing

Crime Prevention & Education Lead: Community Safety & Police	Assess crime prevention opportunities. Ensure education and communication	Ongoing
Review September 2026	Crime prevention and education provided at local schools by police. Partnership Action Days held to educate within community.	Ongoing
Offender Management Lead: Surrey Police, Probation & Community Safety	Manage offenders to prevent repeat offending. Link with CHaRMM/MARAC/MATAC & RVM	Ongoing
Review September 2026	Ongoing BAU	Open

A 'fear of crime' aimed at VAWG was launched on 1st December 2025 and ran until 11th January 2026. There were 93 responders, mainly from the Ashford area. See Appendix C for full results.

Priority 3 - Domestic Abuse

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

- The SSSP will ensure that relevant advice will be advertised on Council websites with the contact details for all local and national support agencies.
- Seeking to educate partners and the community regarding key legislative changes e.g. The Domestic Abuse Act 2021.
- The SSSP will comply with the Domestic Abuse Commissioner's Strategic Plan.
- The SSSP – Will ensure that Spelthorne Borough Council is represented on the Surrey Domestic Abuse Executive Group.
- Key messages will be shared on social media to encourage active reporting to provide a more proactive approach.
- Domestic abuse and Hate Crime are managed via the CHaRMM. Key partners are tasked with individual responsibilities to ensure that that Domestic Abuse survivors' needs are managed via this forum.
- The SSSP will ensure that our responsibilities are fully met regarding the management of Domestic Homicide Reviews and the requirement to co-operate with the Domestic Abuse Commissioner as outlined in the new legislation.

- The partnership will adhere to the principles of the Surrey Against Domestic Abuse Strategy.
- The SSSP will support the Surrey Police Violence Against Women and Girls Strategy 2021.

Spelthorne Borough Council will work within the scope of the Surrey Against Domestic Abuse Strategy 2024-2029 [Surrey Domestic Abuse Strategy](#)

Key points for delivery:

Objective	Measure	Status
Administer the monthly CHaRMM Lead: Community Safety	Maintain Agenda Item	Open
Review September 2026	Retained agenda item. No cases referred to CHaRMM.	Open
Community Impact Assessments Lead: Surrey Police	Assess impact of reported violence within the community	Ongoing
Review September 2026	No new DA EIA's	Ongoing
Maintain Contact with DA support groups Lead: Community Safety & Police	Ensure charities & support groups are liaised with to maintain local insight.	Ongoing
Review September 2026	All charities and support groups advertised on police and community safety web pages. Liaison with police - Ongoing	Open
Support & Commission Domestic-Related Death Reviews Lead: Community Safety	Ensure appropriate coordination via SCC DADR Officer, Provide Home Office reports	Open
Review September 2026	DARDR funded by SSSP. Liaison ongoing. 2 DARDR Reports now published on SBC website having been reviewed by the Home Office.	Ongoing
Joint Neighbourhood Survey (quarterly) Lead: Surrey Police & Surrey County Council	Annual Survey in appendices	Open
Review September 2026	Complete and attached for 2025-2026 – See Appendix B	Ongoing
Operational interventions Lead: Surrey Police	Provide operational support to tackle Domestic Abuse	Open

Review September 2026	Ongoing Support Provided by Surrey Police in line with protocol.	Ongoing
Survivor support & analysis Lead: Surrey Police & CCG	Provide support for DA Survivors.	Open
Review September 2026	Ongoing. Education and support programs in place and advertised. Additional advertising of support via Crimestoppers message boards.	Ongoing
Crime Prevention & Education Lead: Community Safety & Police	Assess crime prevention opportunities. Ensure education and communication	Open
Review September 2026	Additional communication during World Cup 2026 due to forecasted raised in DA during England games.	Ongoing
Offender Management Lead: Surrey Police, Probation & Community Safety	Manage offenders to prevent repeat offending. Link with CHaRMM/MARAC/MATAC & RMM	Open
Review September 2026	Offender Management in place via MARAC/MATAC and Offender Management units	Open
Support Domestic Abuse Awareness Week Lead: Community Safety & SCC	Ensure education and awareness campaigns are appropriately circulated through communication channels.	Open
Review September 2026	Advertised in May 2025. This imparted advice and support information via police and SBC websites. This complies with the Surrey Against Domestic Abuse Strategy 2024-2029 (Link above)	Ongoing

Priority 4 – Hate Crime

Hate Crime is defined as - "Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity."

There is no legal definition of hostility so we use the everyday understanding of the word which includes ill-will, spite, contempt, prejudice, unfriendliness, antagonism, resentment and dislike.

Despite recorded hate crimes being relatively low in Spelthorne it is suspected that the real numbers are much higher. To address this Spelthorne SSSP will support the Surrey Police Hate Crime Strategy [Hate Crime Policy \(surrey.police.uk\)](https://www.surrey.police.uk/hate-crime-policy)

Key points for delivery:

Objective	Measure	Status
Administer the monthly JAG Lead: Community Safety	Maintain Agenda Item & Refer relevant cases to CHaRMM	Open
Review September 2026	Hate Crime now managed via CHaRMM & JAG	Ongoing
Community Impact Assessments Lead: Surrey Police	Assess impact of reported violence within the community.	Open
Review September 2026	EIA completed for hate crime by Surrey Police for the Stanwell Hotel in respect of migrants.	Complete
Joint Neighbourhood Survey (quarterly) Lead: Surrey Police & Surrey County Council	Assess and research neighbourhood data to gauge community perceptions	Open
Review September 2026	See appendix B	Ongoing
Operational interventions Lead: Surrey Police	Provide operational support to tackle hate crime.	Open
Review September 2026	Ongoing as per Surrey Police Hate Crime Strategy	Ongoing
Victim support & analysis Lead: Surrey Police & CCG	Provide support for victims – utilise support agencies e.g. StophateUK	Open
Review September 2026	Ongoing as per Surrey Police Hate Crime Strategy	Ongoing
Crime Prevention & Education Lead: Community Safety & Police	Assess crime prevention opportunities. Ensure education and communication. Maintain contact with relevant agencies to assess unreported crime.	Open
Review September 2026	Community Safety Team now represented on the Surrey Hate Crime Operational & Community Cohesion Group. SBC and Police websites now provide advice and support awareness.	Ongoing
Offender Management Lead: Surrey Police, Probation & Community Safety	Manage offenders to prevent repeat offending. Link with CHaRMM/MARAC/MATAC & RMM	Open
Review September 2026	Offender Management in place via MARAC/MATAC and Offender Management units	Ongoing

Priority 5 – Town Centre & Acquisitive Crime

Staines Town Centre is the main crime hotspot for the borough as per the 2025 Tactical Assessment. This is due to a number of factors. The town has excellent transport links, amenities, businesses, restaurants and retail outlets. Sadly, as with the whole of the United Kingdom the prevalence of retail crime remains disproportionately high in comparison to other crimes. That, coupled with anti-social behaviour has the potential to increase the fear of crime and also deter business from the area.

There is a well-established business improvement district (BID) in the town who are actively engaged in the JAG, the Pub Watch and the newly formed Business Crime Reduction Partnership. The BID maintains security to the Two-Rivers area and together with the Elmsleigh Centre Security they do have an impact on business crime.

The BID now hosts a Business Crime Reduction Partnership who look at repeat victims, offenders and feeds back to the police Design Out Crime Officer (DOCO).

That said, business/retail thefts are on the increase nationally. The Police & Crime Commissioner has tasked the new Chief Constable of Surrey Police to tackle retail crime as a priority.

To support this, Spelthorne Borough Council operate 25 CCTV cameras within the Town Centre alone linked to the Safer Runnymede control room for 24/7 coverage.

Key points for delivery:

Objective	Measure	Status
Administer the monthly JAG Lead: Community Safety	Maintain Agenda Item	Open
Review September 2026	Main Agenda Item on JAG, statistical and analytical updates provided. Discussions as to effective use of Partnership Action Days.	Open
Review Hotspot data Lead: Surrey Police	Ensure appropriate resourcing in hotspot areas to Town Centre offending	Open
Review September 2026	Appropriate resources in place from Community Safety, BID and Police Safer Neighbourhoods Team.	Open
Crime Prevention Lead: Surrey Police & Community Safety	Assess current security practices. Partnership Action days at high footfall times e.g. Christmas Shopping/January Sales.	Open
Review September 2026	Two Partnership Action Days and three Police Days of action have taken place within the review period. Use of BID resources under Operation Chariot. Additional funding for hotspot policing provided for increased patrols within the Town Centre. Creation	Open

	of Business Crime Reduction Unit for the Two Rivers and Elmsleigh areas. Op Chariot now complete.	
Operational interventions Lead: Surrey Police	Assess and research neighbourhood data to gauge community perceptions	Open
Review September 2026	See Appendix C	Ongoing
Victim support & analysis Lead: Surrey Police & CCG	Provide operational support to tackle Shoplifting & ASB with a positive outcome policy	Open
Review September 2026	Op Chariot now closed, no additional funding for hotspot patrols. There are smarter uses of BID Rangers in line with common offending times and locations.	Open
Crime Prevention & Education Lead: Community Safety & Police	Provide support for victims and assess any potential linked-series	Open
Review September 2026	Ongoing as per Surrey Police Victim Strategy	Open
Offender Management Lead: Surrey Police, Probation & Community Safety	Assess crime prevention opportunities. Ensure education and communication. Promise use of DISC system and Town-link radios to retailers.	Open
Review September 2026	BID continues to recruit new businesses into the district and continues with the management of DISC and Town-link radios.	Ongoing
Ensure adequate CCTV Lead: Community Safety	Manage offenders to prevent repeat offending.	Open
Review September 2026	Increased arrest statistics for offenders within the Town Centre. Positive arrest policy for shoplifters. Identification of cross-border organised shoplifting gangs.	Ongoing
	Maintain and ensure cameras are appropriately placed.	Ongoing
	Annual Contract signed for Safer Runnymede Service and Monitoring of the CCTV Cameras. At the time of reporting, of the 25 CCTV cameras within the Town Centre. 22 are Operational.	Ongoing

Priority 6 – Anti-Social Behaviour

Anti-social Behaviour (ASB) is by no means trivial. It is a highly damaging and unacceptable set of behaviours that can have detrimental and lifelong effects on people within the community. Spelthorne Borough Council stands against any and every form of anti-social behaviour.

No single organisation can end ASB alone. Although the Spelthorne Safer Stronger Partnership will take a strategic overview of ASB, we will take a place-based approach, calling on all of our partners and our communities to address ASB and its root causes.

The legal definition of ASB is as follows:

- Conduct that has caused, or is likely to cause, **harassment, alarm or distress** to any person,
- Conduct capable of causing **nuisance or annoyance** to a person in relation to that person's occupation of residential premises, or
- Conduct capable of causing housing-related **nuisance or annoyance** to any person.

ASB, Crime & Policing Act 2014

Some examples include:

- Drug misuse and dealing
- Alcohol Related nuisance
- Discriminative behaviour/ hostile acts
- Vandalism and damage to property
- Setting off fireworks late at night
- Misuse of communal / public space
- Litter, Rubbish and Fly-tipping
- Rowdy and noisy behaviour Vehicle Nuisance
- Public Nuisance related to licensed premises
- Garden Nuisance
- Pets and Animal Nuisance

Key points for delivery:

Objective	Measure	Status
Administer the monthly JAG Lead: Community Safety	Maintain Agenda Item	Open
Review September 2026	ASB is now a main agenda Item discussed, geographically at the T&CG (JAG) meeting.	Ongoing
Review Hotspot data Lead: Community Safety	Ensure appropriate resourcing in hotspot areas of ASB	Open
Review September 2026	Appropriate resourcing is in place to manage ASB. The new CLEAR, HOLD, BUILD (CHB) strategy will direct additional resources to hotspot areas. The .CHB is being	Ongoing

	implemented in the Ashford Town area. This is currently in the planning phase.	
Crime Prevention Lead: Surrey Police & Community Safety	Assess current security practices. Partnership Action days in ASB areas	Open
Review September 2026	Partnership Action Days have taken place twice during the review period in relation to ASB. Utilising Crimestoppers Electronic Advertising Boards	Ongoing
Joint Neighbourhood Survey (quarterly) Lead: Surrey Police & Surrey County Council	Assess and research neighbourhood data to gauge community perceptions	Open
Review September 2026	Complete and attached for 2025-2026 – See Appendix B	Ongoing
Operational interventions Lead: Surrey Police	Provide operational support to ASB with a positive outcome policy	Open
Victim support & analysis Lead: Surrey Police & CCG	Provide support for victims and assess any potential linked-series (persistent targeting)	Open
Review September 2026	Victim Support as per Surrey Police Victim Strategy. Linked Series' have been identified in relation to geographic hotspots. These being Sunbury Cross, Staines Town Centre and the newly established Ashford Town.	Open
Crime Prevention & Education Lead: Community Safety & Police	Assess crime prevention opportunities. Ensure education and communication. Support of ASB awareness week	Open
Review September 2026	ASB awareness week delivered by Surrey Police in July 2026. Education and support re ASB delivered by Youth Engagement Officers at Schools and via Community Safety Junior Citizen (April 2026). Further education re ASB to be delivered at Ashford Youth Club as part of CLEAR, HOLD, BUILD.	Ongoing
Offender Management Lead: Surrey Police, Probation & Community Safety	Manage offenders to prevent repeat offending utilising judicial and non-judicial remedies	Ongoing
Review September 2026	ASB managed by police within hotspot areas. Repeat offenders	Ongoing

	managed. Local residential ASB also managed by Community Safety Team. Community Safety have issued 3 Community Protection Notices within the review period with two scheduled for Magistrates Court. 8 Community Protection Warning Notices served.	
Ensure adequate CCTV Lead: Community Safety	Maintain and ensure cameras are appropriately placed.	Open
Review September 2026	Both contracted CCTV and owned SBC CCTV are placed in appropriate areas in relation to ASB. In total there are 56 CCTV cameras placed at strategic locations across the borough. 50 of these cameras are monitored 24/7. CCTV annual Report for 2025 - 2026 has been completed.	Ongoing
Diversion Lead: Community Safety, Police, Leisure Services, Surrey Fire & Rescue	Arrange for youth diversionary activities in hotspot areas. Delivery of Junior Citizen & ASB Working Group recommendations. SF&R YES Scheme	Open
Review September 2026	No referral to Surrey Fire & Rescue YES scheme during this review period. Brentford Football Club providing free football to young people at the Eclipse Leisure Centre on Wednesday Evenings for Youth Diversion with football mentors. Funding continues until November 2026 with additional funding secured by the Community Safety Team via the OPCC. Police & Crime Commissioner visit in December 2025 to assess the scheme. Junior Citizen took place in March 2026 with over 1000 year 6 Spelthorne children attending. Scheme was visited by the Mayor of Spelthorne.	Ongoing

Priority 7 – Exploitation & Vulnerability

Exploitation covers a wide range of illegal activities and can often be referred to as ‘hidden crimes’. These can be directed at both adults and children. In some cases offenders target the vulnerable to take advantage of them for their criminal gains. Some examples of exploitation are:

- Sexual exploitation
- Modern Slavery
- Human trafficking
- Financial exploitation
- County lines
- Forces marriage
- Fraud & Scams

The list is not exhaustive. Exploitation destroys individuals and communities leading to isolation and a widespread fear of crime.

Key points for delivery:

Objective	Measure	Status
Administer the monthly CHaRMM Lead: Community Safety	Maintain Agenda Item – Ensure liaison with SPA & CSPAR & Borough Safeguarding leads	Open
Review September 2026	Agenda Item maintained. Several referrals during the review period. System is now working well and will continue.	Ongoing
Crime Analysis & Intelligence Lead: Community Safety	Determine any patterns and develop community intelligence	Open
Review September 2026	New Community Intelligence system has been launched by the police and they report that this is now working well. Community Safety/JET and Environmental Health are the highest contributors.	Ongoing
Crime Prevention Lead: Surrey Police & Community Safety	Awareness campaigns to educate the community. Advertise common signs.	Open
Review September 2026	Awareness campaigns sent out by Surrey Police in support of this.	Ongoing
Joint Neighbourhood Survey (quarterly) Lead: Surrey Police & Surrey County Council	Assess and research neighbourhood data to gauge community perceptions	Open
Review November 2025	Complete and attached for 2025-2026 – See Appendix B	Ongoing
Victim support & analysis Lead: Surrey Police & CCG	Provide support for victims and assess any potential linked-series (persistent targeting)	Open
Review September 2026	Victim Support as per Surrey Police Victim Strategy https://www.surrey.police.uk/advice/advice-and-information/victim-support/victim-witness-support/	Ongoing

Crime Prevention & Education Lead: Community Safety & Police	Assess crime prevention opportunities. Ensure education and communication. Support of County Lines Awareness week	Open
Review September 2026	Youth Engagement Officers engaging proactively with young people. County Lines Awareness Week supported by the police and Community Safety Team.	Ongoing
Information Sharing Lead: Community Safety/Police/CCG	To ensure liaison with SCC Exploitation leads through the county Risk management Meeting. Liaison via Adult Social care and mental health services to assess victims	Open
Review September 2026	Now called the RVM. Liaison continues. Adult Social Care and Mental Health Services – Regular liaison through the monthly CHaRMM.	Ongoing
Offender Management Lead: Surrey Police, Probation & Community Safety	Manage offenders and work in the SOC briefing to identify and develop intelligence on offenders.	Open
Review September 2026	As per Surrey Police Offender Management Policy.	Open
Ensure adequate CCTV Lead: Community Safety	Maintain and ensure cameras are appropriately placed.	Open
Review September 2026	See Above	Ongoing
Diversion Lead: Community Safety, Police, Leisure Services, Surrey Fire & Rescue	Arrange for youth diversionary activities in hotspot areas. Delivery of Junior Citizen & ASB Working Group recommendations. SF&R YES Scheme. Working with Leisure Services to proactively advertise activities for young people to deter from crime.	Open
Review November 2025	See Above (Eclipse Leisure Centre Football Project)	Open

Priority 8 – Water Safety

Exploitation covers a wide range of illegal activities and can often be referred to as ‘hidden crimes’. These can be directed at both adults and children. In some cases offenders target the vulnerable to take advantage of them for their criminal gains. Some examples of exploitation are:

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

To combat this, Spelthorne Borough Council, in partnership with Surrey Fire & Rescue have erected 15 locked throwlines and 20 throw-rings (lifebuoys) at strategic points throughout the borough. Together with

educational messages completed in partnership with the RNLI and the RLSS both on social media and in schools, this forms the water safety strategy for Spelthorne.

The Community Safety Team area responsible for the maintenance of the equipment and ensuring that training is provided. In 2023, Spelthorne Borough Council created new water safety signs to discourage wild swimming by amateurs. The signs have been placed at strategic points where we know these activities are taking place.

Key points for delivery:

Objective	Measure	Status
Administer the monthly JAG Lead: Community Safety	Maintain Agenda	Open
Review September 2026	Main Agenda Item at T&CG Meeting with Police & Surrey Fire & Rescue	Ongoing
Analysis & Intelligence Lead: Community Safety	Determine any patterns and develop community intelligence. Monitor WADE database and liaise with Surrey Police re incidents & near misses	Open
Review September 2026	Two Recorded deaths during the review period with no near misses. Liaison ongoing.	Ongoing
Safety Awareness Lead: Surrey Police & Community Safety	Awareness campaigns to educate the community. Advertise common signs.	Open
Review September 2026	Regular Water Safety Advice via Comms (weekly during hot weather & heatwaves)	Ongoing
Education Lead: Community Safety	Water safety roadshows to take place twice annually (complete) Delivery of Junior Citizen (Complete)	Open
Review September 2026	Summer Water Safety event in Lammas Park with Surrey Fire & Rescue, Surrey Police, Community Safety Team and the RNLI volunteers. (not completed 2026 due to staffing issues)	Ongoing
Equipment maintenance Lead: Community Safety	Monthly checks to be carried out on all water safety equipment and signage.	Open
Review September 2026	Monthly equipment checks of all throw rings and throw lines complete.	Ongoing
Environmental Visual Audits	Joint River patrols to determine areas of risk	Open

Lead: Community Safety, Environment Agency & JET		
Review September 2026	Regular weekly assessments undertaken.	Ongoing

Priority 9 – Counter Terrorism (Prevent)

Prevent is about keeping people and communities safe from the threat of terrorism. It is one part of the government's overall counter-terrorism strategy, CONTEST. The other strands are Pursue, Protect and Prepare.

Prevent is about safeguarding people from being drawn into extremism or radicalisation. The Home Office works with local authorities and a wide range of government departments and community organisations to stop people from supporting or engaging in extremism or terrorism.

The objectives of Prevent are to:

- tackle the ideological causes of terrorism
- intervene early to support people susceptible to radicalisation
- enable people who have already engaged in terrorism to disengage and rehabilitate.

Prevent is concerned with all forms of extremism that could lead to terrorism, including far-right extremism and some aspects of non-violent extremism.

Further information about Prevent can be found in these Home Office factsheets:

<https://homeofficemedia.blog.gov.uk/2024/12/05/prevent-and-channel-factsheet-2024/>

Key points for delivery:

Objective	Measure	Status
Administer the quarterly SSSP Meeting Lead: Community Safety	Maintain Agenda	Open
Review September 2026	Complete – Main agenda item	Ongoing
Analysis & Intelligence Lead: Community Safety	Attend monthly Prevent Executive Group Meeting (PEG)	Open
Review September 2026	Complete – Attended all meetings	Ongoing
Channel Cases Lead: Surrey County Council	Liaise with Spelthorne Borough Council re Channel cases.	Open
Review September 2026	No new Channel Cases	Ongoing
Education Lead: Community Safety	Training for frontline staff in recognising, referring and responding to radicalisation	Open

Review September 2026	Training package being developed. At present cannot be added to WorkRite. Training packages advertised individually on Spelnet	Ongoing
Communication Lead: Community Safety & Borough Comms	Provide social media updates on Prevent activities	Open
Review September 2026	Published 11//03/2026	Ongoing
School Liaison Lead: Surrey County Council	Liaise with schools regarding potential radicalisation	Open
Review September 2026	Ongoing via RVM & Schools Liaison Officers	Ongoing

Priority 10 – CLEAR, HOLD, BUILD – Ashford Town

Clear, Hold, Build (CHB) is a multi-agency framework developed by the Home Office to tackle serious and organised crime by reclaiming and rebuilding neighbourhoods affected by criminal activity. It involves a three-phase approach: Clear, which targets and disrupts gang members and their activities; Hold, which stabilizes the area to prevent other criminals from taking control; and Build, which works with the community to address the root causes of crime and make the area more resilient.

It has been decided that for the area of Ashford Town, while not necessarily high in terms of crime statistics presents an unusual amount of crime in relation to the population. This means that in crimes per person they are deemed to be higher than usual. There are opportunities for improvement in this area and with a dedicated plan this can have a significant impact on the crime and associated fear of crime.

Key points for delivery:

Objective	Measure	Status
Deliver CHB training to partners Lead: Surrey Police	Ensure partners understand the CHB process and are committed to the program. Now entitled 'Safer Ashford'	Open
Review September 2026	Complete – Training delivered	Ongoing

	Clear phase now complete January – March 2026: As of 20/05/2026 • Overall crime rate down by 11.7% • Burglary down by 29% • Vehicle Crime down by 49% • Violent Crime down by 9% • 63 arrests 108 charges • 16 reprimands • 32 Stop & Search • 25 drug seizures • 11 vehicle seizures • 3 warrants executed • 3 weapons seized	
Analysis & Intelligence Lead: Surrey Police	Provide Crime Pattern and hotspot analysis on the Ashford Town Geographic area to support operation. Serious & Organised Crime local profile to be created.	Open
Review September 2026	Now moved to 'Hold' phase. Youth club DJ equipment purchased by SBC to increase youth diversion. Liaison with British Transport Police Continuing work to develop Ashford BID Licensing visits continue to target offending premises engaged in underaged sales.	Ongoing
Name for project Lead: All Partners	Create a name for the project 'Safer Ashford' adopted	Complete
Identify Lead Responsible Officers Lead: Surrey Police	Identify Project Leads Complete	Complete
Review September 2026	Identified as Inspector Matthew Walton (Borough Commander) and Will Jack (Community Safety Manager)	Complete

Communication Lead: Police, Community Safety & Borough Comms	Provide social media updates on Clear Hold Build	Open
Identify Strategic Governance Groups Lead: Police Analysts	Provide assurance that identified OCGs and criminals are subject to an appropriate level of operational response.	Open
Lead: Police, Community Safety & Borough Comms	Provide social media updates on Clear Hold Build	Open
Identify Partners Lead: Community Safety	Identify Key Individual Network for operational inclusion.	Open

Public Space Protection Order – July 2025

Following reports from the police and local councillors, the Community Safety Team embarked on

The introduction of a PSPO to create local legislation to tackle the following problems:

- Anti-social use of E-Scooters, E-bikes etc.
- Use of catapults/slingshots to cause damage or kill wildlife.
- Wearing of face coverings with intent to cause intimidation.

The consultation received 677 responses, with overwhelming public support:

- **98%** backed the proposals on bikes and similar devices
- **99%** supported restrictions on face coverings
- **98%** agreed with controls on catapults and slingshots

The PSPO is now in force throughout the borough.

The annual review of the PSPO has been submitted to Committee in September 2026

Prevent

Prevent is about safeguarding people from being drawn into extremism or radicalisation. The Home Office works with local authorities and a wide range of government departments and community organisations to stop people from supporting or engaging in extremism or terrorism.

The Prevent Lead sits of the Prevent Executive Board and will liaise with the County Prevent Lead for local matters and CHANNEL Cases. Channel cases are assessed by a multi-agency panel (including police, local authorities, and social services) that determines the appropriate tailored support, which can involve mentoring, education, or other forms of guidance to help individuals disengage from extremism.

Partnership Action Days (PAD)

Partnership action days are days of action where all partners work together at a tactical level to address local issues linked to the SSSP Priorities. These are held every other month. Examples of these have included:

- Retail Crime day of action – Staines Town Centre
- Domestic Abuse education Staines Town Centre
- Anti-social behaviour awareness – Ashford
- Water Safety equipment training & awareness – Lammas Park
- Scams Awareness – Spelthorne Day Centres

The days are an excellent way to demonstrate the partners visibly working together on local issues. Members of the public are encouraged to take part.

Domestic-Related Death Reviews

Formerly referred to as Domestic Homicide, the title has been changed to include any fatality that has a link to domestic abuse. The Home Office requires the local Community Safety Partnership (In this case referred to as the SSSP) to commission an investigation into the fatality to assess whether there are any lessons to be learned in such cases.

These are managed by the SSSP in partnership with the DARDR Coordinator at Surrey County Council. To date this year there have been two such cases on Spelthorne Borough.

These are published on the SBC Community Safety Website and can be seen here –

<https://www.spelthorne.gov.uk/page/1741/spelthorne-domestic-abuse-related-death-reviews>

Anti-Social Behaviour Case Reviews

The ASB case review can be used if you (or others with your consent) have complained on three or more occasions about separate incidents of anti-social behaviour in the past six months. This has been designed to give the victim the right to request that agencies deal with persistent anti-social behaviour.

These are managed within the Joint Action Group with results being fed into the SSSP. To date in 2026 there have been three reviews.

Our Statutory Responsibilities

Each key priority that is identified within this plan contains several actions. These are designed to ensure that priority objectives are achieved.

Targets have been set as an essential part of bringing about that achievement; this will form the JAG (T&CG) process. Monitoring performance will be set against the key points for delivery indicators. These indicators will be set against each key priority.

The Plan will be placed on the council web site and updated on a six-monthly basis so that the public can track progress.

Crime, disorder and anti-social behaviour data and associated performance information will be collected by the Operational Management Group (Surrey Police) and presented to the Spelthorne Safer Stronger Partnership Board at the quarterly meetings, so that delivery can be monitored and any lack of progress challenged.

This information will also be available to other bodies, including those with community representation, as appropriate. Annual reports will also be available for wider community consultative processes and transparency.

Other national, county and local plans, strategies and policies complement or impact in some way upon this Community Safety Strategy; the more significant of these are as follows:

- **The Modern Crime Prevention Strategy 2016 (Gov)**
- **Domestic Abuse Act 2021**
- **Surrey Drug & Alcohol Strategy 2023**
- **Civil Contingencies Act 2004**
- **Spelthorne Borough Council Corporate Plan 2024 - 2028**
- **Surrey OPCC Policing Plan 2024-2025**
- **National Prevent Strategy 2019**
- **Surrey Against Domestic Abuse Strategy 2024–2029**
- **Serious Violence Duty 2023**

This page is intentionally left blank

Business Intelligence

Joint Neighbourhood Survey

Borough Results

Year End 25/26

(April 25 to March 26)



Version 1.0 : Research and Survey Insights Team
06/05/2026

This report presents the **Borough level** Year End 24/25 (4420 responses) and Year End 25/26 results (4424 results) for the **Joint Neighbourhood Survey (JNS)**. The telephone survey asks Surrey residents about their confidence, trust, perception of policing, feelings of safety and communications relating to the policing of their local area.

Percentage point changes are reported only where differences have been found to be statistically significant. Where a difference between results is not found to be statistically significant, we have described it as consistent or similar. This does not mean that results were exactly the same but that any differences were consistent with random variation and not an indication of an actual increase or decrease. Further information on the statistical methodology used in this report is provided in Appendix A.

For further information, please contact the Research & Survey Team (Research@surrey.police.uk)

Summary:

- There were four measures that saw statistically significant increases or decreases in one or more boroughs between YE 24/ 25 and YE 25/26:
 - **Confidence** (+6.8% points in Tandridge)
 - **Treating everyone fairly** (-7.8% points in Elmbridge and -2.1% points in Reigate & Banstead)
 - **Feeling safe walking alone in their neighbourhood after dark** (-6.0% points in Runnymede and -5.7% points in Surrey Heath)
 - **Seeing police patrol on foot or bicycle at least monthly** (-5.3% points in Mole Valley and -3.0% points in Runnymede)
- The remaining measures remained consistent across all boroughs between YE 24/25 and YE 25/26. These were trust, feeling that Police would respect you, dealing with things that matter to the community, being friendly and approachable, keeping residents informed and agreement that their area is a safe place for women and girls.

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

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	73.2%	4332	72.8%	1092	75.7%	1080	72.9%	4334	-
Elmbridge	69.1%	392	69.0%	100	73.2%	97	70.7%	393	-
Epsom & Ewell	71.4%	395	73.0%	100	74.0%	96	70.4%	395	-
Mole Valley	75.4%	391	67.7%	99	83.2%	101	73.4%	398	-
Reigate & Banstead	71.4%	385	72.7%	99	69.7%	99	69.9%	392	-
Tandridge	66.8%	398	81.1%	95	74.5%	98	73.6%	386	+6.8%
Guildford	77.2%	394	79.2%	101	76.5%	98	77.6%	392	-
Runnymede	75.1%	406	68.0%	100	79.0%	100	71.0%	393	-
Spelthorne	69.5%	393	73.0%	100	69.1%	97	67.7%	396	-
Surrey Heath	77.1%	393	75.5%	98	81.4%	97	77.6%	397	-
Waverley	76.7%	391	68.3%	101	75.5%	98	74.7%	396	-
Woking	75.8%	393	73.7%	99	76.8%	99	75.8%	396	-

There was a statistically significant increase of +6.8% points in confidence in Tandridge from 66.8% for YE 24/25 to 73.6% for YE 25/26. Confidence remained consistent in all other boroughs.

Table 2. To what extent do you agree or disagree that Surrey Police is an organisation you can trust? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	69.7%	4321	68.1%	1084	69.9%	1078	69.6%	4288	-
Elmbridge	69.0%	397	59.0%	100	70.4%	98	67.4%	386	-
Epsom & Ewell	68.0%	397	62.8%	94	74.7%	95	67.2%	384	-
Mole Valley	73.1%	386	70.7%	99	74.3%	101	70.7%	396	-
Reigate & Banstead	69.8%	388	72.0%	100	60.4%	101	68.6%	392	-
Tandridge	67.3%	395	68.7%	99	69.4%	98	69.1%	382	-
Guildford	70.2%	392	69.7%	99	70.3%	101	72.2%	389	-
Runnymede	72.6%	402	68.0%	100	80.0%	100	72.2%	396	-
Spelthorne	64.1%	393	71.0%	100	54.2%	96	65.2%	391	-
Surrey Heath	72.4%	395	71.9%	96	77.1%	96	71.7%	389	-
Waverley	71.7%	389	71.1%	97	69.1%	97	71.5%	390	-
Woking	68.4%	386	64.0%	100	69.5%	95	69.5%	393	-

Trust remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 3. To what extent do you agree or disagree that Police in your local area would respect you if you had contact with them for any reason? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	84.2%	4269	84.4%	1061	85.8%	1070	85.2%	4221	-
Elmbridge	84.0%	387	78.6%	98	86.3%	95	82.4%	380	-
Epsom & Ewell	82.3%	395	84.4%	96	87.5%	96	85.2%	386	-
Mole Valley	83.4%	380	81.8%	99	90.8%	98	87.3%	385	-
Reigate & Banstead	82.6%	379	82.5%	97	81.4%	97	82.0%	378	-
Tandridge	83.9%	391	88.4%	95	87.9%	99	86.5%	385	-
Guildford	82.9%	391	84.7%	98	87.9%	99	85.9%	390	-
Runnymede	87.9%	398	83.5%	97	89.9%	99	86.7%	384	-
Spelthorne	84.8%	387	87.8%	98	79.4%	97	83.5%	388	-
Surrey Heath	86.2%	391	86.2%	94	86.6%	97	87.5%	377	-
Waverley	83.9%	385	84.6%	91	83.5%	97	84.3%	381	-
Woking	84.6%	384	85.7%	98	82.3%	96	86.0%	387	-

Agreement that Police would respect you if you had contact with them remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 4. To what extent do you agree or disagree that police in your local area would treat everyone fairly? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	63.0%	4056	62.0%	1015	60.1%	1012	61.9%	3948	-1.1%
Elmbridge	66.0%	371	53.9%	89	53.3%	92	58.2%	347	-7.8%
Epsom & Ewell	61.3%	364	58.9%	95	58.9%	90	60.3%	365	-
Mole Valley	64.1%	368	58.8%	97	73.4%	94	63.2%	364	-
Reigate & Banstead	62.0%	366	60.2%	98	55.4%	92	59.9%	364	-2.1%
Tandridge	63.7%	369	53.3%	92	62.2%	90	59.4%	347	-
Guildford	62.5%	373	68.4%	95	63.5%	96	63.5%	367	-
Runnymede	63.1%	379	60.9%	87	64.6%	96	64.1%	357	-
Spelthorne	60.6%	368	66.7%	90	49.4%	89	60.6%	358	-
Surrey Heath	66.2%	376	67.0%	91	56.5%	85	65.0%	354	-
Waverley	59.6%	366	61.6%	86	63.3%	98	61.8%	361	-
Woking	64.2%	355	71.6%	95	58.9%	90	64.6%	364	-

There were statistically significant decreases in agreement that police in your local area would treat everyone fairly in two boroughs between YE 24/25 and YE 25/26. These were in Elmbridge (-7.8% points) and Reigate & Banstead (-2.1% points). Agreement that police in their area would treat everyone fairly remained consistent between YE 24/ 25 and YE 25/26 in all other boroughs.

Table 5. To what extent do you agree or disagree that police in your local area deal with things that matter in the community? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	43.9%	4044	44.2%	999	47.2%	987	45.9%	3888	-
Elmbridge	42.7%	375	43.2%	88	43.5%	85	43.7%	343	-
Epsom & Ewell	40.3%	370	37.4%	91	47.9%	94	45.3%	360	-
Mole Valley	46.2%	353	44.3%	88	50.6%	87	46.2%	346	-
Reigate & Banstead	44.2%	369	39.6%	91	46.2%	91	44.6%	359	-
Tandridge	44.0%	361	40.2%	92	47.1%	85	41.7%	343	-
Guildford	41.3%	368	51.6%	95	44.1%	93	44.7%	360	-
Runnymede	46.5%	383	51.6%	93	56.4%	94	54.1%	355	-
Spelthorne	39.8%	374	48.9%	92	43.3%	90	45.2%	363	-
Surrey Heath	46.1%	375	43.8%	89	45.5%	88	47.8%	356	-
Waverley	46.8%	365	38.2%	89	42.4%	92	42.2%	348	-
Woking	45.1%	350	47.3%	91	52.3%	88	49.6%	355	-

Agreement that Police deal with things that matter in the community remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 6. To what extent do you agree or disagree that police in your local area are friendly and approachable? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	78.6%	4125	77.9%	1018	76.6%	1032	78.3%	4037	-
Elmbridge	78.7%	376	78.4%	88	79.3%	92	78.6%	355	-
Epsom & Ewell	76.3%	379	77.9%	95	74.5%	94	76.5%	374	-
Mole Valley	80.4%	358	77.7%	94	80.6%	93	78.5%	363	-
Reigate & Banstead	73.4%	380	72.9%	96	68.5%	92	75.7%	367	-
Tandridge	79.3%	376	73.3%	90	76.8%	95	77.3%	357	-
Guildford	75.7%	374	84.2%	95	79.2%	96	81.0%	374	-
Runnymede	81.5%	384	77.9%	95	82.5%	97	79.8%	371	-

Spelthorne	79.6%	378	81.1%	95	69.6%	92	76.5%	375	-
Surrey Heath	81.8%	380	82.4%	85	86.7%	90	85.0%	354	-
Waverley	76.4%	368	73.0%	89	70.8%	96	74.7%	372	-
Woking	81.1%	371	78.1%	96	73.7%	95	78.1%	375	-

Agreement that Police are friendly and approachable remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 7. To what extent do you agree or disagree that police in your local area keep residents informed? (% strongly agree/tend to agree)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	36.1%	4211	33.9%	1064	35.0%	1051	35.0%	4172	-
Elmbridge	36.8%	386	34.4%	96	39.6%	96	35.6%	382	-
Epsom & Ewell	33.5%	394	34.0%	97	39.6%	96	36.0%	386	-
Mole Valley	36.9%	369	39.8%	98	40.0%	95	37.8%	378	-
Reigate & Banstead	35.5%	383	25.8%	97	32.7%	98	30.2%	374	-
Tandridge	36.9%	385	33.3%	99	34.4%	96	34.5%	377	-
Guildford	30.8%	383	39.2%	97	26.3%	95	33.8%	379	-
Runnymede	42.9%	389	43.2%	95	44.3%	97	41.3%	378	-
Spelthorne	39.0%	385	34.7%	98	25.8%	93	33.6%	384	-
Surrey Heath	36.3%	383	28.7%	94	33.0%	94	34.6%	376	-
Waverley	33.0%	379	28.1%	96	26.0%	96	30.6%	376	-
Woking	36.1%	374	32.0%	97	43.2%	95	37.2%	382	-

Agreement that Police keep residents informed remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 8. How safe do you feel walking alone in your neighbourhood after dark? (% Safe)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	83.0%	4363	78.4%	1095	83.2%	1091	81.9%	4354	-
Elmbridge	81.8%	396	85.0%	100	84.2%	101	84.0%	394	-
Epsom & Ewell	78.1%	402	77.6%	98	82.8%	99	80.6%	396	-
Mole Valley	88.0%	393	83.7%	98	91.9%	99	88.3%	394	-
Reigate & Banstead	80.6%	391	76.0%	100	86.1%	101	79.8%	396	-

OFFICIAL

Tandridge	83.7%	399	76.8%	99	81.0%	100	81.4%	398	-
Guildford	86.2%	398	81.0%	100	85.0%	100	85.1%	397	-
Runnymede	82.8%	406	77.0%	100	75.8%	99	76.8%	393	-6.0%
Spelthorne	73.9%	394	64.6%	99	74.2%	97	72.7%	396	-
Surrey Heath	88.7%	397	80.8%	99	82.7%	98	83.0%	395	-5.7%
Waverley	89.3%	394	81.2%	101	86.9%	99	86.9%	398	-
Woking	79.8%	392	79.2%	101	84.7%	98	82.6%	397	-

There were statistically significant decreases in feeling safe after dark in two boroughs between YE 24/25 and YE 25/26. These were in Runnymede (-6.0% points) and Surrey Heath (-5.7% points). Feeling safe after dark remained consistent between YE 24/ 25 and YE 25/26 in all other boroughs.

Table 9. To what extent do you agree or disagree that your local area is a safe place for women and girls? (% Safe)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	72.7%	4339	68.2%	1090	68.5%	1085	71.0%	4316	-
Elmbridge	70.9%	392	69.1%	97	75.8%	99	73.1%	390	-
Epsom & Ewell	65.2%	399	70.7%	99	67.3%	98	70.5%	396	-
Mole Valley	77.9%	390	74.5%	98	79.8%	99	80.5%	389	-
Reigate & Banstead	69.3%	394	62.6%	99	59.6%	99	64.2%	388	-
Tandridge	73.2%	396	59.2%	98	66.7%	102	69.0%	397	-
Guildford	75.6%	394	73.7%	99	74.5%	98	73.7%	388	-
Runnymede	71.4%	406	65.0%	100	67.7%	99	67.2%	390	-
Spelthorne	61.1%	391	60.0%	100	51.1%	94	57.2%	390	-
Surrey Heath	75.6%	398	66.3%	98	69.4%	98	72.0%	393	-
Waverley	84.3%	388	81.2%	101	76.0%	100	81.5%	400	-
Woking	74.9%	390	67.3%	101	64.6%	99	71.6%	395	-

Agreement that their local area is a safe place for women and girls remained consistent across all boroughs between YE 24/25 and YE 25/26.

Table 10. On average, how often do YOU see the police PATROLLING ON FOOT or BICYCLE in your local area? (% At least monthly)

	Year End 24/25	Base	Qtr.3 25/26	Base	Qtr.4 25/26	Base	Year End 25/26	Base	% change Year End
Force	11.3%	4400	11.9%	1100	9.6%	1089	10.5%	4387	-

Elmbridge	12.3%	397	11.9%	101	9.0%	100	12.5%	400	-
Epsom & Ewell	13.3%	405	17.8%	101	11.2%	98	11.3%	399	-
Mole Valley	11.8%	397	5.0%	100	4.9%	102	6.5%	402	-5.3%
Reigate & Banstead	13.1%	397	9.9%	101	9.0%	100	11.1%	397	-
Tandridge	5.0%	403	6.1%	98	9.0%	100	7.3%	397	-
Guildford	11.3%	398	16.8%	101	6.0%	100	11.3%	398	-
Runnymede	15.0%	407	16.8%	101	13.0%	100	12.0%	401	-3.0%
Spelthorne	14.3%	399	14.0%	100	12.4%	97	13.0%	400	-
Surrey Heath	10.2%	403	11.1%	99	10.4%	96	9.8%	398	-
Waverley	7.1%	397	6.0%	100	9.0%	100	7.3%	399	-
Woking	11.1%	396	15.3%	98	11.5%	96	13.9%	396	-

There were statistically significant decreases for seeing police patrols on foot or bicycle in two boroughs between YE 24/25 and YE 25/26. These were in Mole Valley (-5.3% points) and Runnymede (-3.0% points). Seeing police patrols on foot or bicycle at least monthly remained consistent between YE 24/ 25 and YE 25/26 in all other boroughs.

Appendices

Appendix A. Key statistical terms used in this report:

Base	The number of respondents who answered the question.
Statistical significance	Where results are broken down by groups, statistical significance testing has been applied where possible. A statistically significant result indicates that the difference observed is unlikely to be due to random variation and may reflect a real difference in the wider population, despite not all residents participating in the survey. Note on significance: In this report, the term “<i>significant</i>” is used only when referring to statistical significance.
95% confidence level	A 95% confidence level means that the survey method used is dependable, and that if the same survey were repeated many times, around 95 out of 100 times the results would fall close to the true value for the wider population. It indicates a high level of confidence in the findings while recognising that results based on samples are never perfectly precise.

Aggregation	For clarity, some response categories have been combined. These include: ‘At least daily’, ‘At least weekly’, ‘At least fortnightly’ and ‘At least monthly’ as ‘At least monthly’ ‘Very safe’ and ‘Fairly safe’ as ‘Safe’ and ‘Fairly unsafe’ and ‘Very unsafe’ as ‘Unsafe’
Consistent	Where a difference between results is not found to be statistically significant, we have described it as consistent. This does not mean that results were exactly the same but that any differences were consistent with random variation and not an indication of an actual increase or decrease

Community Safety Survey 2025/26

Summary of Responses

1.

Are you responding as a...

Spelthorne resident	97
Spelthorne business	1
Spelthorne resident and business	1
Representing a voluntary/community organisation	1
Representing a public sector organisation	1
Other	0

2.

In which part of the Borough do you live or work?

Ashford	33
Charlton Village	1
Halliford	1
Laleham	3
Shepperton	7
Staines-upon-Thames	34
Stanwell	8
Stanwell Moor	3
Sunbury-on-Thames	11

3.

To what extent do you agree or disagree with the following statement: "Overall, I feel safe in the area where I live"?

Strongly agree	10
Somewhat agree	40
Neither agree nor disagree	15
Somewhat disagree	28
Strongly disagree	8

Don't know 0

4.

Over the past year, do you think the overall amount of crime in your area has increased, decreased or stayed the same?

Increased 64

Decreased 3

Stayed the same 23

Unsure 11

5.

Over the past year do you think the overall amount of anti-social behaviour has increased, decreased or stayed the same in the Borough of Spelthorne? (please tick one option in each row)

	Increased	Remained the same	Decreased	I don't know
Drug dealing	56	8	1	36
Drug usage	52	10	1	38
Fly-tipping	52	30	4	15
Graffiti	24	44	11	22
Groups of people causing problems	55	29	5	12
Noisy neighbours	23	40	12	26
Vandalism	30	38	9	24
Nuisance behaviour	63	26	2	10

6.

How confident are you that Surrey Police and Spelthorne Borough Council are tackling anti-social behaviour and crime in Spelthorne?

Very confident	2
Fairly confident	30
Not very confident	40
Not confident at all	28
I don't know	1

7.

Thinking about your local area, how much of a problem do you think the following are?

	Very big problem	Fairly big problem	Slight problem	Not a problem	I don't know
Abandoned Vehicles	3	8	37	39	14
Antisocial Drinking	5	10	50	26	10
Burglary	16	30	32	4	19
Dog Fouling	21	17	47	15	1
Drunken Behaviour	5	9	54	22	11
Drug Dealing	27	28	11	7	28
Drug Usage	30	22	13	7	29
Fly-tipping	15	31	34	10	11
Graffiti	7	17	43	21	13
Noisy Neighbour	7	12	31	38	13
Nuisance Behaviour	17	37	29	11	7
Rubbish and Litter	21	35	38	6	1
Theft	22	38	20	4	17

Uncontrolled Pets	4	7	37	42	11
Vandalism	8	26	36	12	19
Violent Behaviour	8	23	28	21	21
Crime against Wildlife	25	21	19	10	26

8.

Some of the issues that the partners within the Spelthorne Safer Stronger Partnership cover are listed below. Please let us know which are your top concerns within your local area? (You are limited to a maximum of five responses)

Burglary	43
Child Sexual Exploitation	7
Cybercrime	3
Cycle Theft	11
Damage to Property	10
Dangerous Dogs	2
Domestic Abuse	6
Drug Dealing	41
Drug Usage	23
Deliberate Fires	1
Dog Fouling	19
Drunken Behaviour	9
Fly-tipping	23
Graffiti	4
Harassment	2
Hate Crime	8

Inconsiderate Behaviour	31
Inconsiderate Parking	33
Knife Crime	12
Littering	13
Nuisance Vehicles	13
Modern Slavery	2
People Carrying Knives	11
Radicalisation	5
Road Safety	14
Robbery	8
Rural Crime	3
Sexual Assault and Rape	12
Speeding	23
Shoplifting	37
Street Drinking	4
Vehicle Crime	17
Other (please specify)	4
Violence against women and girls	14
Crime against wildlife	25

9.

How informed do you feel about the following community safety issues?

	Informed	Not well informed	Not informed
--	----------	-------------------	--------------

Child Sexual Exploitation	16	34	51
County Lines	30	25	46
Cuckooing	21	25	55
Cybercrime	33	36	32
Domestic Violence and Abuse	24	32	45
Female Genital Mutilation	22	23	56
Honour Based Abuse	19	25	57
Modern Slavery	27	24	50
Radicalisation	23	33	45
Violence against women and girls	32	30	39

10.

Have you been a victim of crime or anti-social behaviour in the last 12 months?

Yes 35

No 59

Rather not say 7

10a.

Please describe the type of crime/anti-social behaviour that took place?

This question has been answered 34 times.

10b.

Did this occur within the Borough of Spelthorne?

Yes 33

No 0

Not applicable 2

10c.

Did you report the incident?

Yes 19

No 15

Not applicable 1

10d.

Were you satisfied with the outcome?

Yes 6

No 17

Not applicable 12

11.

In the past year have you experienced Street Harassment? This includes, but is not limited to:

Unsolicited sexualised or offensive comments or gestures 6

Unwanted whistling or honking 4

So-called 'catcalling' 1

Indecent exposure 1

Stalking or being followed 1

Intrusive staring/photography 3

Persistent sexual advances 0

Unwanted touching 1

Being insulted or shouted at 21

Feeling physically threatened 12

Other (please comment below) 4

I have not experienced street harassment 65

12.

In the last 12 months have you ever suffered abuse with regards to your... (please tick all which apply)

Ethnicity	8
Religious beliefs	2
Sexuality	1
Disability	0
Age	12
Other (please specify)	3
None of the above	76

12a.

Did you report this incident?

Yes	3
No	25
Not applicable	73

12b.

Were you satisfied with the outcome?

Yes	1
No	2
Not Applicable	0

13.

If there are particular areas in Spelthorne where you feel unsafe, please tell us more about this below.

Please include:

- Which areas or specific location/s
- What times of the day or times of the year
- Why it makes you feel unsafe
- What you think could be done to improve this?

This question has been answered 72 times.

14.

We are always looking to improve your local area. Are there any other comments you would like to make about crime/anti-social behaviour and community safety in your local area or how you feel the partnership deals with it? (please include any areas of concern).

This question has been answered 60 times.

15.

The Safer Stronger Partnership would like to improve the way it reaches out to and communicates with residents. Please tell us how you would like to receive information about crime and safety. Select the most applicable options.

Website	41
Social media	38
Email	57
Newsletter	40
Neighbourhood Watch	28
Post	15
Community noticeboard	11
Local shops	14
School newsletters	6
Beat surgeries	14
Market stalls	7
Face to face	11
Other	3

16.

Please give your age

Under 24	0
25-34	3
35-44	12
45-54	14
55-64	25
65+	44
Prefer not to say	3

17.

Please specify your gender

Female	47
--------	----

Male	51
------	----

I describe my gender in another way	0
-------------------------------------	---

Prefer not to say	3
-------------------	---

18.

Do you consider yourself to have a disability?

Yes	9
-----	---

No	87
----	----

Prefer not to say	5
-------------------	---

19.

What is your ethnicity?

White	85
-------	----

Mixed or multiple ethnicity	3
-----------------------------	---

Asian or Asian British	6
------------------------	---

Black, African, Caribbean or Black British	1
--	---

Other ethnic group	0
--------------------	---

Prefer not to say	6
-------------------	---

Spelthorne Borough – Police Crime Statistics June 2026 – Rolling Year To Date

Source – SURPOL Partnership Product

Summary

Rolling year	Crime recorded				Solved*				Solved rate		
Spelthorne	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change	%age Change	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change	%age Change	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change
High harm	1,519	1,533	-14	-0.9%	231	215	16	7.4%	15.2%	14.0%	1.2%
Serious acquisitive	471	663	-192	-29.0%	27	25	2	8.0%	5.7%	3.8%	2.0%
Total notifiable offences	7,989	8,568	-579	-6.8%	1,403	1,336	67	5.0%	17.6%	15.6%	2.0%

High Harm – All assaults including sexual assaults

Serious Acquisitive – All theft-related including fraud

Total Notifiable Offences - The complete set of recorded crimes that police forces in England and Wales are required to formally report to the Home Office

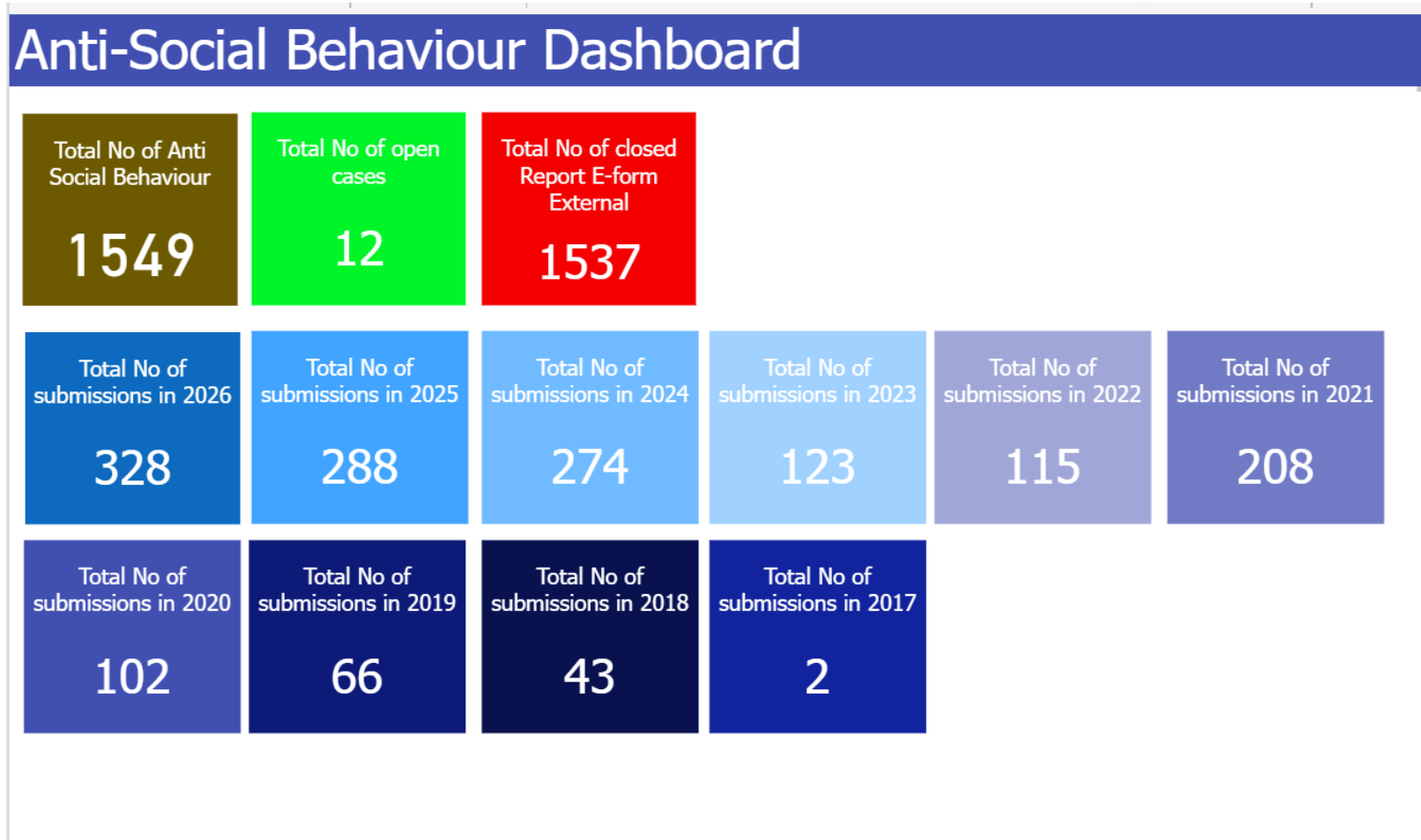
General Sub-Group Offences

Rolling year	Crime recorded				Solved*				Solved rate		
Spelthorne	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change	%age Change	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change	%age Change	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change
Arson	18	58	-40	-69.0%	2	7	-5	-71.4%	11.1%	12.1%	-1.0%
Assault with injury EW	8	46	-38	-82.6%	12	9	3	33.3%	150.0%	19.6%	130.4%
Assault with injury PC	18	22	-4	-18.2%	19	22	-3	-13.6%	105.6%	100.0%	5.6%
Assault without injury PC	92	94	-2	-2.1%	83	74	9	12.2%	90.2%	78.7%	11.5%
Common assault (excluding on PC)	1,110	1,117	-7	-0.6%	95	91	4	4.4%	8.6%	8.1%	0.4%
Damage to dwellings	180	201	-21	-10.4%	9	13	-4	-30.8%	5.0%	6.5%	-1.5%
Damage to other buildings	104	99	5	5.1%	16	16	0	0.0%	15.4%	16.2%	-0.8%
Damage to vehicles	245	236	9	3.8%	18	20	-2	-10.0%	7.3%	8.5%	-1.1%
Domestic burglary	-	-	0	0.0%	-	-	0	0.0%	0.0%	0.0%	0.0%
Harassment	1,610	1,581	29	1.8%	194	160	34	21.3%	12.0%	10.1%	1.9%
Malicious communications	92	137	-45	-32.8%	10	12	-2	-16.7%	10.9%	8.8%	2.1%
Murder & Attempted Murder	4	9	-5	-55.6%	3	4	-1	-25.0%	75.0%	44.4%	30.6%
Non-domestic burglary	-	-	0	0.0%	-	-	0	0.0%	0.0%	0.0%	0.0%
Other damage	227	249	-22	-8.8%	22	32	-10	-31.3%	9.7%	12.9%	-3.2%
Other drug offences	19	12	7	58.3%	18	7	11	157.1%	94.7%	58.3%	36.4%
Other fraud and forgery	16	22	-6	-27.3%	7	4	3	75.0%	43.8%	18.2%	25.6%
Other serious sexual	12	11	1	9.1%	1	1	0	0.0%	8.3%	9.1%	-0.8%
Other theft and handling	489	573	-84	-14.7%	19	29	-10	-34.5%	3.9%	5.1%	-1.2%
Other violence	326	295	31	10.5%	65	56	9	16.1%	19.9%	19.0%	1.0%
Other violence with injury	4	1	3	300.0%	3	2	1	50.0%	75.0%	200.0%	-125.0%
Other wounding	591	597	-6	-1.0%	77	104	-27	-26.0%	13.0%	17.4%	-4.4%
Possession of drugs	246	244	2	0.8%	213	195	18	9.2%	86.6%	79.9%	6.7%
Rape	79	84	-5	-6.0%	3	3	0	0.0%	3.8%	3.6%	0.2%

Rolling year	Crime recorded				Solved*				Solved rate		
Spelthorne	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change	%age Change	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change	%age Change	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change
Robbery of business property	52	25	27	108.0%	15	-	15	0.0%	28.8%	0.0%	28.8%
Robbery of personal property	48	40	8	20.0%	-	3	-3	-100.0%	0.0%	7.5%	-7.5%
Serious wounding	18	21	-3	-14.3%	8	5	3	60.0%	44.4%	23.8%	20.6%
Sexual assault	127	122	5	4.1%	12	8	4	50.0%	9.4%	6.6%	2.9%
Shoplifting	760	836	-76	-9.1%	240	189	51	27.0%	31.6%	22.6%	9.0%
Theft from a vehicle	175	326	-151	-46.3%	7	8	-1	-12.5%	4.0%	2.5%	1.5%
Theft from the person	76	71	5	7.0%	8	3	5	166.7%	10.5%	4.2%	6.3%
Theft in a dwelling	39	50	-11	-22.0%	2	4	-2	-50.0%	5.1%	8.0%	-2.9%
Theft or unauthorised taking of a cycle	51	84	-33	-39.3%	2	8	-6	-75.0%	3.9%	9.5%	-5.6%
Theft or unauthorised taking of a vehicle	172	226	-54	-23.9%	12	11	1	9.1%	7.0%	4.9%	2.1%
Trafficking in controlled drugs	120	137	-17	-12.4%	32	41	-9	-22.0%	26.7%	29.9%	-3.3%
Vehicle interference	54	122	-68	-55.7%	7	4	3	75.0%	13.0%	3.3%	9.7%

Anti-Social Behaviour – Police Recorded

Rolling year	ASB recorded			
Spelthorne	Jul-25 to Jun-26	Jul-24 to Jun-25	# Change	%age Change
ASB01: ABND VEH NOT STOLEN OR CAUSING OBSTRUCTN	202	169	33	19.5%
ASB02: ANIMAL PROBLEMS	9	10	-1	-10.0%
ASB05: FIREWORKS - INAPP SALE /USE /POSSESSION	25	27	-2	-7.4%
ASB06: MALICIOUS / NUISANCE COMMUNICATIONS	32	22	10	45.5%
ASB07: NOISE	80	73	7	9.6%
ASB09: LITTERING/DRUGS PARAPHERNALIA	39	41	-2	-4.9%
ASB10: NUISANCE NEIGHBOURS	163	162	1	0.6%
ASB11: ROWDY BEHAVIOUR/NUISANCE	575	638	-63	-9.9%
ASB12: STREET DRINKING	7	7	0	0.0%
ASB14: TRESPASS	49	30	19	63.3%
ASB15: VEHICLE NUISANCE/MISS USE	452	472	-20	-4.2%
ASB16: ROWDY BEHAVIOUR/PERSONAL	91	112	-21	-18.8%



This page is intentionally left blank



Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing	Yes	03/9/2026
Relevant Group Head review	Yes	10/08/26
MAT+ review (to have been circulated at least 5 working days before Stage 2)		08/09/26
This item is on the Forward Plan for the relevant committee	Yes	
	Reviewed by	
Finance comments (circulate to Finance)	AB	03/09/2026
Risk comments (circulate to Lee O'Neil)	LO	04/09/26
Legal comments (circulate to Legal team)	LH	02/09/26
HR comments (if applicable)		N/A

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date rec'd
Monitoring Officer commentary – at least 5 working days before MAT	L Heron	02/09/26
S151 Officer commentary – at least 5 working days before MAT	T. Collier	14/08/26
Commissioner engagement		
	Delete as applicable:	No issues Comments in S. 7
Confirm final report cleared by MAT		

Community Wellbeing Housing Committee

29 September 2026

Title	Leisure Operating Contract Performance: April 2025 – March 2026
Purpose of the report	To inform and assure
Report Author	Terry Collier - MAT SRO Kamal Mehmood – Strategic Lead, Leisure & Community Development
Ward(s) Affected	All Wards
Exempt	Report and appendices C, D, & E - no Appendix A, B - yes
Exemption Reason	Appendices A and B contain 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 authority's commercial interests.
Corporate Priority	Services
Recommendations	Committee is asked to: To receive Places for People Leisure (PfP) Annual Report for the period April 2025 to March 2026, and acknowledge the performance against the Leisure Operating Contract (LOC)
Reason for Recommendation	To ensure that the Committee as a key stakeholder in the performance of the leisure centres, is appropriately informed of performance for the previous financial year.

1. Executive summary of the report *(expand detail in Key Issues section below)*

What is the situation	Why we want to do something
-----------------------	-----------------------------

- Representatives of Places Leisure are in attendance to present their annual report to the Committee (Appendix A) - This report provides an overview of the Leisure Operating Contract (LOC) monitoring arrangements and sets the context for the annual report. - The report highlights the performance, challenges, and achievements throughout 2025/26.	To give Members of the Committees an opportunity to review the annual performance of the Leisure Centre Operator against the LOC.
This is what we want to do about it	These are the next steps
Receive the report and acknowledge the performance of the Leisure Centre Operator for the period April 2025 – March 2026.	- Consider comments and/or suggestions made by the Committee. - Continue to monitor the LOC.

2. Background

- 2.1 In October 2024 the Council entered into a contract with PfP to operate Eclipse and Sunbury leisure centres for a period of 10 years, with the option of a 5-year extension. April 2025 to March 2026 represents the first full financial year of the contract.
- 2.2 PfP are responsible for the day-to-day management of the Council's two leisure centres, staffing, all activities, cleaning and maintenance. They are also responsible for community outreach and delivering a range of opportunities to groups that use the centre.

3. Contract Specification, Performance Management and Reporting

- 3.1 The contract specification sets out the Council's requirements in terms of Performance Management and Reporting and briefly covers the following:
- Partnership Philosophy and Governance
 - Strategic Priorities
 - Operational, Service and Performance Reporting

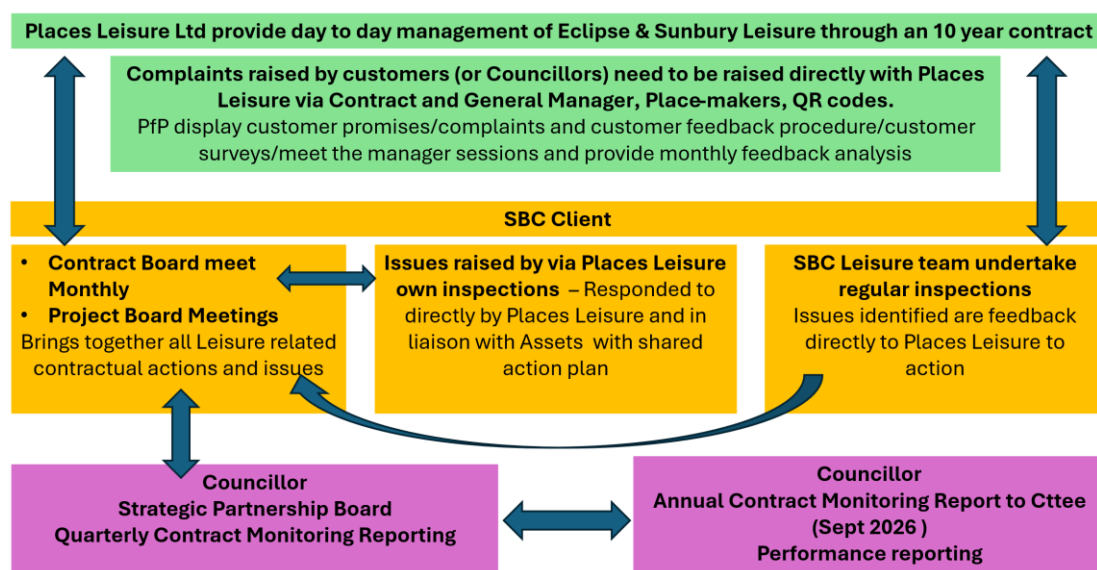
3.2 Partnership Philosophy and Governance

- 3.3 There is a comprehensive monitoring and reporting programme overseen by the following groups:

Group	Composition	Frequency
Contract Monitoring Group	Contract Manager (Strategic Lead for Leisure), Assets Officer Leisure Operators Contract Manager	Monthly
Strategic Partnership Board	The Chair of Community Wellbeing and Housing Committee Group Head of Community Wellbeing and Housing Assets Team representative Contract Manager (Strategic Lead Leisure & Community Development) Regional Director (Operator) Contract Manager (Operator)	Quarterly
Joint Liaison Group (Sunbury Manor School)	Sunbury Manor Management School Representatives (2) Local Authority representatives (2) Operator representative	Termly

- 3.4 The Chair of Community Wellbeing and Housing Committee sits on the Strategic Partnership Board, representing the Community Wellbeing and Housing Committee, to ensure councillors are actively involved in contract management and sighted on emerging issues and progress.
- 3.5 Diagram below illustrates the leisure contract monitoring mechanisms, and how issues are considered and addressed.

Leisure Contract Management



3.6 Strategic Priorities

3.7 The Strategic Priorities, Appendix B, include focus on greater participation amongst hard-to-reach groups; increased engagement with target communities through outreach programmes that increase physical activity levels and deliver improved social outcomes. Each Strategic Priority has associated key performance indicators.

3.8 PfP produce monthly, quarterly and annual reports to demonstrate their progress against the strategic outcomes and performance indicators.

3.9 Operational, Service and Performance Reporting

3.10 A Performance Management Framework provides a methodology for identifying the Operator's performance against standards set out in the LOC. These standards are expressed in the Services Specification.

3.11 Appendix C provides an overview of the Performance Framework.

3.12 We have also introduced a comprehensive internal checklist to evidence that key aspects of the LOC monitoring have been completed. Please see Appendix D: LOC internal checklist

3.13 The contract management was also subject to a positive internal audit in the Autumn of 2025, a small number of recommendations that the auditors had have been implemented and have been reported back to Audit Committee.

4. Performance and Key Achievements

4.1 The Council has a positive working relationship with Places Leisure, who have embedded themselves within the community, actively supporting a range of community initiatives. Whilst there is always room for improvement there has been lots of positive outcomes to report on for the year.

4.2 Data for the Strategic Priorities captured during 2025/2026 is intended to establish a baseline for future years. Please see Appendix B

4.3 A summary of the year's performance of the leisure contract is highlighted below.

4.4 Attendance

4.5 Eclipse Leisure Centre is proving to be very popular with attendance figures exceeding 675,000 over the year, with many people travelling from outside the borough to use the facilities.

4.6 Sunbury had just under 157,000 visitors, bringing total attendance across the contract over 832,000 attendances for the year 2025/2026.

4.7 Membership

4.8 The leisure centres have experienced significant membership growth over the year. Actual fitness memberships far exceed their expectations at the time they submitted their bid. At the end of 2025/2026 Places Leisure report over 6,300 fitness members across the contract and over 5000 at Eclipse alone. To put this in context, when preparing their bid Places Leisure envisaged

fitness memberships would reach maturity by the end of 2028/2029, with a total of 5,944 fitness members across the contract.

- 4.9 While fitness memberships have exceeded expectations the number of swim memberships and the numbers in swimming lessons is lower than predicted. Across the contract as of March 2026, they had 592 swim members.
- 4.10 Eclipse's learn to swim programme has 1,830 participants enrolled, falling short of their bid projection of 2,100 participants by this stage of the contract. This has been attributed to the closures associated with the teaching pool moveable floor.
- 4.11 Now that the pool has fully re-opened, a key target going forward will be to increase the numbers of people enrolled in lessons.

4.12 Customer feedback

- 4.13 A customer complaints policy is available on PfP's website and is on display in each leisure centre. However, customers are encouraged to raise issues as they arise with the on-site team. Customers can provide feedback by phone, email, online, or via QR codes displayed across the centres.
- 4.14 In response to Council requests PfP have also introduced Customer Experience Boards where information is displayed.
- 4.15 In addition, PfP conduct mystery shopper exercise and customer surveys.
- 4.16 In 2025/2026, 75% of 1922 customer surveys completed in relation to Eclipse scored their experience of the centre as 7 out of 10 or above, with 38% scoring 9 or 10. This amounts to a Net Promoter Score¹ of 12.9. For Sunbury leisure centre 83% of 646 surveys completed scored their experience at the centre 7 or above, with 41% of respondents scoring 9 or 10, achieving a Net Promoter Score of 23.4.
- 4.17 In April 2026, PfP introduced software to analyse the customer feedback from QR codes and online forms. Feedback is logged whether the submission was a comment, compliment or a complaint; and analysed to indicate which area of the centre or activity the comment related to; response times; and where appropriate resolution times. This is now submitted as part of the quarterly report, which will give us greater insight moving forward.
- 4.18 Key areas of customer feedback relate to the cleanliness of the centre and concerns around various building issues: the closure of the learner pool, delays to the opening of the steam room and sauna, customer comfort in relation to ventilation and humidity and issues around parking. It should be noted that these are outside of PfP's control and relate to issues linked to the construction of the Eclipse.

¹ The Net Promoter Score is calculated by deducting the percentage of "detractors" (those scoring the service between 0 and 6) from the percentage of "promoters" (those scoring 7 or above).

- 4.19 In response to feedback about the cleanliness of the centre the Council's Leisure Team introduced additional site visits to ensure standards at both centres are of a high standard. As a direct result standards have improved.

4.20 Wider partnership working

- 4.21 PfP are proactively engaged with Spelthorne Healthy Communities Partnership Board, contributing to initiatives that benefit population health and wider health objectives of this group. As of 31 March 2026, they had 833 interactions with customers via referrals from health professionals through their Good Boost program and Move through Menopause with 61% uptake rate and 50% completion.
- 4.22 They deliver a range of initiatives and support groups that reduce isolation and improve mental and physical health, enabling people to be active and challenging inactivity. The range of activities they hosted included:
- Spelthorne Parkinson's Group;
 - Dynamo Ukraine; SBC project supporting Ukrainian Refugees.
 - Premiership "Kicks" initiative delivered by Brentford FC Community Sports Trust, supported by the Council and funded by grant funding from the Surrey Police Crime Commissioner and Premier League;
 - Surrey Community Games free training sessions and Football Games Day;
 - Schools' indoor athletic meeting;
 - Football tournaments and swimming galas.
- 4.23 The operator is in contact with the Chair of the Spelthorne School Sports Association for Primary Schools and working with them to maximise opportunities for local schools moving forward.
- 4.24 PfP has worked with Staines Swimming Club to deliver swimming galas during the year. A further gala took place in July and one is also booked for November 2026.
- 4.25 They have taken on responsibility for the Parasports group and sponsor the Staines 10k and Spelthorne Business Awards. They also contributed passes as prizes to the Spelthorne Youth Awards.
- 4.26 PfP have also been proactive developing an active community outreach programme which will be covered in more detail in the Operator's presentation to the Committee, Appendix A, and further detail is included in the Good News Stories, Appendix E.
- #### **4.27 Financial performance**
- 4.28 The contract finances are operated as open book accounts which are reviewed by the Council's Finance Team on a monthly basis.

- 4.29 In accordance with the Leisure Operator Base Trading Account (LOBTA) the Council received a management fee of £460k for the period April 2025/March 2026 which then rises by CPI in 2026/27 and subsequent years.
- 4.30 The success of the Centre was boosted by higher-than-expected memberships but also impacted by defects, latent defects and closure of various facilities at different times. The popularity of the Centre has also had an impact on expenditure with increases in cleaning and repair and maintenance costs. Staffing has also been significantly higher than bid projections which in part is due to increases in the Real Living Wage and National Insurance contributions. As these additional costs are not covered by contractual obligations they will not impact on the management fee.

5. Key Contractual Challenges

5.1 Rateable value

- 5.2 The Central Government Valuation Office are responsible for setting the rateable value of all business premises. The Valuation Office did not issue a rateable value for Eclipse until September 2025. The valuation was significantly higher than the estimated sum included in the tender pack. Whilst the rateable value is reviewed every three years as the Council had indicated a commitment to cover any increases in rateable value at the tender stage this has been factored into our budget.
- 5.3 The Council are exploring the possibility of challenging the valuation; and because the leisure centre car park opening was delayed the Council may also have grounds to seek a reduction from the valuation office. Whilst this can take several years to be resolved, it is not unprecedented. If successful a refund will need to be applied.
- 5.4 Until it can be resolved the Council will have to continue on the basis of the sum that has been set and accept the liability as set out in the contract.
- 5.5 If no reduction is made any increase will have a positive impact on the business rate income that the Council would benefit from, 50% of the cost of any refund would impact West Surrey Council.

6. Environmental performance of Eclipse

- 6.1 It is still too early to provide an accurate assessment of the environmental performance of the building. During the first year of operation the building was undergoing a commissioning phase with adjustments being made to optimise performance and responding to changing climate throughout the year. What we do know is that as anticipated it is performing better than a leisure centre of standard construction.

7. Risk implications

- 7.1 Regular monitoring allows the Council to hold the Operator to account and to ensure that the standards that we expect, as set out in the LOC are maintained. Without regular monitoring there is a risk to the Council's reputation should standards be allowed to slip.

- 7.2 If the Operator under-performs over a sustained period this could have a negative impact on public perception of the Council, the leisure centres being regarded as Council facilities, as well as impacting on any potential profit share that the Council could benefit from regular monitoring enabling the Council to hold the Operator to account and monitor their performance against the deliverables set out in the LOC.
- 7.3 Robust contract monitoring measures protect the Council's capital investment.
- 7.4 The Council's income is protected to a certain extent in the management fee set out in the LOBTA. However, further delays to the development of the mezzanine could impact on the income and profit the operator has profiled potentially delaying the point at which a surplus share may be able to be generated, as they envisaged that the mezzanine floor would be open in 2026. Proposals for the development of the mezzanine have been submitted to the Council and will be presented to Corporate Policy and Resources Committee (CPRC) in due course.

8. Financial implications

- 8.1 Management fee has been paid on a monthly basis in accordance with the LOBTA and was reindexed in October 2025 in line with CPI as per the contract.
- 8.2 As set out above the management fee moving forward will need to be adjusted in light of the Council's obligations under the LOC and a revised LOBTA agreed.
- 8.3 Members should be aware that further adjustments to the LOBTA maybe required for utility consumption which is currently higher than modelled predictions included in the specification for the operation of the facility. Investigations are ongoing into this matter.

9. Legal comments

There are no legal comments arising directly from the recommendation in this report, but it should be noted that annual performance reporting is a contractual requirement.

10. Commissioners' comments

- 10.1 Commissioners confirmed that all relevant Best Value implications have been taken into account.

11. S151 Officer comments

- 11.1 Monitoring financial performance of the centres is an important part of performance monitoring arrangements, and as noted in the report the management accounts are reviewed on a monthly open book basis. Elements

of the profit and loss are scrutinised and probed. Relevant financial implications have been referenced.

12. Monitoring Officer comments

- 12.1 Effective contract performance monitoring is essential in ensuring that the Council secures value for money and that services are delivered in accordance with the relevant contractual requirements. Regular scrutiny of performance supports transparency, accountability and the delivery of quality leisure services for residents.
- 12.2 As a contracting authority the Council should continue to monitor the operator's performance against the contractual obligations and take action where appropriate.

13. Procurement comments

- 13.1 Not applicable

14. Equality and Diversity

- 14.1 The Services provided adopt a holistic and inclusive approach to equality of access and participation for all users, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
- 14.2 The Active Communities Outreach Programme (a contractual requirement) is intended to increase opportunities for inactive and under-represented groups to engage in regular physical activity. The Programme targets the following priority groups,:
- Children and young people
 - Older people
 - BME groups
 - People with disabilities
 - Low-income groups
 - Women and girls
- 14.3 The Facilities and Services, including signage to and within the facilities, are fully accessible for people with disabilities as per the Equality Act 2010.

15. Sustainability/Climate Change Implications

- 15.1 Eclipse leisure centre is built to Passivhaus standards. Both Eclipse and Sunbury leisure centre are operated in an environmentally sensitive and sustainable manner to reduce energy consumption, minimise chemical usage, recycle appropriate non-hazardous waste and contribute to the delivery of the Council's policies for safeguarding the environment and promoting sustainability.
- 15.2 This year has also seen large energy efficiency measures put in place at Sunbury with an array of photovoltaic (PV) panels being installed on the roof

of Sunbury leisure centre towards the end of the reporting period. Work to replace the ageing boilers was also completed in April 2026. Both measures have been possible thanks to grant funding from Sport England's Swimming Pool Support Fund. We are working with Places Leisure to monitor their impact and to calculate the energy and cost savings these measures will bring. In the first two months of operation approximately 30% of the electricity used to run the centre was generated by the PV panels.

16. Local Government Reorganisation

- 16.1 LGR has not had a major bearing on the leisure operating contract as of yet. However, officers recognise a number of contracts with other operators exist across the boroughs that will ultimately make up West Surrey and over time the future authority may wish to give consideration to consolidating the contract and aligning the offer and price structure for residents in different areas of the new authority.
- 16.2 Opportunities also exist with regard greater income generation through the adoption of agency model for VAT recovery. Each authority is taking a view on whether to adopt an agency model or not based on their own circumstances and how long remains of their LOC. Some are electing to wait until after LGR to consider the matter. The financial benefits are real and significant and in due course a report will be presented to CPRC to consider Spelthorne's position on the matter.

17. Other considerations

- 17.1 None

18. Timetable for implementation

- 18.1 Not applicable

19. Contact

- 19.1 Kamal Mehmood – k.mehmood@spelthorne.gov.uk

Please submit any material questions to the Committee Chair and Officer Contact by two days in advance of the meeting.

Background papers: There are none.

Appendices:

Appendix A: Places Leisure Annual Report (Exempt)
Appendix B: Strategic Priorities and KPI Overview (Exempt)
Appendix C: Performance Management Framework
Appendix D: LOC internal checklist
Appendix E: Good News Stories

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

Appendix C

Places Leisure Performance Management Framework

This is a contract monitoring framework for Places Leisure, setting out what must be reviewed, how often, and how compliance is evidenced. The strongest emphasis is on health, safety, maintenance, and statutory compliance, with recurring checks covering fire safety, risk assessments, emergency lighting, accidents, equipment, certificates, insurance, and business continuity.

Monitoring is structured by frequency: monthly, quarterly, 6-monthly, and annual reviews, using onsite inspections, shared records, online systems, spot checks, and officer oversight.

We also check service quality and inclusivity, including accessible information, pricing controls, customer service, staff training, safeguarding, and programme delivery at both Leisure centres.

Check and review	Frequency	Method
Standards of cleanliness and hygiene	Monthly	Cleaning scheduled shared by Places and reviewed online along with DM check lists. Spot checks completed during monthly site visits/meetings and on adhoc basis
Emergency lighting checks	Monthly	Confirmation of checks completed viewed onsite and shared via shared Teams folder. Monitored by officers
Fire alarm test results	Monthly	Logs checked onsite
Check services are fully inclusive - programming, pricing, policies, development plans, marketing and training	Quarterly	Checked by officers quarterly and on ongoing basis
Check Information available to the public through a variety of channels to meet the needs of populations	Quarterly	Officers sighted on app, website, social media and within the centre. Ongoing monitoring. Certain comms shared with SBC prior to release.
Check GP referral and Covid recovery programmes are being delivered at both Sunbury and Eclipse	Quarterly	Checked by officers, discussed at monthly meetings.
Deep Cleaning Programme	Quarterly	Copy of cleaning schedule shared, spot checks made, discussed at monthly meetings.
Staff training records	Quarterly	Seen onsite on Places Academy and Tadah system (Places online systems)
List of staff on 24 hr call out in case of emergency	Quarterly	SIMP checked by operator and officers for accuracy and re circulated if updated.
Fire certificates showing fire detection systems are maintained and tested	6 Monthly	Service sheets / certificates shared.

Check and review	Frequency	Method
Sign off procedure in place at Eclipse to ensure the systems are operating within range to deliver low energy operation	6 Monthly	Currently provided by WD
Check Eclipse has obtained 5 star score from the national food hygiene rating scheme (year 1)	Annually	Checked online and achieved year 1
Risk Assessments	Annually	Checked onsite by Officers and shared as requested
Information for statutory safeguarding audit - demonstrate all staff involved in recruitment have attended safer recruitment training, DBS's as required	Annually	Checked by Officers. Places now require all staff to have DBS before starting work.
Comprehensive and inclusive customer service policy including response times	Annually	Viewed onsite and shared
Codes of conduct for both customers and staff	Annually	Viewed onsite – Customers T&C's and staff onboarding process.
Minimum Operating Hours	Annually	Checked by Officers. Published on website
Authority's Pricing Requirements (increase no more than 4% or rate of inflation)	Annually	Provided by PfP checked by Officers
Normal operating procedures	Annually	Viewed onsite on Places connect (online system).
Names and photographs of managers and other senior staff to be displayed in prominent location close to entrance	Annually	Not something that Places do – Under review
Documented arrangements for the operator to review all new, updated and existing relevant guidance	Annually	Review onsite and copy of H&S seminar action sheet sign off form shared.
Health and safety policy including - a written policy on all appropriate safety training guidelines, risk assessments for tasks and activities with significant risk, codes of practice for safe work, written policy for staff in reporting/dealing with violence, written policy on accidents and incidents, evidence of compliance with HSG 179, risk assessment guidelines,	Annually	Viewed onsite on Places Connect (online system). RA's viewed onsite and shared as requested. Serious incident plan (SIM) shared
Results of the strategic risk assessment review by Operators senior management	Annually	Shared with Places Central Safety Team. Officers view feedback.
Fire Risk Assessment	Annually	Copy shared
Record of first aid equipment checks	Annually	Included in DM daily checks – records seen onsite
Log of facility, plant, locations or equipment in unsafe condition	Annually	View Places Corrective Action Log onsite
Records of PPE issued to staff	Annually	Online record viewed onsite
Records of gym inductions undertaken	Annually	Mandatory gym inductions no longer required for gym users.

Check and review	Frequency	Method
Accident and incident records	Annually	Officers view Eco online (Places online system. Summary provided on monthly reports.
PPM schedule	Annually	Copy shared and viewed onsite on Places online system
Updated equipment inventory	Annually	Copy shared
PAT testing records	Annually	Records/certificates uploaded to shared folder
Emergency lighting certificates	Annually	Records/certificates uploaded to shared folder
Programme of statutory, mandatory and insurance inspections to ensure required inspections are received at the correct time	Annually	Included on PPM schedule which is shared
Asbestos register (Sunbury)	Annually	Viewed onsite and survey report shared
Evidence of direct service contracts with specialist companies for specialist plant, machinery and equipment at Eclipse.	Annually	Service sheets seen and included on PPM schedule
Legionella certificate/ disinfection of cold-water storage tanks	Annually	Seen onsite and copy shared
lifts and cherry picker certificates	Annually	Seen onsite and copy shared
Insurance certificate	Annually	Viewed onsite and copy shared
Contingency plans to address the loss of each or all energy supplies - reviewed and tested to a programme agreed with the local authority	Annually	Business continuity plans viewed onsite and discussed
Display energy certificate (DEC)	Annually	Seen onsite, shared as requested
Electrical certificates	Annually	Seen onsite and copies shared via shared folder
Gas safety certificates	Annually	Seen onsite and copies shared via shared folder
Electronic ICT asset management system implemented to list details of assets and equipment including records of replacement, maintenance contracts and to log servicing and PPM and reactive maintenance. Read only access to SBC authorised officer to be provided.	Annually	Sharing of online systems a work in progress. Other ways of sharing info in place at present
Operator to provide a weblink for authorised LA officers to have read only access to customer and operational data within its IT system	Annually	Sharing of online systems a work in progress. Other ways of sharing info in place at present

This page is intentionally left blank

Place Leisure Performance Management checklist

Area	Ref	Metric	Eclipse leisure centre RAG	Sunbury leisure centre RAG	LOC RAG	Measure	Target	Frequency
Contract Monitoring	CM1	Strategic Priority KPI Reporting Submitted on Time				%	100%	Quarterly
	CM2	Contractual checks (Audit Compliance)				%	≥95%	Quarterly
	CM3	Contract Meetings				%	100%	Monthly
	CM4	Reports				%	100%	Monthly/Quarterly/Annually
	CM5	Site visits to check centre presentation				%	100%	Eclipse Fortnightly Sunbury monthly
	CM6	Performance Log				%	100%	Quarterly
Customer Performance	CP1	Customer Satisfaction Score				% satisfied	≥90%	Monthly
	CP3	Complaints Received				Number	Monitor trend	Monthly
	CP4	Complaints Responded to within SLA				%	≥95%	Monthly
Membership and participation	MP1	Total Visits				Number	Annual target	Monthly
	MP2	Total Memberships				Number	Annual target	Monthly
	MP3	Net Membership Growth				%	Positive growth	Monthly
	MP4	Membership Attrition Rate				%	≤ agreed threshold	Monthly
Surplus Share Tracking	SS2	Year-to-Date Surplus				£	As forecast	Monthly
	SS3	Forecast Year-End Surplus				£	As business plan	Monthly
Financial Performance	F1	Open Book Compliance				Yes/No	Full compliance	Monthly
	F2	Revenue vs Budget				% variance	Within ±3%	Monthly

RAG (Red-Amber-Green) Colour Coding	Green	Amber	Red
	Compliant		Not met
Explanation	These scores indicate low risk, with minimal impact and low likelihood. In hand and monitored in line with standard procedures.	These scores indicate medium risk, with noticeable impact and moderate likelihood. May require management intervention and monitoring.	These scores indicate high risk, with severe impact and high likelihood. Require immediate and comprehensive management response.

This page is intentionally left blank



**Places
Leisure**

Part of Places for People

Appendix E



Good News Stories



Eclipse's 1st Birthday

The first anniversary of the Eclipse leisure centre in Staines-upon-Thames was celebrated with a community open day on Saturday 18 October. Leader of the Council Cllr Joanne Sexton, the Mayor Cllr John Doran, and special guest Diana Moran BEM, the iconic 'Green Goddess' fitness expert, were joined by residents, councillors and staff for the day's celebrations. The event included a guided tour of the centre's state-of-the-art facilities, culminating in the unveiling of a commemorative plaque. Throughout the day, families enjoyed a packed programme of activities including swimming, active play and bounce, clip and climb, free gymnastics and personal training taster sessions and face painting. The Mayor cut a cake to mark the centre's first birthday and contributions to selected activities were also donated to the Mayor's charities.



Healthy Communities Award

In October we saw Jason Lane win the Healthy Communities Award as part of the 2025 Community Matters Awards within Places Leisure's wider company, Places for People.

Jason has been recognised for his outstanding work and commitment to supporting the local Parkinson's group within the Spelthorne community. His dedication has made a real difference in the lives of so many.

He and the Spelthorne Parkinsons Group are frequent attendees at the leisure centre so it is great to see Jason getting this award and we look forward to see what he and the group tackle next.



Parkinsons Spinathon

In January, people came together to at Eclipse Leisure Centre to cycle 2013 miles in a Spinathon event to raise £2500 for Spelthorne Parkies Support Group which supports those living with Parkinson's and their families in the local area.

In its second year, the event took place over 12 hours with over 100 people taking part in the charity Spinathon including members of the support group and their family as well as Places Leisure members and local partners.

Places Leisure who operates and manages Eclipse Leisure Centre on behalf Spelthorne Borough Council, get several local people looking for support with their Parkinson's through several channels including Exercise Referral. Currently the centre has around 40 people participating in their Move and Shout classes – a 12-week programme of tailored sessions to help more people living with Parkinson's to get active and live well with the condition as well as other activities. Places Leisure and the Spelthorne Parkies Support Group work closely to share their activities and support to ensure people get the help they need.



Exercise Referral

From October 2024 to March 2026, we received a total of 511 referrals from health professionals.

We saw a 72.41% uptake of participants meaning 370 people decided to get started with the scheme.

We have expanded our scheme from 7 classes to 11 in total across the contract, adding Aquatic rehabilitation as well as Pilates to our timetable. This has allowed us to deliver activity at both Eclipse and Sunbury leisure center.

We have also added classes onto our gym floor to help break down the barrier of participants being nervous to try the gym. We have been able to expand our team to support customers into this environment more to help improve the quality of their rehabilitation.

Page 209



Article for classes:
<https://www.healthclubmanagement.co.uk/health-club-management-press-releases/how-the-speedflex-classes-at-places-leisure-have-transformed-their-members-fitness-journey/362238/>



Work Well

WorkWell is a free one-to-one coaching service that helps Surrey residents with health issues and/or disabilities start, stay or return to work.

The Spelthorne contract supported 50 participants through the work well scheme. We provided physical activity support to the participants in relation to their long-term health conditions. We received referrals via Spelthorne Jobs and Skills hub which has also increased referrals into the leisure centres exercise referral scheme, This means we can support the ongoing of any activity they have taken up during their time on the programme.



28722-126367-6005-1119833's Story

PILOT AREA: Spelthorne

Background	How we helped	The outcome
This 22 year old female came to the Physical Activity Service with poor mental health. She wanted to take part in more physical activity but was facing financial barriers.	The Eclipse Leisure Centre kindly assisted this student with a 3 month complementary membership. She used this to access the gym.	This Spelthorne resident secured a job during her time with the WorkWell programme. She reported that the use of the gym membership had helped improve her mental health and increased her confidence levels too.

28722-125799-6005-1106886 's Story

PILOT AREA: Spelthorne

Background	How we helped	The outcome
This 54 year old male was referred into WorkWell with back pain and diabetes. He also had mental health challenges around depression and anxiety.	The gentleman began to see Lisa the Personal Trainer to assist with his back issues. They met in person at the gym, and then the Client continued to exercise at home, using the home workout plan Lisa created to help his back recover and strengthen. This Client also began to see a physiotherapist on Lisa's advice.	The Client gave great feedback, reporting that the home workout and hands on treatment from the physio were both really beneficial and that he saw an improvement in his quality of life as his pain reduced. The PAA service really helped this man value physical activity: in his first appointment he stated he thought physical activity was 'somewhat important' for his health, whereas in subsequent appointments he said he thought physical activity was 'very important' for his health. It is great to see how the Physical Activity service within WorkWell has helped this man to see how physical activity can boost both physical and mental wellbeing.

28722-126367-6005-1112859's Story

PILOT AREA: Spelthorne

Background	How we helped	The outcome
A 65 year old female came to the WorkWell Physical Activity service suffering from pain relating to her osteoarthritis. She was keen to reduce her pain levels and was hoping swimming might help her achieve this.	This lady took out a gym membership at her local gym and started taking part in the Health Active Aqua classes at the Eclipse Leisure Centre.	The Client attended aqua classes once a fortnight and was rowing and cycling at her local gym too. Her attitude towards the WorkWell programme was really positive and she reduced her daily sitting time from 5-7 hours to 3-5 hours during the course of her appointments which will have great benefits.

Big Sister

We have 141 girls taking advantage of our Big Sister memberships, 10 of which are currently free.

One of the girls, Annabel Phillips, has been attending big sister for a year now. She had never stepped foot into the gym before and wanted to try something new. She is home schooled and lives half of the year in America. Her confidence has grown incredible amounts and her strength is improving every week. Her commitment is unmatched, she attends both our we move sessions at Eclipse and our sister site in Sunbury. She now attends to gym independently and is enjoying the freedom of applying the skills she has learnt at We move sessions into her own sessions. Annabel" I really enjoy the Big Sister program. I like that we get to do different things each week that I may not have done otherwise. Faith is a great teacher and explains everything well and motivates me every session. I wouldn't have gone to the gym if I hadn't heard of this program. I look forward to every session."



Inspiring Active Pathways

Earlier this year we started a partnership with Active Surrey and Future Fit to aid a charitable business “Inspiring active pathways” to provide free sport personal development courses in our deprived areas within our borough.

This project has extended to supporting 6 women to becoming qualified in their Exercise to Music Level 2 qualification. We were able to support the project by giving the ladies an insight into working within leisure.



Dramatize

Since 2024, the Dramatize group has been using the leisure centre pools to provide swimming sessions for its attendees.

The activity has given participants the opportunity to exercise, build confidence in the water, and enjoy a social environment.

Regular sessions have helped promote wellbeing and inclusion, while making good use of the leisure centre’s facilities. The programme has been a positive way to support attendees through accessible physical activity and community engagement.

Page 213



Staines 10K

Staines 10km run 2025 Places Leisure are the official ribbon and t-shirt sponsor as well as the home of race headquarters for the event (Eclipse). The event was sold out with 800 runners. 11th May 2025



Parasports

We were delighted to welcome our local MP, Lincoln Jopp, to the newly developed Eclipse Leisure Centre!

Mr. Jopp toured the impressive new facilities and took time to learn more about the inclusive community programmes we're proud to support, including our Parasports session for neurodivergent children run by some amazing volunteers.

It was fantastic to see him not only show genuine interest but also get stuck in and join the session, meeting the young participants and their families. His support highlights the importance of accessible, adaptive sport for all.



Active Surrey

Active Surrey has worked closely with Places Leisure to deliver good quality projects that help people become more active and improve their health and wellbeing. By working together, both organisations have shared skills, knowledge, and resources to support local communities across Spelthorne.

A strong example of this partnership is the Stanwell place-based project. This project focused on the needs of local people in Stanwell and provided activities designed for the community. It is helping bring people together, improve wellbeing, and create more chances for residents to be active.

Alongside the Stanwell project, Active Surrey and Places Leisure have also worked on other projects such as WorkWell and Be Your Best. These have included family activities, health programmes, inclusive sports sessions, and community events. Their partnership has helped deliver positive results and lasting benefits for local people.



A2 Dominion

We have delivered a mobile bowls session in Stanwell, our priority ward for the contract. It took place in the heart of the town in the community centre, and the participants feedback was all very positive.

We are due to return to the centre to continue to take part in the group's activity programme.



Young Carers

Here at the Eclipse, we have created a special connection with the young carers at our local primary school.

We have set up a monthly activity for the young carers group to attend as a reward for their hard work in and out of school.

They attend Clip n Climb, Active Play and Bounce as well as coloring and Hot Chocolate sessions.



Surplus for Supper

Since partnering up with Surplus for Supper we can now provide our women who access the centre with free hygiene and sanitary products.

This is such a great provision for our women on site and will help break potential barriers to exercise!



Young Carers

We provided some half term activities in our priority ward Stanwell Moor! We linked with Active Surrey to provide some dodgeball sessions which the children loved and we will be replicating this in Christmas holidays.

The community hall is the heart of the town and the leader of the hall is actually a guardian to some of the children and is known as the “town grandma”.

It was great to give Maureen a helping hand keeping the children she cares for active in the holidays!



Good Boost

We have launched Good Boosts of January 2026, so far we have seen 51 people benefit from taking part in the programme.

Good Boost is a well evidenced, multi-award winning NHS DTAC approved digital health technology that transforms any space into a therapeutic environment.

Following registration and screening, the Good Boost tablet provides each participant with a personalised aquatic or land-based programme, tailored to their needs and shaped by their MSK conditions and other long-term health issues.

Through regular feedback, Good Boost's AI continuously refines and adapts the programme, ensuring it remains responsive to each individual's progress. The platform also presents health impact data through an industry leading dashboard, enabling national level outcomes to be clearly and effortlessly understood. Further using a logic based on WELLBY improvement, the dashboard displays a social value of approximately 11X that of our average 4global value per visit.



Health MOT's

We were proud to represent Eclipse and Sunbury Leisure Centre at the Stanwell Community Information Day, hosted by our fantastic partners at A2Dominion.

We delivered our first round of Health MOT's and it was great to discuss and share the health and wellbeing services we offer.

It was a good opportunity to connect with local residents and engage with other community organisations working hard to make a difference in Stanwell.

We have since delivered 127 Health MOT's within the leisure centre and are revamping the current model in order to find a better way to support Spelthorne residents with their health related goals.



Move Through Menopause

In 25/26 we ran 2 Move Through Menopause courses – one at Eclipse and one at Sunbury

We saw a total of 12 ladies complete the course.

All of which saw improvements in their levels of activity as well as their mental wellbeing.

Page 223 We had the most amazing group of ladies join us. Their honesty, and willingness to try new activities, and rediscover old ones, made every session a joy. By the end of the course, they had even created their own group chat to stay connected, proof of just how supportive this space became.

One of the highlights was seeing everyone reignite their love for classic sports hall activities they hadn't touched in years.

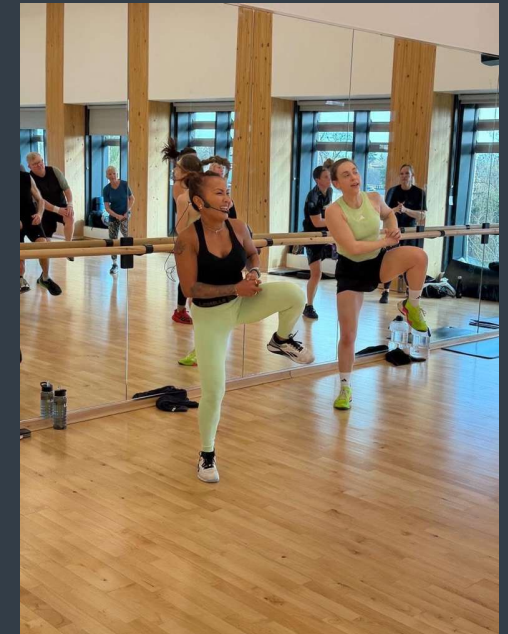


Group Exercise Launch Days

Each quarter, we host a Group Exercise Launch Day designed to energise our members and showcase the latest Les Mills class releases.

The event brings the community together in a high-energy, supportive environment where members can try new workouts, challenge themselves, and rediscover their motivation.

With a mix of music, movement, and expert-led sessions, Launch Day not only highlights what's new but also reinforces the fun and social side of fitness, helping members stay active, engaged, and excited about their training journey.



Page 225

The free day aimed to promote the importance of movement, physical activity and wellbeing, help families discover inclusive, local opportunities and services. As well as create a welcoming space for families to connect with organisations that support children and young people with SEND



This page is intentionally left blank



Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information / sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing	Yes	02/09/2026
Commissioner engagement (if report focused on issues of concern to Commissioners such as Finance, Assets etc.)	Yes	03/09/2026
Relevant Group Head review (CWH)	Yes	26/08/2026
MAT+ review (to have been circulated at least 5 working days before Stage 2)	Yes	26/08/2026
This item is on the Forward Plan for the relevant committee (CWH)	Yes	16/06/2026
	Reviewed by	
Finance comments (circulate to Finance)		
Risk comments (circulate to Lee O'Neil)	Lee O'Neil	01/09/2026
Legal comments (circulate to Legal team)	Jo Clare	27/08/2026
HR comments (if applicable)	N/A	N/A

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date
Monitoring Officer commentary – at least 5 working days before MAT	Linda Heron	02/09/2026
S151 Officer commentary – at least 5 working days before MAT	Terry Collier	28/08/2026
Confirm final report cleared by MAT	MAT	08/09/2026

Community Wellbeing and Housing Committee

Tuesday 29th September 2026

Title	<i>Nightly-Paid Accommodation Procurement Framework</i>
Purpose of the Report	To make a recommendation to Council
Report Author	<i>Gareth Richards – Housing Strategy Team Leader, Contract Performance Management and Data Reporting</i>
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>Not Applicable</i>
Corporate Priority	Community Addressing Housing Need Resilience Services
Recommendations	Committee is asked to: Consider the contents of this report and recommend to Council to: Agree in principle to access the Cost and Procurement Advisory Service (CPRAS) Temporary Accommodation Open Framework (Framework), if established Agree a maximum budgeted value of the contracts of £2.4 million, and Delegate authority to the Group Head of Community Wellbeing to enter into Call Off contracts with providers on the Framework
Reason for Recommendation	To ensure that The Council's payments for nightly-paid accommodation comply with The Procurement Act 2023, with a written agreement and with appropriate governance and monitoring in place

1. Executive Summary of the Report

What is the situation	Why we want to do something
Officers have raised concerns, based on some national examples, regarding the procurement of spot-purchased emergency accommodation for homeless households and the associated cost for the Council	To ensure contracts entered into with accommodation providers for spot-purchased nightly-paid accommodation comply with procurement laws, best practice and due process, and adhere to best value principles
This is what we want to do about it	These are the next steps
Use a procurement framework hosted by CPRAS for nightly-paid accommodation providers to The Council	To access the open framework hosted by CPRAS to enable compliant contracts to be put in place with providers

2. Key Issues

- 2.1 We are bringing this report because officers have raised concerns as to whether the current process of spot-purchasing of nightly-paid emergency accommodation for homeless households by Spelthorne Borough Council complies with the Procurement Act 2023, follows best practice and due process, and adheres to best value principles.
- 2.2 Other Local Authorities have raised similar concerns, and Peterborough City Council has issued a report, prepared jointly by their monitoring officer and Section 151 officer, under Section 5A(3)(a) of the local Government and Housing Act 1989 and Section 114A (2)(a) Local Government Finance Act 1988, in respect of unlawful expenditure relating to temporary and emergency accommodation for homeless households (see background papers).
- 2.3 That report by Peterborough City Council identified that significant payments for spot-purchased emergency accommodation for homeless households totalling more than £17 million (+ VAT) between the financial year 2015-16 and August 2025 were made by Peterborough City Council without lawful procurement, written contracts, or proper governance.
- 2.4 The solution proposed by Peterborough City Council was to put in place a compliant solution for the spot-purchasing of accommodation.
- 2.5 Spelthorne Borough Council faces similar issues, and we are seeking counsel's advice on this for clarity. It is understood that the legal position is unclear as to whether the purchasing of nightly-paid accommodation and temporary / emergency accommodation placements falls under the Procurement Act 2023 (and its predecessors). Spelthorne Borough Council's Legal Services are in the process of identifying appropriate chamber of barristers to obtain counsel's advice to clarify the position.
- 2.6 Given the difficulties in actually procuring accommodation at very short notice (often the same day), Spelthorne Borough Council's Housing Officers currently make best endeavours to get best value for placing homeless households into emergency accommodation who are owed a statutory duty under the Housing Act 1996, as amended by the Homelessness Reduction Act 2017. The statutory duty requires Local Authorities to provide interim accommodation to applicants who may be homeless, eligible, and in priority need. The duty is immediate and unavoidable, with potential legal consequences for failure to act.
- 2.7 However, the procurement position is unclear. Spelthorne Borough Council does currently include spending on nightly-paid emergency accommodation / temporary accommodation in its contracts register, which indicates the Council spent £2.99 million in 2025/26 (of which £1.77 million was not recovered). The Council is aiming to spend approximately £600,000 less in 2026/27, and the current restated budget is £1.9 million purely for nightly-paid bed & breakfast accommodation, so any call off from a Framework would need to be on the basis of a pre-approved budget of around £2.4 million.
- 2.8 If the Council were able to access a Framework for nightly-paid accommodation there would be assurance of compliance with the Procurement Act 2023 because this would introduce a competitive process whereby approved accommodation providers would effectively bid against one another to supply accommodation upon demand. The CPRAS framework

is intended to help Local Authorities to access improved services and potentially save money. Providers will be vetted and the Framework enables local authorities to share best practice (see Appendix E).

- 2.9 CPRAS went out to tender in August to gauge interest from temporary accommodation providers. If the CPRAS-hosted procurement framework is launched it will be free for the Council to use (although the accommodation providers will have to pay a fee to participate). The CPRAS framework would be an overarching agreement with providers. A call off contract will be entered into with the selected providers and the Council.
- 2.10 Should the CPRAS framework not be launched then the alternative would be for the Council to procure its own solution.

3. Spelthorne Borough Council Options Appraisal and Proposal

- 3.1 The pros and cons of the different options are shown below. The preferred option is to access a Procurement Framework for the spot-purchasing of nightly-paid accommodation using the CPRAS framework (see Appendix E).
- 3.2 The requirements for accommodation providers are included in the appendices.
- 3.3 A copy of the specification for the nightly-paid accommodation procurement framework is included as Appendix A, and a copy of the Council's HMO Landlords Handbook 2026 is included as Appendix B.
- 3.4 Copies of the Council's Landlord Pet Permission Agreement v.2 and Privacy Notice Emergency Accommodation Framework are also included for information as Appendix D and Appendix F respectively.

Considerations	Preferred Option:	Alternative Option 1:	Alternative Option 2:	Alternative Option 3:
	Access the CPRAS Procurement Framework for the Spot-Purchasing of Nightly-Paid Accommodation	Maintain Current Approach (Do Nothing)	Cease Utilising Spot-Purchased Emergency Accommodation, and Put Individual Contracts in Place for All Approved Accommodation Providers Used by the Council	The Council to Establish Its Own Procurement Framework for the Spot-Purchasing of Nightly-Paid Accommodation
The Procurement Act 2023 – Pros	Pros: A procurement framework will ensure that the Council is compliant with the requirements of the Procurement Act 2023 and with the Council's Contract Standing Orders	Pros: It is possible that the procurement rules may not apply to the spot-purchasing of nightly-paid accommodation for homeless households	Pros: Putting individual contracts in place would need to follow due process to ensure that the Council fully complies with the Procurement Act 2023 and with The Council's	Pros: A Framework will ensure that the Council is compliant with the requirements of the Procurement Act 2023 and with the Council's Contract Standing Orders

			Contract Standing Orders	
The Procurement Act 2023 – Cons	Cons: • There are none	Cons: • The procurement rules may apply to the spot-purchasing of nightly-paid accommodation for homeless households, so the Council may be acting unlawfully and should have an appropriate plan in place	Cons: • There are none	Cons: • There are none
Compliance, Standards, Governance and Oversight – Pros	Pros: • A procurement framework would allow the Council to monitor compliance, quality, suitability etc. of the accommodation units provided • Non-compliant providers and / or accommodation units would automatically be excluded if their compliance documentation is not up to date	Pros: • The monitoring of compliance, quality, suitability etc. by Housing Officers visiting accommodation units, and by the self-provision of compliance documentation by providers, is a more direct relationship between the Council and providers which could help facilitate proper governance and oversight	Pros: • Having individual contracts in place would ensure compliance, quality, suitability, etc. of the accommodation units provided, and that proper governance and oversight is in place for all emergency accommodation provision	Pros: • A procurement framework would allow the Council to monitor compliance, quality, suitability etc. of the accommodation units provided • Non-compliant providers and / or accommodation units would automatically be excluded if their compliance documentation is not up to date

Compliance, Standards, Governance and Oversight – Cons	Cons: • There are none	Cons: • It is possible that compliance issues at accommodation units might not be picked up in visits by Housing Officers, or it may not be noticed if updated compliance documentation has not been provided when required (e.g., annually, etc.) after the initial onboarding of an accommodation unit	Cons: • Requiring individual contracts for each provider will limit the supply of emergency accommodation: – This could hinder the Council's ability to respond swiftly and appropriately to homeless presentation, and risk preventing the Council from fulfilling its obligations under the Housing Act 1996, as amended by the Homelessness Reduction Act 2017, exposing the Council to serious legal and reputational risks	Cons: • There are none
Best Value – Pros	Pros: • A procurement framework will help to ensure best value through the process of providers bidding to	Pros: • Housing Officers could continue to negotiate directly with providers to try to	Pros: • Having individual contracts in place would ensure best value through agreed pricing for the	Pros: • A procurement framework will help to ensure best value through the process of providers bidding to

	provide nightly-paid accommodation • The CPRAS-hosted procurement framework will be free for the Council to use (although the accommodation providers will have to pay a fee to participate)	achieve the best prices	duration of the contracts	provide nightly-paid accommodation
Best Value – Cons	Cons: • Existing less costly smaller accommodation providers currently used by the Council may not wish to pay the fee to participate: – This could potentially have an unintended adverse effect on the cost of emergency accommodation placements by potentially discouraging some of the less costly providers	Cons: • Housing Options have limited time to dedicate to finding the best price, potentially missing out on less costly providers	Cons: • Requiring individual contracts for each provider will limit the supply of emergency accommodation, potentially missing out on less costly providers where contracts cannot be put in place in time	Cons: • There are none

	from participating in the framework Providers may seek to recover the cost of participating in the Framework through higher prices			
Operational Processes – Pros	Pros: - A procurement framework automates many processes, leading to greater efficiency and reliability - CPRAS plan to launch their procurement framework platform in October / November 2026	Pros: Housing Officers could continue to follow existing processes without the need to learn a new system	Pros: - Housing Officers could continue to follow existing processes without the need to learn a new system - Having individual contracts in place will ensure consistency and mitigate against potential disputes	Pros: - A procurement framework automates many processes, leading to greater efficiency and reliability - Hosting the procurement framework would give the Council a greater degree of control and oversight
Operational Processes – Cons	Cons: - As many processes will be automated the Council will need to rely on providers to be able to use the CPRAS platform and for CPRAS to address any issues - If none of the accommodation providers participating	Cons: The Council does not currently have contracts in place with all the accommodation providers we use, so there is no formal agreement to rely on in the event of any non-compliance or dispute	Cons: - The Council does not currently have individual contracts with all the accommodation providers we use: - The workload involved to create and monitor individual contracts for all	Cons: - For the Council to host the procurement framework would likely require additional resources to manage the process - If none of the accommodation providers participating in the Framework

	in the Framework were to respond to agree to fulfil a request to accommodate a homeless household in time (depending on the urgency of the need) then the Housing Officer could still find themselves in a position of needing to spot-purchase emergency accommodation to ensure that the Council meets its statutory duties		(currently approximately 50) existing accommodation providers currently utilised by the Council would be prohibitive for the Council's Legal and Housing Teams – And a new contract would need to be drawn up and entered into every time a new provider was accepted	were to respond to agree to fulfil a request to accommodate a homeless household in time (depending on the urgency of the need) then the Housing Officer could still find themselves in a position of needing to spot-purchase emergency accommodation to ensure that the Council meets its statutory duties
Local Government Reorganisation – Pros	Pros: • A procurement framework with a single set of specifications which will continue until a set date, will make it more straightforward to transfer to a new policy / process when that is agreed by the new West Surrey unitary authority	Pros: • Housing Officers could continue to follow existing processes until a new policy for the new West Surrey unitary authority is agreed	Pros: • Housing Officers could continue to follow existing processes until a new policy for the new West Surrey unitary authority is agreed, and individual contracts would then be in place	Pros: • A procurement framework with a single set of specifications which will continue until a set date, will make it more straightforward to transfer to a new policy / process when that is agreed by the new West Surrey unitary authority

	It makes sense for as many West Surrey authorities as possible to use the same Framework, and other West Surrey authorities have indicated that they may use the CPRAS framework			
Local Government Reorganisation – Cons	Cons: It makes sense for as many West Surrey authorities as possible to use the same Framework, but at least one other West Surrey authority has indicated that they may be commissioning their own process	Cons: The Council will still be following its own existing processes which may not be compatible with the policies and processes followed by other West Surrey authorities until a new policy for the new unitary authority can be agreed	Cons: The Council will still be following its own existing processes which may not be compatible with the policies and processes followed by other West Surrey authorities until a new policy for the new unitary authority can be agreed	Cons: It makes sense for as many West Surrey authorities as possible to use the same framework, and a Spelthorne specific process would not allow this

4. Risk Implications

- 4.1 The main risks associated with proceeding with the proposed CPRAS procurement framework are:
- 4.2 Existing smaller accommodation providers currently used by the Council may find the tender submission process too difficult or onerous to complete and / or the framework approach may not be suitable for them, potentially discouraging less costly providers from participating in the framework. This could have an unintended adverse effect on the cost of emergency accommodation placements, and potential further unintended consequences for the local rental market more widely. To mitigate this and ensure the Council is meeting its requirement to remove barriers for small businesses, the tender process would be simplified as much as possible.
- 4.3 If the Council were to use the CPRAS framework, as recommended, existing smaller accommodation providers currently used by the Council may not wish to pay the fee to participate (or they may seek to recover the cost through higher prices).
- 4.4 The process may not be completed ahead of the Local Government Reorganisation, and not all of the authorities which will form West Surrey Council may wish to participate, meaning that the procurement exercise could then need to be repeated for the new West Surrey Unitary Authority (if the new Authority were to adopt the same policy).
- 4.5 In addition to the above identified risks associated with the CPRAS procurement framework, the main further risks to the Council hosting the framework itself instead of using the CPRAS framework are:
- 4.6 If the Council were to host the procurement framework that would require new processes to be implemented and potential additional resources.
- 4.7 The main risks associated with not proceeding with the proposed procurement framework are:
- 4.8 The provisions in the Procurement Act 2023 may apply to the spot-purchasing of emergency / temporary accommodation for homeless households, so the Council may be acting unlawfully by not making use of or establishing a procurement framework for emergency accommodation.
- 4.9 Spelthorne Borough Council does not currently have individual contracts with all existing accommodation providers to ensure they meet the necessary standards, instead relying on visits by Housing Officers and the self-provision of compliance documentation by providers, and putting individual contracts in place for such a large number of providers (rather than making use of or creating the proposed procurement framework) would be prohibitively time-consuming and costly with the resources available.

5. Financial Implications

- 5.1 The CPRAS-hosted procurement framework will be free for the Council to use (although the accommodation providers will pay a fee to participate).
- 5.2 Accommodation providers will effectively bid against one another through the procurement framework to provide suitable nightly-paid accommodation,

which will ensure that the cheapest suitable provider is selected and provide best value for the Council. This should then result in a reduction in the total overall cost of nightly-paid accommodation provision to the Council.

- 5.3 However, existing smaller accommodation providers currently used by the Council may not wish to participate in the framework, or they may seek to recover the cost by increasing their prices, which could have an unintended adverse effect on the cost of emergency accommodation placements, and potentially cost the Council more in higher rents.
- 5.4 If the Council were to host its own procurement framework that would potentially require additional resources to implement the new framework.

6. Legal Comments

- 6.1 Under the Housing Act 1996 as amended by the Homelessness Reduction Act 2017(HA 1996) the Council has a statutory duty to provide emergency temporary accommodation to applicants who may be homeless, eligible and in priority need.
- 6.2 Section 206 of the HA 1996 expressly permits accommodation to be secured from third parties.
- 6.3 Unless there is a lawful exemption, all contracts must comply with the Procurement Act 2023 and the Council's Contract Standing Orders. Selecting third party providers from the CPRAS framework would provide a compliant route.

Corporate Implications

7. S151 Officer Comments

- 7.1 The S151 Officer confirms that relevant financial implications have been taken into account. The S151 Officer supports moving to a compliant public sector procurement framework.

8. Monitoring Officer Comments

- 8.1 The proposed Framework will support the Council in meeting its statutory duties under the Housing Act 1996 and the Procurement Act 2023.

9. Procurement Comments

- 9.1 Unless there is a lawful exemption, all contracts must be awarded in line with the Council's Contract Standing Orders and the Procurement Act 2023.

10. Equality and Diversity

- 10.1 An Equality and Diversity Impact Assessment has been carried out for the proposed framework, in line with the Council's policies and procedures.

- 10.2 The Equality and Diversity Impact Assessment noted that the procurement framework will ensure properties provided by landlords to the Council for nightly-paid accommodation are safe, suitable, and fully compliant with all relevant legislation and other requirements, and that improving the quality of nightly-paid accommodation will contribute to better health outcomes for occupiers (see Appendix C).
- 10.3 In terms of protected characteristics and other groups that experience greater inequalities, the Equality and Diversity Impact Assessment found that the Council has adequate policies in place to mitigate any negative impacts for any groups who may require additional support (see Appendix C).
- 10.4 The Equality and Diversity Impact Assessment also notes that the specifications for the Nightly-Paid Procurement Framework require providers to be able to evidence experience in managing complex and vulnerable customers, and include sections relating to safeguarding and harassment (see Appendix A and Appendix C).

11. Sustainability / Climate Change Implications

- 11.1 There may be sustainability and climate / change concerns for some accommodation providers (such as energy efficiency ratings, for example). However, the implementation of the procurement framework itself does not directly impact on the Council's sustainability / climate change position.

12. Other Considerations

- 12.1 Moving to a compliant framework would significantly reduce the amount of Spelthorne expenditure which is not compliant and would thereby positively contribute towards the safe and legal objective of Surrey Local Government Reorganisation. When the existing authorities merge into the West Surrey Unitary Authority then accommodation for homeless households could be procured anywhere within the new Unitary Authority area, but the Council is currently only able to put policies in place for the existing accommodation providers that we use within Spelthorne, meaning that the procurement exercise could then need to be repeated for the new Unitary Authority (if the new Authority were to adopt the same policy).

13. Timetable for Implementation

- 13.1 If the Council utilises the CPRAS platform for the procurement framework (as recommended) the process could begin as soon as the platform is launched in October / November 2026, and the implementation could then be done in 3 – 6 months to be ready ahead of or soon after vesting day for the new West Surrey Unitary Authority.
- 13.2 If the Council were to host the procurement framework then the creation of the procurement framework and completion of the tender process can be expected to take at least 6 – 12 months, and the implementation would then be likely to take at least a further 3 – 6 months or longer.

14. Contact

- 14.1 Gareth Richards, Housing Strategy Team Leader, Contract Performance Management and Data Reporting: g.richards2@spelthorne.gov.uk

Please submit any material questions to the Committee Chair and Officer Contact by two days in advance of the meeting.

Background Papers:

Report to the Executive of Peterborough City Council under Section 5A(3)(a) of the Local Government & Housing Act 1989 & Section 114A (2)(a) Local Government Finance Act 1988

Appendices:

- Appendix A – Nightly-Paid Procurement Framework - SBC Specification v.7
- Appendix B – SBC HMO Landlords Handbook 2026
- Appendix C – EIA - Nightly-Paid Accommodation Procurement Framework Housing Strategy & Policy 2026 v.4
- Appendix D – SBC Landlord Pet Permission Agreement v.2
- Appendix E – CPRAS Temporary Accommodation Open Framework (Webpage)
- Appendix F – Privacy Notice Emergency Accommodation Framework

NIGHTLY-PAID ACCOMMODATION

SPECIFICATION



1. INTRODUCTION

- 1.1 Spelthorne Borough Council (SBC) serves Ashford, Halliford, Laleham, Shepperton, Staines, Stanwell, Sunbury, and surrounding areas, delivering services such as housing, waste collection, planning, licensing, leisure, parks, and parking, with all operations and customer services based at The Council Offices, Knowle Green, Staines-upon-Thames.
- 1.2 The Council (SBC) is looking for a series of providers of Nightly-Paid Accommodation that can provide a range of accommodation units for use by our homeless households.
- 1.3 To meet the needs of our customers, SBC requires a range of accommodation across the borough of Spelthorne, and on occasion will seek placements out of borough where appropriate. The proximity to Spelthorne is important and SBC will always try to place at the nearest suitable placement. The Housing Options Team will determine the most appropriate type of accommodation based on price, availability, circumstance, and location.

2. REQUIREMENTS

2.1 Compliance Documents

- 2.1.1 All compliance and associated documents in **Table A** must be submitted as part of your tender submission.
- 2.1.2 All documents in **Table A** and **Table B** must also be available at request of SBC throughout the term of the contract.

Table A – must be submitted with tender submission

1	Evidence of experience in managing complex and vulnerable customers and an awareness of safeguarding issues
2	Current Electrical Installation Condition Report (EICR) demonstrating compliance with the Electrical Safety Standards Regulations 2020, including evidence that any required remedial works have been completed
3	Gas Safety Certificate (CP12 annually, if gas on site)
4	Energy Performance Certificate (must be E or above)
5	For property owners: Land Registry (proof of ownership required) For managing agents: Management Agreement (proof of appointment required)

6	Fire Risk Assessment (if relevant, must be present and provided annually for all block accommodation)
7	Fire Evacuation Plan (if relevant)
8	Emergency Lighting Test Certificate / Sign Off (annually, if relevant)
9	ICO (Information Commissioner's Office) Registration Number
10	For H.M.O.s subject to mandatory licensing: Evidence that the property holds a valid H.M.O. licence
Table B	
1	Legionella Risk Assessment Report (if relevant, must be provided annually for properties with water storage tanks)
2	Portable Appliance Testing (PAT) certification for all in situ electrical items (annually)
3	Insurance (must be provided annually)
Any certificates or installations as required as part of recommendations from the Private Sector Housing annual inspection. Examples may include:	
4	Working Carbon Monoxide Detector (where gas is present on site)
5	Working Heat Detector and Working Smoke Alarm(s) (must be present)
6	Fire Panel (if relevant), and any other fire safety features required to meet the applicable BS 5839 standard for the appropriate grade / category for the property
7	Pest Treatment Certificate (certification to be provided where pests have currently been identified and treated)
8	Planning and / or Building Control approval if property is converted during contract

2.2 Detailed Requirements

2.2.1 SBC requires the following rooms and facilities:

Self-contained unit requirements	Property Facilities
Self-contained purpose-built or converted flats, and houses	These units will be expected to contain the minimum of: • Private individual and / or family bedroom(s) as required, with bed linen and towels provided. Beds must be age appropriate, i.e., accommodating children under 3 should be provided with a cot (or space for the cot), young children may be provided fold out or compact beds, and older children and adults should have a full-sized single bed (or double bed for couples). • Bathroom facilities including toilet, wash-hand basin, bath and / or shower, toilet roll holder, towel rail, and mirror. • Kitchen or kitchen area including food storage, preparation and cooking facilities, minimum requirements are a four-ring cooking appliance with grill and oven and food storage cupboard and refrigerator. • Whilst we expect clean and safe facilities to be provided, the service user will be expected to allow access for cleaning and maintenance of the rooms when required. • Keys for access to be available in case of emergency or safety concern. • People of different sexes (who are not couples) cannot share a room (except for children under the age of 10 years old). Space standards: • Legal requirements: 1. The minimum size for a bedroom occupied by one person is to be 6.51m² and for two people 10.22m² as stated in part X (ten) of the Housing Act 1985. In addition to this, the minimum size for a bedroom for a child under 10 is 4.64m². 2. Permitted number of people based on the number of habitable rooms (children under 10 years old count as 0.5 of a person; rooms less than 4.64m² cannot be counted as habitable rooms): i. 1 room = 2 people ii. 2 rooms = 3 people iii. 3 rooms = 5 people iv. 4 rooms = 7.5 people v. 5+ rooms = 2 people per room

Room requirements for Houses in Multiple Occupation (HMOs)	Room Facilities
Single, double, twin and family rooms	These rooms will be expected to contain the minimum of: • Privacy of an individual bedroom, with bed linen and towels provided. • Access to sole / shared bathroom facilities including toilet, wash-hand basin, bath and / or shower, toilet roll holder, towel rail, and mirror. • Access to sole / shared eating space, kettle and microwave as minimum. • Whilst we expect clean and safe facilities to be provided, the service user will be expected to allow access for cleaning and maintenance of the rooms when required. • Central access / master key access to be available in case of emergency or safety concern. • People of different sexes (who are not couples) cannot share a room (except for children under the age of 10 years old). A family room, in addition to the above will also require: • Additional beds for the party. Beds must be age appropriate, i.e. accommodating children under 3 should be provided with a cot (or space for the cot), young children may be provided fold out or compact beds, and older children should have a full-sized single bed. • Adjoining rooms considered desirable but not essential. Space standards: • Legal requirements: 1. The minimum size for a bedroom occupied by one person is to be 6.51m² and for two people 10.22m² as stated in part X (ten) of the Housing Act 1985. In addition to this, the minimum size for a bedroom for a child under 10 is 4.64m². 2. The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 require kitchens, bathrooms and WCs to be of adequate size, as set out below. If there are no communal living areas, bedrooms would need to be larger. • For HMOs where occupiers share kitchen facilities: 1. Follow the below table (on the next page) from left to right to work out the space requirements in your HMO:

Total number of people in HMO	Minimum bedroom size	Minimum kitchen size	1 to 2 storey HMO minimum living space	3+ storey HMO minimum living / dining space
3–5 people	1 occupant 6.51m ² or 2 occupants 10.22m ²	7m ²	11m ² separate living room; or 18m ² combined kitchen / living room	Either: 11m ² separate living room within 1 floor distance of kitchen; or: 13m ² kitchen / diner and 11m ² living room elsewhere; or: 18m ² combined kitchen / living / dining room
6–10 people		10m ²	14m ² separate living room; or 24m ² combined kitchen / living room	Either: 14m ² separate living room within 1 floor distance of kitchen; or: 16m ² kitchen / diner and 14m ² living room elsewhere; or: 24m ² combined kitchen / living / dining room
3–5 people	1 occupant 8.5m ² or 2 occupants 14m ²	7m ²	No additional communal living space required	Either: 13m ² kitchen / diner; or: 11m ² separate dining room within 1 floor distance of kitchen; unless: all bedrooms within 1 floor distance of kitchen
6–10 people		10m ²		Either: 16m ² kitchen / diner; or: 14m ² separate dining room within 1 floor distance of kitchen; unless: all bedrooms within 1 floor distance of kitchen

- For HMOs with kitchen facilities for the exclusive use of occupants (Bedsits):
 - A bedsit is where sleeping, living and cooking amenities are provided for exclusive use by occupants within a single unit of accommodation (i.e., one room).
 - A bedsit can be occupied by a maximum of two persons.
 - Room sizes:
 - 1 person bedroom / living room / kitchen must be a minimum of 14m²
 - 2 person bedroom / living room / kitchen must be a minimum of 18m²
 - If every bedsit room within the HMO has exclusive use of their own kitchen facilities, there will be no requirements for a shared kitchen.
 - Kitchen facilities as a minimum must include a sink, cooker, electrical sockets, worktop, storage cupboard, fridge / freezer, refuse bin, and appropriate ventilation (see Section 3.4 below)

	- For 1 or 2 person self-contained flats contained within an HMO: - Where the building is an HMO consisting of self-contained flats, the bedrooms must meet the minimum sizes of 6.51m² for one occupant and 10.22m² for two occupants. - The kitchen must be of adequate size and layout.
Notes	Notes: - The measured space in any room must be “usable space”. The room should be able to accommodate the required amount of appropriate furniture easily and still allow space for movement around the room. - Measurements must be taken from skirting board to skirting board. - Any floor space that has a ceiling height of less than 1.5m shall be disregarded. - En-suites must not be included in the room size measurements.

2.2.2 Under the Renters' Rights Act in England, private tenants have a statutory right to request to keep a pet or pets, and providers cannot enforce blanket bans or unreasonably refuse a request. Residents must submit the request in writing, and providers have 28 days to respond or request further details:

- (i) Fair Consideration: Providers must consider each pet request on an individual basis and cannot use generic "no pets" clauses.
- (ii) Reasonable Refusal: A provider can only refuse a request to keep a pet if there is a valid, fair reason (e.g., if the property is too small, if a flat share where another tenant has allergies, or if the resident is in a leasehold property where the freeholder strictly prohibits pets).
- (iii) Timely Responses: A provider has 28 days to respond in writing. You may ask for more information (such as a description of the pet or proof of training), which can extend the timeline slightly, but you cannot simply ignore your request.
- (iv) No Premium Fees: Under the Tenant Fees Act 2019, providers cannot charge extra admin fees for pet permission, nor can you increase any standard security deposit purely for having a pet.

2.2.3 In the event of any infectious outbreak, there may be a requirement for residents to isolate within their rooms. Providers will be expected to assist in the provision of essential items such as food, refreshments, and toiletries.

3. SECTION A – PROPERTY STANDARDS

3.1 Minimum Property Standards

- 3.1.1 Set out below are the minimum standards that all premises must meet:
- 3.1.2 The premises must not contain any Category 1 hazards under the Housing Health and Safety Rating System as set out in the Housing Act 2004 and associated guidance. Where the premises is a flat, all flats in the building of which it is part must also conform to the appropriate fire protection standards.
- 3.1.3 Accommodation with rear access, or above restaurants, fast food outlets or commercial premises is not acceptable.
- 3.1.4 Where a standard of repair etc. is specified, the property must be expected, in normal use, to maintain this standard.

3.2 Structure

- 3.2.1 Buildings, envelope and structure must be watertight, in good repair and structurally sound.
- 3.2.2 Roof must provide a waterproof cover over the entire building and be free of defective and loose material.
- 3.2.3 Gutter and drainpipes must be in good condition, restrained, watertight and free-flowing.
- 3.2.4 Damp-proof courses, flashings and waterproof membranes are to be in good condition and to the standard repaired. Guarantees to be supplied at time of bid.
- 3.2.5 Stairs to be in good condition and structurally sound. Surface should not be loose or slippery especially when wet. Handrail to be provided on one side where stairs are less than 900mm wide and over four risers high, where stairs width exceeds 900mm wide a handrail is to be located on each side.
- 3.2.6 Wall and ceiling plaster should be in good condition with flush surfaces.
- 3.2.7 Glazing to be thermally sound. Joints around windows and doors to be sealed and flashed to form a watertight junction, window and door cills, thresholds, joints and heads to be in good condition and allow easy operation of window sash. Glazing to be secured and not cracked or broken.
- 3.2.8 External and internal cold water storage cisterns, tanks, etc., to be properly housed, insulated and protected.

3.2.9 Flue terminals to be secure.

3.2.10 Bedroom sizes for HMOs with shared facilities:

- (i) All bedrooms should be a minimum of 6.51m² (70 ft²) as per the table under space standards under point 2.2.1 (above)
- (ii) For family-size dwellings, at least one bedroom should be at least 10.22 m² (110ft²) as per the table under space standards under point 2.2.1 (above)
- (iii) The Housing Options Team will reject HMOs if any bedrooms are less than the above

3.2.11 For self-contained units, bedrooms must be a suitable size for the number of occupants.

3.3 Natural Light and Ventilation

3.3.1 Every habitable room is to have a window or windows opening directly to the external air with glass area not less than one tenth of the floor area of the room.

3.3.2 All windows above the ground floor must be fitted with restrictors.

3.3.3 Every habitable room must have natural ventilation.

3.3.4 Rooms below ground level must provide sufficient natural light on an average day for living in the lounge / bedroom without assistance of electric light.

3.3.5 Doors and windows must be in good working order with easy operation.

3.3.6 Windows above the ground floor must be restricted to 100mm opening restriction, as a child safety precaution. An override device should also be installed in case of emergency.

3.3.7 Casement stays or similar childproof restraint devices appropriate to the type of window to be fitted on the windows.

3.3.8 Theft proof safety locks to be fitted to ground floor windows and below, where necessary.

3.3.9 Where French Windows are the only form of natural light to a room these must be kept locked and some additional form of mechanical or natural ventilation must be provided, for example, adding window restrictors.

3.3.10 Safety glass, safety adhesive film, or similar approved safety precaution is to be fitted in full height windows and doors or in frameworks below 1,000mm above finished floor level. Safety rails

may be used as an alternative to safety glass. Size and spacing of batons to comply with Building Regulations, as must safety adhesive film.

- 3.3.11 Disused balcony and store doors (other than those serving as a means of escape route) are to be fitted with a keyed level deadlock, and to be locked shut. Safety rails to a height of 1,100mm will be required for balconies where there is none.
- 3.3.12 Wall or floor stops must be provided for all doors to protect wall decorations.
- 3.3.13 Exit doors to be fitted with simple fastening locks.
- 3.3.14 Two sets of keys to be available for residents with one set minimum held for access.
- 3.3.15 Security protection measures such as grills, hinge bolts, spy holes, and entry phone system to be fitted where appropriate.
- 3.3.16 Letter boxes must be fitted for each unit with appropriate identification, or, where this is not present, the post must be distributed daily.
- 3.3.17 Non-mechanical ventilation system, e.g., air bricks, gutters, or permavents, to be provided for the removal of foul air and condensation build-up in auxiliary or habitable rooms (living or bedrooms with external walls).
- 3.3.18 Ventilate all permanently closed fireplaces with a fibrous plaster louvre or a fixed grill over the chimney breast.

3.4 Kitchen and Cooking Areas

- 3.4.1 Kitchens and cooking areas must be suitably located in relation to the living accommodation, the kitchen must be safe, convenient and of such layout and size and equipped with such facilities to adequately enable those using the facilities to store, prepare and cook food.
- 3.4.2 Minimum kitchen sizes:
 - (i) For 3 – 5 residents an area of at least 7m²
 - (ii) For 6 – 10 residents an area of at least 10m²
 - (iii) For 11 – 15 residents there must be at least 2 separate kitchens (not a single kitchen with two sets of facilities)
 - (iv) The width of the kitchen must be at least 1.8m to allow safe movement of occupants

- 3.4.3 The kitchen must be contained in the main building and located not more than one floor distance from the bedrooms. If this is not practicable in HMOs of not more than three storeys and not more than 10 persons, communal kitchens may be provided up to two floors distant from some bedrooms.
- 3.4.4 Stop valves must be clearly labelled, especially where situated in common areas.
- 3.4.5 Drinking water for human consumption with continuous supply must be available directly from the mains.
- 3.4.6 For self-contained units, storage, preparation and cooking facilities, minimum requirements are a four-ring gas or electric cooking appliance with grill and oven, and food storage cupboard and refrigerator with adequate freezer space.
- 3.4.7 For H.M.O.s subject to mandatory licensing, storage, preparation and cooking facilities, minimum requirements are a two-ring gas or electric cooking appliance with grill and oven, and food storage cupboard and refrigerator with adequate freezer space.
- 3.4.8 For accommodation with no kitchen facility, communal eating space to be provided and access to kettle and microwave as minimum.
- 3.4.9 Water heating facility must be capable of providing an adequate and continuous supply of hot water.
- 3.4.10 Where available, kitchens must include the following items, which must be fit for the purpose and supplied in a sufficient quantity for the number of those using the facilities:
- (i) Sink(s) and drainer (there should be enough space to stand directly in front of the sink and place utensils on both sides)
 - (ii) Constant mains-supplied hot and cold water supplies to each sink
 - (iii) Installations or equipment for the cooking of food (where a free-standing cooker to be level and restrained from tipping)
 - (iv) Electrical sockets (at least 2 non-dedicated double electrical sockets at worktop height, and at least 2 other double sockets at low level for fridges, etc.)
 - (v) Working surfaces for the preparation of food, arranged wherever possible between cooking facilities and sink
 - (vi) Cupboards for the storage of food or kitchen / cooking utensils

- (vii) Refrigerator with adequate freezer compartment (or, where freezer compartment is not adequate, a separate freezer)
 - (viii) Appropriate refuse disposal facilities
 - (ix) Appropriate mechanical ventilation to the outside air (in addition to windows), fire blankets and fire doors
- 3.4.11 Storage space combining a minimum 1 double base unit with worktop, sink unit and double wall unit. The sink base is not to be used for food storage purposes.
- 3.4.12 Work surfaces to be clean with mastic sealed edges and impervious to liquid.
- 3.4.13 Kitchen sink units, water and gas service pipes should be cross-bonded and earthed to current electrical Regulations.
- 3.4.14 Cookers should be located away from doorways and have enough floor space for items to be safely removed from the oven. All oven doors should be cool doors so they should not be hot to the touch. Cookers should not be placed under windows.
- 3.4.15 No more than two sets of facilities shall be provided in any one kitchen. If two sets of facilities are provided in one kitchen, the layout must allow them to be used safely at the same time.
- 3.4.16 All kitchen facilities must be available 24 hours a day.

3.5 Tiling

- 3.5.1 Tile splash backs located behind sinks, baths, worktops, and basins to be sealed with mastic against water penetration.
- 3.5.2 Existing wall tiled areas to be thoroughly cleaned and free of grease, cooking fat, dirt, and other by-products.
- 3.5.3 Caulking sealant located around worktop, sink tops, and sanitary ware is to be in good condition. Where sealant is faulty this is to be raked out and re-sealed to prevent water penetration.

3.6 Bathrooms

- 3.6.1 Bathroom facilities to include toilet, wash-hand basin, bath and / or shower which must be correctly screened and watertight.
- 3.6.2 Bathrooms and toilets must be fit for purpose and constructed to ensure privacy. Where a child under 10 lives in the property, a bath should ideally be provided

- 3.6.3 Bathrooms must be of adequate size and be laid out in such a way as to enable persons to undress, dry and dress themselves in a safe manner.
- 3.6.4 For bathroom fittings the following minimum dimensions shall apply:
- (i) Bath: 1,700mm x 700mm
 - (ii) Shower: 800mm x 800mm
 - (iii) Separate toilet compartments: 1,300mm x 900mm with 750mm in front of the toilet
- 3.6.5 For HMOs, bath / showers shall be provided in the ratio of at least one to every five persons sharing:
- (i) For HMOs where there are four or fewer occupiers sharing facilities, there must be one bathroom with fixed bath or shower and one toilet (which may be situated in the bathroom).
 - (ii) For HMOs where there are five or more occupiers sharing facilities there must be one toilet with wash hand basin separate from the main bathroom for every five sharing occupiers, and one bathroom (which may contain a toilet) with a fixed bath or shower for every five sharing occupiers.
 - (iii) Where a room is provided with a complete en-suite facility (i.e., bath / shower, toilet and wash hand basin) for the exclusive use of that occupant, then that occupant will be disregarded when considering the provision of sanitary facilities. For example, if there were six occupants, one of whom had exclusive use of a fully equipped en-suite, the requirement for the remaining occupants would be for five people. If, however, the en-suite only provides one facility (i.e., either a bath / shower or a WC) then the occupant will not be disregarded for the missing amenity.
 - (iv) Bathrooms and toilets shall be readily accessible and normally not more than one floor away from the user. Shared bathroom and toilet facilities shall be accessible from a common area. Facilities must be inside the building.
 - (v) Where there are five or more occupiers, where reasonably practicable there must be a wash hand basin with appropriate splash-back provided in each separate unit of accommodation (in every bedroom or bedsit) that doesn't already have a sink.
- 3.6.6 Bath mixer tap with shower valve to be capped off where not correctly screened / watertight.

- 3.6.7 Continuous and adequate hot and cold running water to be supplied to wash-hand basin, bath and / or shower (where applicable), designed to ensure reasonable temperature control.
- 3.6.8 Toilets are to be provided in bathrooms or separate compartments of an adequate size and layout. A toilet provided in a separate compartment must have a wash hand basin with an appropriate splash-back.
- 3.6.9 Sanitary fittings to be good, clean and in a condition to operate as designed.
- 3.6.10 Accessory fittings to be provided: toilet roll holder, towel rail, and mirror to be located in an easily accessible position and in good working order.
- 3.6.11 Bathroom or toilet windows should have obscure glass or have nets / blinds supplied.
- 3.6.12 Bathrooms and toilets to have smooth, impervious wall and ceiling surfaces, which can be easily cleaned.
- 3.6.13 Sanitary ware to be chemically cleaned prior to each new resident, removing all existing stains.
- 3.6.14 Bathrooms and toilets must be adequately ventilated.
- 3.6.15 Mechanised ventilation to be provided with humidity switch or overrun linked to light switch. 15-minute run minimum.
- 3.6.16 For HMOs with shared bathroom and toilet facilities, bathroom and toilet doors to be fitted with a vanity lock or barrel bolt. Self-contained units intended for family occupation should not have locks on bathroom or toilet doors.

3.7 Floorings and Soft Furnishings

- 3.7.1 Floors to be level and even with boarding securely fixed to joists.
- 3.7.2 Aluminium binding strip (or similar) to be fixed on changes in floor finish.
- 3.7.3 Carpet or laminate flooring is essential floor covering to living and bedrooms, lobbies, common halls, and staircases.
- 3.7.4 Vinyl floor covering or non-slip tiles to kitchens, bathrooms, and separate w/c compartments. The flooring should be capable of being easily cleaned and slip-resistant, decorated appropriately with non-slip tiles or linoleum.
- 3.7.5 All upholstered furniture and furnishings, including beds and mattresses, must comply with The Furniture and Furnishings (Fire)

(Safety) Regulations 1988 (as amended in 1989 and 1993). Bunk beds are not acceptable, and mattresses should be of a good standard.

3.8 Decorative Standard

- 3.8.1 Room decorations to be clean, complete, and of a good standard.
- 3.8.2 Damaged or stained / soiled decorations are to be redecorated, preferably when the rooms are vacant.
- 3.8.3 Woodwork items, e.g., skirting boards, frames, architraves, doors and windows, etc., are to be washed down prior to new residents, but redecorated where poorly decorated.
- 3.8.4 Polystyrene tiles to be removed from all ceilings and walls and the walls and ceiling adequately repaired or replaced with durable material.
- 3.8.5 All habitable rooms to have heavy curtains or blinds that are in good condition. Velux windows to be fitted with factory made roller blinds.

3.9 Power, Heating and Lighting

- 3.9.1 Heating must be appropriate to the design, layout and construction of the property and capable of adequately and efficiently heating the whole dwelling.
- 3.9.2 Fixed heating should be provided to all habitable rooms and common areas, be readily controllable by occupiers, and be sufficient to maintain comfortable temperatures without excessive running costs, so as to minimise the risk of Excess Cold.
- 3.9.3 Where properties are electrically heated a higher standard of insulation will be required.
- 3.9.4 Heating system to be fully serviced, in good condition, inspected and certified by British Gas or registered Gas Safe contractor. Providers must have in place a 3 Star Gas heating contract with British Gas (or equivalent with a registered Gas Safe servicer) for the full term of the lease, costs to be met by provider.
- 3.9.5 Providers must, by Law, ensure that gas appliances are maintained in good order and checked for safety by a Gas Safe registered engineer at least every 12 months. They must also keep a record of the safety checks and issue a certificate to SBC.
- 3.9.6 Gas central heating is to be the preferred means for heating with the recommended type being a gas-fired boiler system with convector radiators. Radiators and pipework to be secured to the walls.

- 3.9.7 Bolts to be fitted on storage, meter, and airing cupboards. Where practical, boilers should be boxed in.
- 3.9.8 A combination of both systems will be acceptable.
- 3.9.9 Solid fuel heating system, non-Economy 7 electrical systems, and warm air systems are unacceptable.
- 3.9.10 Mains-wired or battery-operated working carbon monoxide detectors to be fitted where there is a gas appliance in the property. If not present, the minimum is a battery-operated CO monitor fitted in same room as appliance.
- 3.9.11 Electrical installations must have a complete test certificate stating compliance with electrical regulations for electrical installations.
- 3.9.12 Fittings: sockets and switches must be in good condition without cracks and firmly secured to their appropriate back boxes.
- 3.9.13 All lighting must be covered and all strip lights to have shatter proof covers.
- 3.9.14 Power points as a safety precaution are not to be located over and around sinks or cooker with a minimum of 600mm distance away from the tap.
- 3.9.15 Electric lighting in each room is to be of sufficient intensity.
- 3.9.16 All white goods supplied to be PAT tested annually with certificates available to SBC on request.

3.10 Meters

- 3.10.1 Meters, gas and electric (and water where applicable), to be provided separately for each self-contained flat or unit and be accessible 24 hours a day.
- 3.10.2 Meters should be free of debt when notifying SBC that a property is available for letting.

3.11 External Works, Boundaries and Fencing

- 3.11.1 Boundaries of the property must be clearly defined and protected by walling or fencing including lockable rear access entrances where provided. Walling or fencing to be well-maintained.
- 3.11.2 Garden to be well-maintained with vegetation to be cut back upon submission or re-submission of property. No ponds or greenhouses in gardens.
- 3.11.3 All external woodwork, including door and window frames, to be in good order and weatherproof.

- 3.11.4 Access covers over manholes, service ducts to be flush with pavement and of no danger to pedestrians.
- 3.11.5 Any yard and path should have an even surface and not present a trip hazard.
- 3.11.6 Refuse bin to be allocated to each property where possible. The preferred location for bins is the front of the building where the property is situated within a block of flats. If a flat within a converted house, an outside bin needs to be provided; the location is to be clean, hygienic and in an unobtrusive position. In houses, bins should be kept at the rear of the property and the applicant provided with details about refuse collection days and advised to put the bin at the front of the property for the purposes of collection on those days.

3.12 Security

- 3.12.1 All external doors to be fixed with a latch and mortice lock as minimum.
- 3.12.2 Peep holes are preferential but not essential.
- 3.12.3 All windows to be fitted with locks and restrictors if above ground floor.
- 3.12.4 Ideally self-closing main access to minimise unwanted visitors accessing the property.
- 3.12.5 For blocks of purpose-built / converted flats and HMOs, CCTV should be on main entrance as a minimum. CCTV is not required for standalone properties.
- 3.12.6 Cloud fob based key monitoring is desirable in block-style accommodation with communal entrance.

3.13 Access

- 3.13.1 To be safe, well-lit, and easily accessible with no obstructions. Any access stairways to be secure and not unreasonably steep and have a fixed handrail.
- 3.13.2 Communal areas to be clean, tidy, well-lit, and well-maintained.

3.14 Building Regulations and Planning Permission

- 3.14.1 All works carried out must be in accordance with Building Regulations and Planning requirements (where required, e.g., loft conversions, extensions, etc.).
- 3.14.2 Habitable room definition does not include bathroom, staircase, passageway, landing or access lobby.

4. SECTION B – HEALTH AND SAFETY

4.1 Housing Health and Safety Rating System (HHSRS)

- 4.1.1 From 6th April 2006, the fitness standard in the 1985 act was replaced by a new evidence-based assessment of risks to health and safety in all residential premises (including HMOs) carried out using the Housing Health and Safety Rating System (HHSRS). Part 9 of the 1985 Act is retained with amendments, to deal with hazards for which demolition or area clearance is the most appropriate option. Revised statutory HHSRS Operating and Enforcement Guidance was published on 23rd June 2026.
- 4.1.2 Action by the local authority is based on a three-stage consideration:
- (i) the hazard rating determined under HHSRS
 - (ii) whether the authority has a duty or power to act, determined by the presence of a hazard above or below a threshold prescribed by Regulations (Category 1 and 2 hazards)
 - (iii) the authority's judgement as to the most appropriate course of action to deal with the hazard
- 4.1.3 The purpose of the HHSRS assessment is to generate objective information in order to determine and inform enforcement decisions. HHSRS allows for the assessment of 21 categories of housing hazard and provides a method for rating each hazard. It does not provide a single rating for the dwelling as a whole, or, in the case of HMOs, for the building as a whole. A hazard rating is expressed through a numerical score which falls within one of 3 risk categories, either High, Medium or Low. Scores in the High risk category are Category 1 hazards. Scores in the Medium or Low risk categories are Category 2 hazards. If a housing authority considers that a Category 1 hazard exists on any residential premises, they have a duty under the 2004 Act to take appropriate enforcement action in relation to the hazard. They also have a power to take particular kinds of enforcement action in cases where they consider that a Category 2 hazard exists.
- 4.1.4 The HHSRS assessment is based on the risk to the potential occupant who is most vulnerable to that hazard. For example, stairs constitute a greater risk to the elderly, so for assessing hazards relating to stairs they are considered the most vulnerable group. The very young as well as the elderly are susceptible to low temperatures. A dwelling that is safe for all those most vulnerable to a hazard is safe for all.
- 4.1.5 Basement flats, the sole entrance to which is at basement level, receive a high-risk category because, potentially, an over 60-year-old (an HHSRS category) could use the flat, either by occupying or

visiting. We need to be able to demonstrate that we have minimised the risk at this type of property as far as possible. The Housing Officer or the Tenancy Sustainment Officer may flag the property on their reports as not recommended for persons over 60 years of age, or other relevant category. Local authorities may treat certain properties in the same way as they treat sensitive lets and only offer them to certain categories of people.

4.1.6 The inspecting officer may prescribe any or all of the following actions dependent on the categories:

- (i) Nosing strips on each stair
- (ii) Movement sensor light illuminating the stairs
- (iii) Handrails to both sides of a stairway
- (iv) Non-slip surfacing to the top of each stair

4.2 Energy Performance Certificates

4.2.1 For all properties an Energy Performance Certificate (EPC) is required.

4.2.2 The certificate provides a rating for the building, showing its energy efficiency. The ratings are similar to those found on products such as fridges and are standard so the energy efficiency of one building can easily be compared with another building of a similar type.

4.2.3 The property must have an energy efficiency rating no lower than E. (Note that there are plans to make the legal minimum a C rating by 2030, and these specifications will be updated in line with the new legal minimum requirement.)

4.3 Fire Safety

4.3.1 Working smoke alarms must be fitted inside the property in position to give adequate warning to all residents. As a minimum, there should be a working heat detector in the kitchen(s) and a working smoke alarm on each floor.

4.3.2 A fire-resistant door complying with current recommended fire safety standards must be fitted to all kitchens.

4.3.3 In blocks of flats, the common parts should be clean and tidy, in a reasonable state of repair and free of combustible materials.

4.3.4 The means of escape should be suitably protected and free of obstructions.

4.3.5 Common parts should have an appropriate fire detection system and emergency lighting.

- 4.3.6 Flat doors in conversions should be fire-resistant and self-closing.
- 4.3.7 Fire alarm testing should be carried out on an appropriate regular basis (e.g., weekly for Grade A systems, and monthly for Grade D and E systems).
- 4.3.8 A fire risk assessment is required annually, and a copy of the fire risk assessment should be provided to SBC.
- 4.3.9 The aims of the fire risk assessment are:
 - (i) To identify the fire hazards
 - (ii) To reduce the risk of those hazards causing harm to as low as reasonably practicable
 - (iii) To decide what physical fire precautions and management arrangements are necessary to ensure the safety of people in your premises if a fire does start
- 4.3.10 Following the fire risk assessment, if fire doors or an alternative fire system is required any commissioning paperwork will be required and works highlighted should be undertaken prior to occupation of the building.
- 4.3.11 Exit doors forming part of the means of escape should be readily openable from the inside without the need to use a key.

4.4 Damp

- 4.4.1 Properties must be free from damp and mould.
- 4.4.2 There should be an adequate and effective damp-proof course and underfloor air bricks where necessary to suspended timber ground floors.
- 4.4.3 Where damp and / or mould are evidenced, the provider must carry out further investigations and provide appropriate proactive remedial works within the timescale as stated by SBC. Evidence of all works must be provided to SBC.

4.5 Legionella

- 4.5.1 Where there is a communal or shared water tank, providers are under a duty to ensure that the risk of exposure to residents and visitors by Legionella is properly assessed and controlled.
- 4.5.2 Vacant rooms or areas with water outlets must be flushed weekly.
- 4.5.3 Provide SBC with a copy of the annual Legionella risk assessment / report.

4.6 Pests

- 4.6.1 Providers must ensure the units are free from pests.
- 4.6.2 If pests are identified, suitable treatment by a registered exterminator must be undertaken at the expense of the provider and certification of completion provided to SBC. This is essential in the case of bedbugs.
- 4.6.3 The provider should where possible provide an alternative unit for use by the customer while treatment is ongoing.

5. SECTION C – MANAGEMENT STANDARDS

5.1 Safeguarding and Warnings:

- 5.1.1 Providers should have and be able to evidence experience in managing complex and vulnerable customers.
- 5.1.2 Providers should be aware of and enforce the terms of the licence as supplied by SBC. All breaches of terms must be relayed to SBC with evidence where possible (i.e., CCTV and key log). See Warning Procedure in Section E.
- 5.1.3 Providers should have an awareness of and be vigilant of any safeguarding issues concerning the residents (i.e., Neglect, Physical / Emotional / Verbal / Sexual / Financial Abuse). Concerns must be relayed to SBC. Please also see Harassment Policy in Section E.

5.2 Occupancy, Movement and Payment:

- 5.2.1 To grant exclusive occupation of each property specified under this agreement to the person or persons granted a licence by SBC to occupy said property.
- 5.2.2 To clearly state the price per night for occupation of each property specified under this agreement and to confirm this nightly rate with SBC prior to the commencement of the agreement and occupancy of said property. This nightly rate will be exhaustive and include all-inclusive costs, expenses, and disbursements. The provider shall not charge any additional fees without SBC's prior written consent.
- 5.2.3 To confirm first and last night at the accommodation to SBC. The provider will ensure that confirmation of residents' first and last night are provided via e-mail to SBC to inform invoicing.
- 5.2.4 SBC will not be liable for charges relating to any occupant that overstays after the date of the last night on which it has been stated by the provider that the booking will end, regardless of any items left in situ.
- 5.2.5 The provider is responsible for ensuring that residents remain in continuous residence at the property. SBC will not pay invoices for any period during which residents are found to have vacated the accommodation (including no-shows, abandonment, hospital / prison absences, cancelled bookings, and any other reason for the property being unoccupied). Where charges have been submitted for unoccupied properties, SBC reserves the right to cease using that accommodation in the future.
- 5.2.6 To ensure that any cleaning, repairs and maintenance works, and any re-stocking, repair or replacement of white goods, services and furnishings required for void units are completed as swiftly as

possible, in line with the response times in Section D of this Specification (below).

- 5.2.7 To provide an information folder for the resident(s) detailing the responsibilities of the provider and the responsibilities of the resident. The pack should contain contact details for repairs and maintenance (including emergency repairs service) together with a copy of relevant gas and electricity safety certificates.
- 5.2.8 At least two sets of keys should be made available to new residents. The cost of any additional set(s) of keys will be the responsibility of the residents.
- 5.2.9 Providers must arrange for residents to hand back the keys on the stated final day, to provide a receipt to the residents for keys handed back and to retain a record of this.
- 5.2.10 The provider will, when requested to do so by SBC, serve such notices or other documentation on residents within agreed timeframes contained in individual e-mail notification from SBC, specific to that property.
- 5.2.11 As per this specification, it is the providers responsibility to:
 - Obtain a bailiff if required at expiry of Notice to Quit (NTQ)
 - To dispose of any belongings left in situ beyond any time period agreed between SBC and the licence holder

5.3 Day-to-Day Management:

- 5.3.1 To keep all structural parts and the exterior of the premises (including the roof, gutters, drains, and exterior pipework) in a reasonable state of repair.
- 5.3.2 At all times to keep the premises free from damp and from fungi or other infestation that materially affect the property.
- 5.3.3 To keep any stairways corridors or entrance halls or other communal areas that service the premises properly cleaned, lit, and adequately maintained at all times.
- 5.3.4 To keep in good repair and proper working order all installations in the premises for the supply of water, gas and electricity, including basins, sinks, baths, and sanitary apparatus, but not including other fixtures, fittings, and appliances for making use of the supply of such services.
- 5.3.5 To keep in good repair and proper working order the installations for the heating of water and the heating of the main living room of the premises, save that where a central heating system exists to maintain this by way of a service contract with a Gas Safe accredited contractor.

- 5.3.6 To inspect the premises on a regular basis and in any event not less frequently than once in every six weeks, and to carry out as soon as possible any repair work shown to be necessary as a result of such inspection or which may have reasonably been requested by SBC.
- 5.3.7 To notify SBC immediately following identification of any damage caused by the resident.
- 5.3.8 To keep the premises fully insured with an insurance company of repute in the full reinstatement value and, if so requested by SBC, to produce the receipt for the current premium as evidence of payment. Such insurance must also contain adequate provisions for Public / Third Party liability at all times throughout the period the property is available to SBC. A copy of insurance certificates must be available for inspection by SBC at 24 hours' notice.
- 5.3.9 To carry out at the provider's expense all appropriate internal redecoration of the premises if requested by SBC to comply with this contract.
- 5.3.10 To pay and discharge and indemnify SBC in respect of all existing taxes, rates, and assessments, including water rates, which may be payable on the Premises or in respect of the provider's interest in the Premises (but not including those which are the responsibility of the resident under the Licence).
- 5.3.11 To attend, or arrange for a competent agent to attend, at the Premises at the commencement of the operation of any new Licence of the Premises at such reasonable time and for such reasonable period as may be required by SBC so as to explain the method of operation of any switches, controls, and locks affecting the Premises or equipment within the Premises.
- 5.3.12 To undertake at the provider's expense the changing of any door locks to the Premises where specifically and reasonably requested to do so by SBC (i.e., for safety, or due to eviction). Lock changes arising as a result of a loss of keys by the resident will not be payable by SBC.
- 5.3.13 To provide or renew such basic furniture and furnishings within the Premises as may be required by SBC suitable to the size of the property / number of residents as follows:

For Furnished Properties:

- Carpets / appropriate flooring throughout
- Heavy curtains or blinds to all living and bedrooms
- Beds for the number of residents
- If kitchen present, cooker
- If kitchen present, fridge with icebox or fridge freezer
- If lounge space present, sufficient chairs / seating
- Wardrobe

- 5.3.14 To ensure the property complies with current health and safety and fire regulations.
- 5.3.15 To provide to SBC, prior to the acceptance of any property, copies of current National Inspection Council for Electrical Installation Contracting (NIECIC) electricity (or other recognised electricity safety certificate) test certificates, and Gas Safe Register gas certificates, together with the energy performance certificate (EPC), and the property checklist signed and dated, confirming the property meets the standards laid down by SBC.
- 5.3.16 The provider covenants not to dispose by way of transfer, assign, sale, or any other method, his interest in the property without the express permission of SBC to any such transaction.
- 5.3.17 The provider is responsible for physical evictions and associated costs including lock changes.
- 5.3.18 The provider must provide a contact telephone number to SBC and residents and be available for out of hours contact in the event of emergencies arising.

6. SECTION D – REPAIRS PERFORMANCE

6.1 Repair Categories:

6.1.1 Providers are responsible for carrying out repairs and maintenance to properties and for operating a repairs reporting service for residents. Repairs are to be classed into three categories as follows:

6.1.2 Priority A (Emergency Repairs):

- Emergency repairs must be made safe within 24 hours or no later than the next working day
- Procedures must be in place by the provider to meet emergency repairs that may occur outside normal working hours, on weekends or public holidays
- If an emergency arises outside normal working hours, it is the responsibility of the provider to ensure that appropriate repairs are carried out in line with health and safety standards

6.1.3 Priority B (Urgent Repairs), which must be completed within 5 working days.

6.1.4 Priority C (General Repairs), which must be completed within 28 working days.

6.2 Detailed Repair Functions:

6.2.1 The following three lists outline the Priority A, B and C repair functions. Repair obligations, which are not mentioned here, but are considered the responsibility of the provider, will also need to be completed within a period of time which SBC will determine to be reasonable.

6.2.2 Repairs and appointments to carry out repairs should all be made through the provider. On no occasion should responsibility to make arrangements be passed on by the provider to the resident.

6.2.3 Priority A – Emergency: Maximum completion time is 24 hours

- Drinking water
- Heating (between 1st November – 30th April)
- Electrics unsafe
- Flooding
- Blocked drains and sanitation
- No lights or power
- No lighting to communal areas (complete failure)
- Dangerous electrical faults (exposed wires, overheating of switches or sockets, flickering lights)
- Burst pipes, defective tanks, or serious leaks causing flooding
- Blocked drains or blocked toilets
- Gas leaks (normally reported to British Gas)
- Dangerous structures – floors, ceilings, walls etc.

- Removal of racist or sexist graffiti, or graffiti of an offensive nature
- Provision of temporary heating to vulnerable households, such as people with young children and people over the age of 65
- Replacement of missing or badly damaged manhole covers
- Replacement of broken toilet pan

6.2.4 Priority B: Maximum completion time is 5 working days

- Blocked waste pipes (other than toilets: see above)
- No cold water supply to bath and basin
- Restoring heating and / or hot water (temporary heaters must be supplied by the provider where necessary)
- Temporary repairs to cover defective flat roofs or pitched roofs where there is serious water penetration
- Mending minor leaks on water pipes
- Repairing leaking cone / soil joints to toilets
- Repairing leaks to soil pipes / soil vent pipes generally
- Repairing or renewing ball valves (overflows, water hammer)
- Repairing defective extractor fan (internal bathroom / kitchen only)
- Replacing broken wash hand basin
- Repairing defective entry-phone system
- Restoring flush to toilets
- Broken fridge / freezer
- Leak / damage patch
- Infestations
- Broken glazing
- Blocked downpipes / guttering

6.2.5 Priority C: Maximum completion time is 28 working days

- Re-securing wash basin
- Repairing blocked and / or damaged rainwater gutters and pipes
- Replacing glazing to communal areas
- Replacing chimney pot or cowl
- Replacing fittings to windows and / or external doors
- Mending faulty taps
- Replacing zinc or lead flashings
- Replacing ridge / eaves tiles and cement filets
- Replacing or repairing internal fire doors
- Replacing defective fire bricks or parts for open fires
- Repairing and / or replacing fittings for metal casement windows and doors
- Replacing window sash fastener / sash cord
- Replacing rotten or defective flooring
- Replacing toilet cistern
- Replacing waste trap or fitting
- Repairing faulty stop valve or drain down cock
- Replacing bath
- Replacing kitchen units (including sink units / taps)
- Replacing external doors

- Replacing window / frames
- Dry lining condensation treatment
- Repairing or replacing wall tiling / splashbacks
- Replacing loose or defective flooring (not dangerous)
- Fixing or replacing air bricks
- Repairing or renewing tile surrounds
- General brickwork repairs (rebuilding piers, boundary walls)
- Repairing or replacing stone, concrete, tile or wooden window cills
- Repairing timber staircases (not dangerous)
- Replacing or repairing external fascia / soffit / barge boards
- Repairing or replacing fencing / gates
- Redecoration following repair works
- Replacing gully grid
- Plaster repairing gully grid
- Plaster repairs to ceilings or walls
- External rendering
- Repairing internal floor screeds
- Repairing external floor screeds
- Repairing external paving / concrete aprons

7. SECTION E – RESIDENT RELATIONS

7.1 Harassment Policy

- 7.1.1 Harassment is a serious breach of the resident's property agreement and should be treated as a separate issue to that of nuisance. You should adopt a victim-centred definition of harassment, and the matter should be investigated as such. All reported incidences of harassment should be fully investigated; the onus of proof should not be placed on the victim.
- 7.1.2 You should strongly advise your resident to report racist incidences to the Police. You or your staff should offer support and, if asked, be present whilst the matter is reported to the Police.
- 7.1.3 SBC should be notified of any harassment.
- 7.1.4 Definitions of harassment include:
- Verbal abuse
 - Damage of property or threats to damage property
 - Arson or attempted arson
 - The sending of threatening and / or abusive correspondence
 - The making of threatening and / or abusive telephone calls
 - Unprovoked assaults
 - Repeated vandalism
 - Harassment by animals
 - The placing of rubbish, paint, excrement, and / or any other noxious or offensive substances, through any opening or on any internal or external part of the dwelling house
 - Demanding money accompanied by threats of abuse, oral or physical
- 7.1.5 Victims of harassment should be dealt with sympathetically and in confidence. You should keep these reports in one central location and update the file at every stage of the investigation / action.
- 7.1.6 If the resident is a perpetrator of domestic violence, the provider must notify SBC and should notify the Police of an actual or suspected crimes. SBC is at liberty to decide to follow the Warning and Discharge procedures below.

7.2 Warning and Discharge Procedures

- 7.2.1 It is imperative that SBC maintain full control of warning and discharge procedures.
- 7.2.2 Where a complaint is made about a resident, the provider must adhere to the following process:
- (i) Once a complaint has been received, the provider should be able to supply evidence to support the claims.

- (ii) The provider will liaise with SBC to provide full details of the complaint and / or an accurate account of the incident for SBC to produce and issue a warning letter to the resident. The letter to the resident will make clear that this first warning is from SBC.
- 7.2.3 The SBC warning and discharge procedure proceeds in the following order:
 - 1) First Warning
 - 2) Final Warning
 - 3) Discharge of Duty and eviction procedures
- 7.2.4 If the grounds are deemed sufficiently serious, for instance, drug use, verbal abuse, or severe noise and nuisance, SBC may go straight to a Final Warning. Or, if matters are more serious (e.g., proven criminal activity), SBC may simply discharge if it finds the resident's account to be unsatisfactory.
- 7.2.5 Warnings last for a one-year period, after which they may no longer be taken into account in these procedures (although they will always be kept for reference).
- 7.2.6 A note about duties:
 - (i) Section 188 – Should a case reach the discharge stage, it must be remembered that the case may still be accepted under Section 193, and further accommodation may have to be provided. Warnings made under Section 188 are no longer valid when a case is accepted under 193.
 - (ii) Section 193 – The discharge and offer letters should state the right of review under Section 202 – discharge letters should be sufficiently detailed demonstrating the history of poor behaviour, including dates and incidents, and copies of previous warning letters.
 - (iii) Section 198 cases are actually Section 193 cases until the duty is transferred.

7.3 Residents' Complaints

- 7.3.1 The first point of contact for residents should be the provider that is dealing with the property.
- 7.3.2 All providers are required to have a complaints procedure and to fully investigate and respond to all complaints. If a resident considers that their complaint has not been dealt with satisfactorily by the provider, then they may contact the appropriate Housing team for further investigation.
- 7.3.3 SBC shall deal with the complaint according to its own internal procedures. However, the provider must be given a reasonable

opportunity to resolve the complaint before the local authority gets involved in a formal process.

- 7.3.4 All landlord complaints should be made via the provider. However, complaints about a provider should be referred to the appropriate Senior Housing Officer or Housing Manager.

7.4 Home Visits

- 7.4.1 In the case of self-contained properties, the landlord or managing agent will visit the property at least every 6 weeks.
- 7.4.2 In the case of shared accommodation / accommodation with shared facilities, the landlord or managing agent will visit the property at least once every week.
- 7.4.3 The visit will incorporate, as a minimum, an occupancy check and a check on the condition of the property.
- 7.4.4 Failure to occupy should be notified to SBC with any evidence.

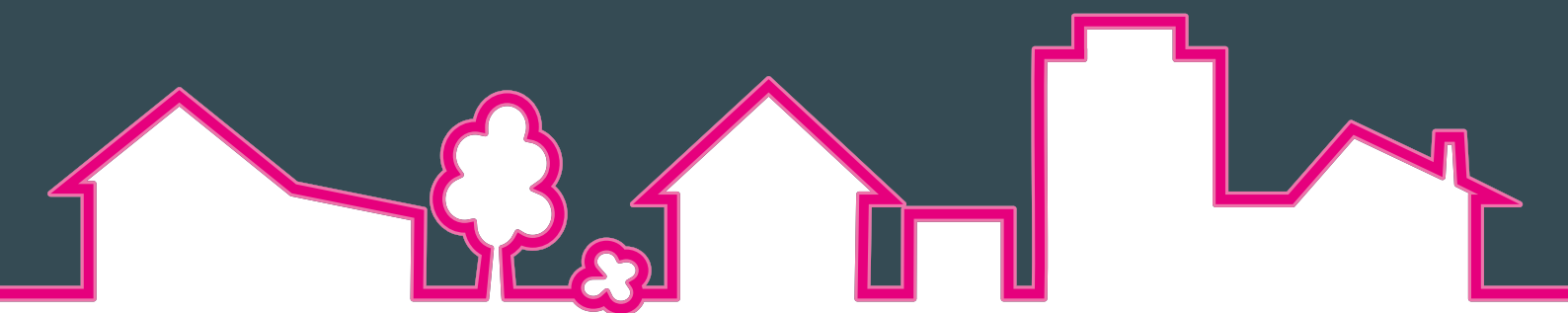
8. SECTION F – SITE VISITS

- 8.1 To ensure ongoing compliance with contract requirements and to maintain service standards, SBC may conduct site visits post-award or during the contract term.
- 8.2 These visits will enable The Council to verify that the accommodation provided meets the agreed specification and quality expectations.
- 8.3 Providers will be given reasonable notice in advance of any site visits to facilitate access and preparation.
- 8.4 Providers are required to provide full access to the accommodation units, communal areas, and relevant documentation during site visits. Cooperation with SBC representatives is mandatory to enable effective inspection and assessment.

9. SECTION G – GENERAL DATA PROTECTION REGULATION (GDPR)

- 9.1 The provider and SBC will be Data Controllers as defined by the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025.
- 9.2 The provider is a Data Controller in their own right, and the provider must provide SBC with details of their ICO (Information Commissioner's Office) Registration Number.
- 9.3 The provider and SBC process personal data as independent Data Controllers and not jointly as joint Data Controllers.
- 9.4 SBC requires that the provider complies with the obligations set out within the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025, and the UK General Data Protection Regulation 2016, as well as any other relevant data protection legislation.
- 9.5 The provider must be able to satisfy SBC that they have adequate policies and procedures in place to comply with all relevant data protection legislation (as detailed above).
- 9.6 The provider and SBC shall each individually and separately be responsible for complying with the obligations that apply to them as Data Controllers under any applicable data protection legislation in relation to all personal data processed.
- 9.7 In the event of any breach of any applicable data protection legislation whichever party (either the provider or SBC) is at fault must cover all resulting costs, charges, damages, expenses or loss, and must repay any resulting financial cost or loss to the other party in full.
- 9.8 The provider will notify SBC of any complaint, communication or request that they receive in relation to either party's (the provider's or SBC's) obligations under data protection legislation, and the provider will provide all reasonable co-operation and assistance required by SBC in relation to such requests and communications.
- 9.9 A privacy notice is included in the tender pack.

HMO Landlords' Handbook



www.spelthorne.gov.uk/hmo

eh.residential@spelthorne.gov.uk

01784 446251

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

updated: 24 March 2026



Contents

1. Introduction and definition of house in multiple occupation (HMO)	3
2. Planning Permission for HMOs	4
3. Licensing of HMOs and legal standards	4-5
4. Space and amenity standards	5
4.1. The legislation	5
4.2. Bedroom sizes in relation to communal living spaces	5-6
4.3. Heating	6-7
4.4. Personal washing facilities	7
4.5. Toilet facilities	8
4.6. Sharing ratios for bathrooms and toilet facilities	8-9
4.7. Shared kitchens	9-12
4.8. Kitchens for exclusive use (bedsits)	12-13
5. Fire safety standards	13
5.1. The legislation	13
5.2. National fire safety guidance	13
5.3. Fire risk assessment	13-14
5.4. Fire precautions	14-16
6. HMO management regulations	16
7. The Housing Health and Safety Rating System (HHSRS)	17
8. Planning Consent under Article 4 Directions	18
9. Applying for an HMO licence	18
9.1. Application process	18-19
9.2. Property plans	19-20
9.3. Risk based scheme and variable licence term	21
10. Building Control	21
11. Recycling and waste management	21-22
12. Further information	23

1. Introduction and definition of house in multiple occupation (HMO)

- 1.1 This handbook has been prepared by Spelthorne Borough Council to provide information for owners, agents, and occupiers about the rules and standards applicable to HMOs. The content addresses both licensed and non-licensed HMOs.
- 1.2 The definition of an HMO is complex and is set out in the [Housing Act 2004](#). Additional details are available on the government website: [Private renting: Houses in multiple occupation - GOV.UK](#)
- 1.3 Generally, an HMO refers to a house, flat, or converted building—such as a former office or a house converted into bedsits—where three or more tenants, who are not members of the same family* and constitute two or more households, usually sharing facilities including bathrooms, toilets, or kitchens. Shared houses and bedsits may fall under this classification.
- *Family includes individuals connected by blood (parent, grandparent, child—including adopted, fostered, and step-children, grandchild, sibling, uncle, aunt, nephew, niece, or cousin), or as part of a couple.*
- 1.4 A 'household' comprises either a single individual or family members residing together and may also include carers or domestic staff. For further clarification, refer to [The Licensing and Management of Houses in Multiple Occupation and Other Houses \(Miscellaneous Provisions\) \(England\) Regulations 2006](#)
- 1.5 The definition also extends to buildings converted into self-contained flats (Section 257 HMOs), where over 33% are occupied by tenants rather than owner-occupiers, and where the conversion does not comply with the relevant building regulation standards specified in Section 257 of the Housing Act 2004, nor has a building certificate been issued for the conversion.



2. Planning Permission for HMOs

- 2.1 For planning purposes, as defined by the Town and Country Planning (Use Classes) Order 1987 (as amended) most single-family homes fall within **Use Class C3 (dwellinghouses)**, whereas small HMOs occupied by between three and six unrelated people who live there as their main residence and share basic facilities such as a kitchen or bathroom fall within **Use Class C4**,
- 2.2 In March 2026, Spelthorne Borough Council introduced Article 4 Directions across the borough. This means that **landlords can no longer automatically turn a family home into a small HMO without planning permission**. Anyone wanting to change a property from a family home (Use Class C3) to a small HMO (Use Class C4) must now **apply for and receive planning permission first**.
- 2.3 **Planning permission is not guaranteed**. Applications will be assessed against a range of factors, including the concentration of HMOs in the local area and the potential impact on neighbouring properties, such as parking pressure and waste storage and collection arrangements. To help applicants understand the Council's expectations, the Council has adopted a [Supplementary Planning Document \(SPD\)](#), which sets out the criteria that must be addressed in any planning application for an HMO.
- 2.4 **Using a property as an HMO without the required consent may result in planning enforcement action. Landlords should therefore check whether an Article 4 Direction applies before purchasing, converting, or letting a property as an HMO.**
- 2.5 Larger HMOs occupied by seven or more unrelated people are treated in planning terms as **'sui generis'** which means they do not fall into a standard planning use class. In all cases therefore larger HMO properties will require planning permission. A description of Planning Use categories can be found here [The Town and Country Planning \(Use Classes\) Order 1987](#)
- 2.6 Party wall matters should be considered alongside planning permission and building control requirements whenever HMO landlords undertake building works affecting a shared wall, boundary, or involving excavation near a neighbouring property. Even where planning permission has been granted, or works can proceed under permitted development rights, the Party Wall etc. Act 1996 imposes separate legal duties to serve formal notice on adjoining owners and, where required, to appoint surveyors and agree a Party Wall Award before work begins. These obligations operate independently of the planning system, and failure to comply can result in delays, injunctions halting works, and liability for damage or legal costs. Landlords should therefore ensure party wall compliance is factored into early project planning and timelines, regardless of whether neighbouring properties are owner-occupied or tenanted. Details of legislation can be found here [Party Wall etc. Act 1996](#)

3. Licensing of HMOs and legal standards

- 3.1 The Council also requires HMOs to be licensed if the property accommodates five or more individuals forming two or more distinct households regardless of the size of property. [The Licensing of Houses in Multiple Occupation \(Prescribed Description\) \(England\) Order 2018](#) defines HMOs that must be licensed under Section 61 of the Housing Act 2004. Certain buildings are exempt from licensing requirements, as outlined in Schedule 14 of the [Housing Act 2004](#)
- 3.2 It should be noted that operating a licensable HMO without a licence is an offence for which there are sanctions, such as financial penalties, rent repayment orders or prosecutions. Further details on the licensing scheme and applying for a licence are contained in Section 9

3.3 **The Housing Act 2004** and related regulations set out the minimum standards that all HMOs must meet. This handbook explains these legal requirements and sets out the standards that the Council require to ensure compliance with some of those legal requirements. All HMOs must meet legal management standards, whether a licence is required or not. All, except Section 257 HMOs defined below, are covered by [The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#) . At the end of this point can you add another sentence. See Section 6 for further details.

3.4 **Section 257 HMOs**

Some buildings that have been converted into self-contained flats are classed as Section 257 HMOs. This applies where the conversion did not fully meet the Building Regulations in force at the time it was carried out. These properties do not fall under mandatory licensing, but are subject to separate management and amenity rules under [The Licensing and Management of Houses in Multiple Occupation \(Additional Provisions\) \(England\) Regulations 2007](#) Note that in Spelthorne, this type of HMO is not currently required to be licensed since it is not covered under the scope of mandatory HMO licensing

4. Space and amenity standards

4.1 The legislation

4.1.1 Legal space standards for sleeping rooms are that they must be at least 6.51m² for one person and 10.22m² for two people. For children under 10, sleeping accommodation must be at least 4.64m². See Table 1.

Table 1: Standard for sleeping rooms	
Minimum sleeping room size (m ²)	Who can occupy
6.51	One person
10.22	Two persons
4.64	Child under 10

4.1.3 Amenity requirements are set out in legislation in [The Licensing and Management of Houses in Multiple Occupation and Other Houses \(Miscellaneous Provisions\) \(England\) Regulations 2006 \(as amended\)](#). This legislation states that kitchens, bathrooms, and toilets are to be of adequate number for the occupancy and sufficiently spacious and suitably equipped. Spelthorne's standards on how to achieve this are described in this handbook.

4.1.4 Note that this legislation relates specifically to the consideration of the suitability of an HMO for licensing, but our standards set out in this handbook include smaller HMOs that do not require a licence.

4.1.5 It should be noted that if there are no shared living spaces, bedrooms may need to be larger. Ensuites must not be included in the room size measurements, and any floor space where the ceiling height is less than 1.50 m² must be disregarded

4.2 Bedroom sizes in relation to communal living spaces

4.2.1 Table 2 below sets out Spelthorne's minimum acceptable combinations of bedroom sizes and communal living area space in HMOs where occupiers share kitchen facilities, considering the number of occupiers and storeys.

Table 2 - Spelthorne's minimum space standards for bedrooms, kitchens and communal living spaces in HMOs where occupiers share kitchen facilities

Total number of people in HMO	Minimum bedroom size	Minimum kitchen size	Minimum shared living/dining space			
			1 or 2 storey HMO options		3 or more storey HMO options	
3 to 5	1 person 6.51m ²	7m ²	• Separate living room	11m ²	• Separate living room where kitchen within one floor distance	11m ²
	2 persons 10.22m ²		• Living/dining combined with kitchen	18m ²	• Kitchen/diner size where separate living room (of 11m ²) is more than one floor distance from it	13m ²
					• Combined kitchen/living/dining room	18m ²
6 to 10	1 person 6.51m ²	10m ²	• Separate living room	14m ²	• Separate living room where kitchen within one floor distance	14m ²
	2 persons 10.22m ²		• Living/dining combined with kitchen	24m ²	• Kitchen/diner size where separate living room (of 11m ²) is more than one floor distance from it	16m ²
					• Combined kitchen/living/dining room	24m ²
3 to 5	1 person 8.5m ²	7m ²	No shared living space required		No shared living space required unless all bedrooms are more than one floor distance from kitchen in which case options are: • kitchen/diner • Separate dining room within one floor distance of kitchen	13m ²
	2 persons 14m ²					11m ²
6 to 10	1 person 8.5m ²	10m ²	No shared living space required		No shared living space required unless all bedrooms are more than one floor distance from kitchen in which case options are: • kitchen/diner • Separate dining room within one floor distance of kitchen	16m ²
	2 persons 14m ²					14m ²

4.3 Heating

4.3.1 Heating requirements are set out in legislation in [The Licensing and Management of Houses in Multiple Occupation and Other Houses \(Miscellaneous Provisions\) \(England\) Regulations 2006 \(as amended\)](#). This legislation states that each unit of living accommodation in an HMO must be equipped with adequate means of space heating.

4.3.2 To ensure this standard is met and to reduce the risk of the hazards of damp and mould and excess cold in the HMO, Spelthorne Borough Council has established the following minimum standard for heating:

- An efficient and safe fixed space heating appliance that is capable of maintaining each room at a minimum temperature of 19°C when the outside temperature is -1°C must be provided. The fixed space heating appliance may be radiators forming part of a central heating system or alternatively a fixed hard-wired electrical appliance.

- The heating appliances and system must be controllable by the occupiers for timings and temperature settings.

4.3.3 [The Smoke and Carbon Monoxide Alarm \(England\) Regulations 2015](#) require a carbon monoxide detector to be fitted in any living accommodation containing a fixed combustion appliance other than a cooker (this includes gas boilers)

4.4 Personal Washing Facilities

4.4.1 To ensure bathrooms* are of adequate size, layout, and appropriate for their intended use, and meet the prescribed standards in the legislation, Spelthorne Borough Council has established the following minimum standards:

- Bathrooms must meet standards suitable for their intended purpose and be easily accessible, ideally located no more than one floor away from any user, and shared facilities must be accessed from a communal area within the building.
- All bathrooms are required to be of sufficient size and arranged to allow users to undress, dry off, and dress safely and privately.
- All baths and wash basins must feature a tiled splash-back of at least 300mm. Shower cubicles require fully tiled walls and a suitable water-resistant curtain or door. Additionally, bathrooms must have smooth, impervious wall and ceiling surfaces that can be easily cleaned. Flooring must also be easy to clean and slip-resistant.
- Each bath, shower, and wash hand basin must have a continuous and adequate supply of hot and cold running water with reasonable temperature control.
- Adequate lighting of a type that is suitable for use in an area with high moisture, with an appropriate IP rating for its use must be provided, and installed by an electrician.
- A reliable and safe fixed space heating appliance with temperature controls is required to all bathrooms, and is to be installed by an electrician.
- Bathrooms must be equipped with mechanical ventilation, venting to outside air, with a minimum extraction rate of 15 litres per second, supplementing any openable windows. The ventilation may operate via the light switch with an appropriate over-run period or utilise a properly calibrated humidistat, and is to be installed by an electrician.
- In properties housing five or more occupiers, where reasonably practicable, a wash hand basin with appropriate splash-back must be installed in each separate unit of accommodation (such as every bedroom or bedsit) that does not already contain a sink
- All properties accommodating children under 10 years old must include a bath in a bathroom or ensuite for use by the household of any child under 10.

**Any reference to bathroom includes shower rooms*

Table 3 – minimum dimensions for sanitary fittings in bathrooms	
Sanitary fitting	Minimum dimensions
Bath	1700mm x 700mm
Shower	800mm x 800mm

4.5 Toilet facilities

4.5.1 To ensure toilet facilities are of adequate size, layout, and appropriate for their intended use, and meet the prescribed standards in the legislation, Spelthorne Borough Council has established the following minimum standards:

- The rooms shall have smooth, impervious wall and ceiling surfaces, which can be easily cleaned. The flooring should be capable of being easily cleaned and slip resistant.
- Toilets shall be readily accessible and normally not more than one floor away from the user. Shared facilities shall be accessible from a communal area. Facilities must be inside the building and constructed to ensure privacy.
- Separate toilet compartments should be a minimum dimension of 1300mm × 900mm with 750mm in front of the toilet.
- Each toilet in a separate compartment is required to have a window that opens equivalent to 1/20th of the floor area or mechanical ventilation to the outside air at a minimum extraction rate of six litres/second.
- A reliable and safe fixed space heating appliance with temperature controls is required to all bathrooms, and is to be installed by an electrician.
- A wash hand basin with appropriate splashback must be provided in the same compartment as the toilet.

4.6 Sharing ratios for bathrooms and toilet facilities

4.6.1 For properties where four or fewer occupiers share facilities, at least one bathroom containing a fixed bath or shower and a toilet (which may be located within the same room) within the main building is required.

4.6.2 Where there are five or more occupiers sharing facilities, the following minimum standards apply:

- One separate toilet with a wash hand basin must be provided for every five occupiers.
- One bathroom (which may contain a toilet) with a fixed bath or shower must be provided for every five occupiers.

4.6.3 **Ensuite facilities:** the occupier/s of any room with ensuite or their own exclusive facilities will be disregarded when considering overall provision of bathroom and toilet facilities. Such facilities are required to be for exclusive use, suitably enclosed in a ventilated room within, or in reasonable proximity to the living accommodation. They are to be adequately laid out with a toilet and wash hand basin, bath or shower with constant hot water supply.

Table 4 – Minimum bathroom and toilet facilities required according to number of occupiers	
Number of people (regardless of age*)	Facilities required
3 to 4	• 1 bathroom containing bath or shower, toilet and wash hand basin (and may be in same room)
5	• 1 bathroom containing bath or shower (with or without a toilet together with wash hand basin) and • 1 toilet together with wash hand basin in separate room (may be located in a second bathroom)

Table 4 – Minimum bathroom and toilet facilities required according to number of occupiers	
Number of people (regardless of age*)	Facilities required
6 to 10	• 2 bathrooms containing bath or shower (with or without toilets together with wash hand basins) and • 2 toilets together with wash hand basins (one at least of which must be in separate room to bathrooms)
11 to 15	• 3 bathrooms containing bath or shower (with or without toilets together with wash hand basins) and • 3 toilets together with wash hand basins (one at least of which must be in a separate room to bathrooms)
Bedrooms with ensuite	• Where a room is provided with complete ensuite facilities (bath/shower, toilet and wash hand basin), the occupier/s of that room will be disregarded when considering the provision of bathroom and toilet facilities • Where there are partial ensuite facilities, the occupier/s are disregarded for just those facilities
<i>* Note that if a child under the age of 10 lives in the property, a bath must be provided that is accessible to the household with the child.</i>	

4.7 Shared kitchens

4.7.1 To ensure kitchens are suitably located, of adequate size, layout, and equipped with suitable and sufficient facilities, and meet the prescribed standards in the legislation, Spelthorne Borough Council has established the following minimum standards:

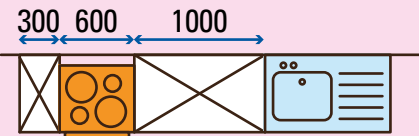
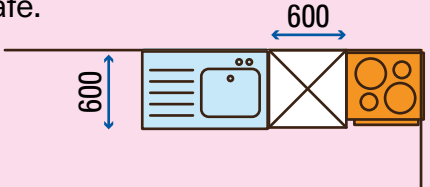
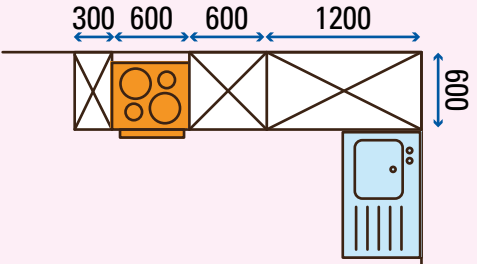
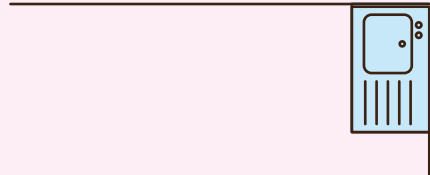
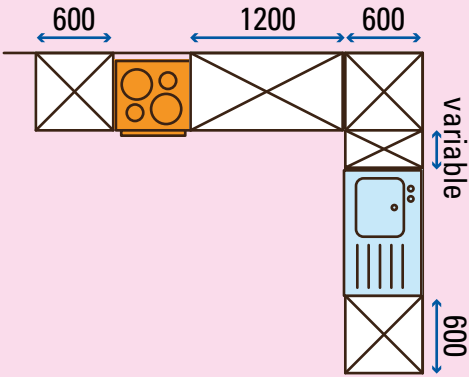
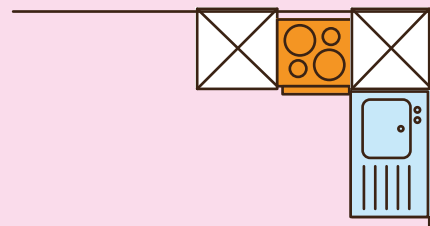
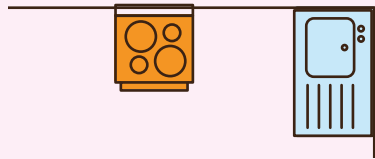
4.7.2 Kitchen location

- Kitchens must be contained within the main building and located no more than one floor away from the bedrooms.
- In HMOs of up to three storeys and accommodating no more than 10 persons, communal kitchens may be situated up to two floors away from some bedrooms if necessary.

4.7.3 Kitchen layout

- The kitchen layout must be safe, practical, and designed to support good hygienic storage, preparation and cooking of food.
- Cookers must not be positioned directly beneath windows.
- Cookers should be placed away from doorways, with sufficient floor space to allow items to be safely removed from the oven.
- Users must be able to stand directly in front of both the cooker and sink, with clear surfaces available on both sides for placing utensils.
- Where two sets of facilities are provided in a single kitchen, the layout must allow both to be used safely and simultaneously.

Table 5 - examples of acceptable, good and also unsatisfactory layouts of facilities in shared kitchens

✓ Good practice	✗ Unacceptable
A satisfactory kitchen must be safe, convenient and must allow good hygiene practices. It must be possible to stand directly in front of the cooker and sink and to place utensils down on both sides of each. Worktops must be secure, level and impervious and must be of adequate size. Adjacent walls require splash-backs and power points must be suitably located.	Cookers cannot be safely used if they are located in corners, do not have adequate worktop on both sides or are too close to sinks. Sinks require space to put dirty utensils on one side and clean on the other.
✓ This is the minimum provision for a kitchen. It incorporates worktop on both sides of the cooker and working space both sides of the sink bowl. Note 300mm is a minimum width and should be made wider where possible. 	✗ Cooker may not be located in a corner. This arrangement is impractical and unsafe. 
✓ Alternative minimum layout. This arrangement provides more workspace but could be further improved by giving more room in front of the sink (see below). 	✗ The sink bowl must not be located in a corner. This is an impractical arrangement and because there is no worktop next to the bowl and it is impossible to separate clean and dirty utensils, it also creates a hygiene hazard. 
✓ This is a good kitchen layout. It is well set out and has plenty of usable workspace. 	✗ Neither cooker nor sink can be practically or safely used with this arrangement.  ✗ The cooker is free-standing and improperly located in relation to the sink. Both the cooker and sink also lack worktops. This arrangement is impractical and unsafe. Adding worktops will still not give a practical and safe kitchen. 

4.7.4 Kitchen size

- Kitchens shared by three to five occupiers must have an area of at least 7m².
- For six to ten occupiers, the kitchen should be at least 10m².
- The minimum kitchen width is 1.8m to ensure occupiers can move safely.

4.7.5 Kitchen facilities and sharing ratios

One full set of kitchen facilities as detailed below shall be provided for every five occupiers that are sharing*:

- **Sink:** A stainless-steel sink with an integral drainer set in a base unit, with tiled splashback behind sink and drainer. It must have constant hot and cold running water and be properly connected to the drainage system. The cold water must come straight from the main supply. There should be enough space to stand directly in front of the sink and place utensils on both sides.
- **Cooker:** A gas or electric cooker with four ring burners, an oven, and a grill, all usable at the same time. The cooker must be situated away from doorways, with at least 300mm of worktop space on either side, and allow someone to stand directly in front of it.
- **Electrical sockets:** A minimum of three double 13-amp electrical sockets, in addition to those used for built-in appliances like washing machines or dishwashers.
- **Worktop:** A secure, level, and impervious worktop that measures at least 1000mm in length by 600mm in width.
- **Storage:** A food storage cupboard for each occupier, either a base unit at least 500mm wide or a wall unit at least 1000mm wide. Storage beneath the sink and drainer does not count. This storage may also be provided in each occupier's room.
- **Fridge/freezer:** A refrigerator with a minimum capacity of 130 litres plus a freezer with a minimum capacity of 60 litres. If not in the kitchen, the fridge/freezer must be freely accessible and adjoining the kitchen, but not in the hallway or a landing.
- **Refuse disposal:** Adequate provision must be made for the storage and disposal of refuse.
- **Ventilation:** Mechanical ventilation to the outside air at a minimum extraction rate of 60 litres per second or 30 litres per second if the fan is sited within 300mm of the centre of the hob. This is in addition to any openable windows.

** Note, no kitchen may contain more than two sets of facilities*

Table 6 - the minimum provision of kitchen facilities according to the number of occupiers within an HMO

Number of occupiers (regardless of age)	Minimum provision of kitchen facilities
3 to 5 people	One complete set of kitchen facilities
6 to 7 people	2 complete sets of kitchen facilities (which may be within 1 kitchen, and in this case: • worktop dimensions can be a total of 1500mm x 600mm • a combination microwave is acceptable instead of a 2nd cooker • a dishwasher is acceptable instead of a 2nd sink)
8 to 10 people	2 complete sets of kitchen facilities with a 2000mm x 600mm worktop
11 to 12 people	3 complete sets of kitchen facilities (which may be within at least 2 separate kitchens, and in this case: • Worktop to each kitchen of 2500mm x 600mm • a combination microwave is acceptable instead of a 3rd cooker • a dishwasher is acceptable instead of a 3rd sink • 2 x 130 litre refrigerators with an additional 20 litres capacity of refrigerator space per person over 10 persons • 2 x 60 litre freezer space with an additional 10 litres capacity of freezer space per person over 10 persons)
13 to 15 people	At least two separate kitchens containing three complete sets of kitchen facilities, each kitchen with 5000mm x 600mm of work surface

4.8 Kitchens for exclusive use (bedsits)

4.8.1 A bedsit is where sleeping, living, and cooking amenities are provided for exclusive use by occupiers within a single unit of accommodation (i.e. one room).

4.8.2 The principles of safe kitchen design apply equally to bedsits as to shared kitchens. Cookers must not be positioned near doorways or beneath windows to minimise safety risks.

4.8.3 To ensure kitchen facilities contained within a bedsit meet the prescribed standards in the legislation where the occupier/s of it are not sharing kitchen facilities, Spelthorne Borough Council has established the following minimum standards for the bedsit kitchen*:

- **Sink:** A stainless-steel sink with an integral drainer set in a base unit, with tiled splashback behind sink and drainer. It must have constant hot and cold running water and be properly connected to drainage system. The cold water must come straight from the main supply. There should be enough space to stand directly in front of the sink and place utensils on both sides.
- **Cooker:** A gas or electric cooker with at least a two-ring hob, oven, and grill.
- **Electrical sockets:** A minimum of two double 13-amp electrical sockets at worktop height for portable appliances, exclusive of those used by fixed kitchen appliances. Additionally, two further double sockets must be positioned elsewhere within the bedsit.
- **Worktop:** A secure, level, and impervious worktop that measures at least 500mm in depth and 1000mm in length is required, with a minimum of 300mm of space on either side of the cooking appliance to accommodate utensils and pans. All worktops must be securely supported, non-porous, and easy to clean.

- **Storage:** A minimum of one food storage cupboard (base units must be 500mm wide; wall units must be 1000mm wide). The sink base unit is not to be used for food storage purposes.
- **Fridge/freezer:** A suitable refrigerator with freezer compartment, sufficient for the household's needs
- **Refuse:** A suitable receptacle for refuse and food waste
- **Ventilation:** Mechanical ventilation to the outside air must be provided, achieving a minimum extraction rate of 60 litres per second, or 30 litres per second if the fan is located within 300mm of the centre of the hob. This is required in addition to any existing openable windows

**Proprietary micro-style kitchenettes incorporating the above features may be suitable in certain situations, following consultation with a case officer.*

5. Fire safety standards

5.1 The legislation

- 5.1.1 Requirements in relation to fire precaution facilities and equipment are set out in legislation in [The Licensing and Management of Houses in Multiple Occupation and Other Houses \(Miscellaneous Provisions\) \(England\) Regulations 2006 \(as amended\)](#). This legislation states that appropriate fire precaution facilities and equipment must be provided of such type, number and location as is considered necessary.
- 5.1.2 [The Regulatory Reform \(Fire Safety\) Order 2005](#) sets out the requirement for HMOs to have a suitable and sufficient fire risk assessment conducted by a competent person. For licensed HMOs, significant findings from this assessment must be documented, making a written risk assessment mandatory.
- 5.1.3 [The Smoke and Carbon Monoxide Alarm \(England\) Regulations 2015](#) require that a smoke alarm is equipped on each storey of the premises on which there is a room used wholly or partly as living accommodation. This applies to all rented properties. It should be noted that many HMOs will require additional fire detection provision, and even a full fire alarm system depending on size, layout and risk. **It should be noted that failure to comply with these regulations is an offence which may result in a penalty of up to £5,000.**
- 5.1.4 [The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#) require that fire-fighting equipment and fire alarms be kept in proper working order.

5.2 National fire safety guidance

- 5.2.1 Spelthorne Borough Council refers to the national LACoRS fire safety guidance in determining required fire precautions and equipment in domestic dwellings, including HMOs. The guidance adopts a risk based approach to fire safety.
- 5.2.2 This guidance offers advice to landlords and fire safety enforcement officers within both local housing and fire and rescue authorities on ensuring adequate fire safety. This can be found here [guidance-on-fire-safety-provisions-for-certain-types-of-existing-housing.pdf](#).

5.3 Fire risk assessment

- 5.3.1 This is required for all HMOs, and should be carried out by a competent person. For licensed HMOs, it must be written down and submitted during the licensing process.

- 5.3.2 It involves a systematic review of the premises, activities conducted there, and any potential fire risks and their impact on those present. Hazards must be identified, along with appropriate measures to ensure that these hazards are controlled. This includes fire precautions and management procedures to keep people safe in the event of a fire.
- 5.3.3 Qualified assessors for undertaking fire risk assessments can be found through registration schemes, including the following:
- The Institution of Fire Engineers (www.ife.org.uk)
 - Warrington Fire (www.warringtoncertification.com)
 - The Institute of Fire Safety Managers (www.ifsm.org.uk)
 - Fire Industry Association (www.fia.uk.com)
- 5.3.4 Measures identified in the fire risk assessment to reduce risk and keep people safe should be actioned, and the assessment must be periodically reviewed. For more information on conducting a fire risk assessment, see [Fire safety risk assessment: sleeping accommodation \(accessible\) - GOV.UK](#)

5.4 Fire precautions

5.4.1 General

The following points give a summary from the LACoRS fire safety guidance to help landlords understand their responsibilities and the requirements for fire safety in HMOs, but landlords should be aware that if a property is used differently from its original design, even if it previously met Building Regulations, or if there are additional risk factors in terms of the use, layout, size of the property or vulnerable occupiers, then extra fire safety measures may be needed. Exact requirements can only be confirmed after a full inspection.

5.4.2 Protected route

The 'means of escape' is the route that occupiers will need to take to leave the building in a fire situation and often includes landings, stairs and hallways. In an HMO, it should be designed to remain free from smoke and fire for sufficient time to allow occupiers of the building to pass safely along it to a place of safety ('protected route'). All walls, floors, and partitions bordering the route, and doors opening onto it, must provide robust protection, usually to a standard of 30 minutes fire resistance. This also includes cupboards and the soffit (underside) of the staircase. The protected route should be free from obstructions and flammable materials.

5.4.3 Fire doors

These are engineered to withstand fire and inhibit smoke transmission, typically providing 30 minutes fire resistance (FD30 rating) to control fire spread and give time for people to get out. They are notably more heavy than standard doors, and newer models can be identified by a colour code near the hinges. Standard timber panels or inexpensive modern flush-panel doors constructed from plywood, hardboard, or hollow cores do not meet requirements, as they may fail rapidly under fire conditions.

Requirements for fire doors are that they:

- must fit closely within their frames
- include a suitable self-closing mechanism
- be fitted with three hinges
- have intumescent strips* fitted to door or frame

- usually need smoke seals** fitted to door or frame (can be integrated with intumescent strip)
- be fitted in accordance with the current relevant British Standard, and hardware and seals and strips be fitted in accordance with manufacturers' instructions.

In low-risk HMOs (eg 2 storey, shared house HMOs with no cooking in rooms, standard construction and layout, and no other risk factors including vulnerable occupiers), solid, well-constructed close-fitting doors in sound condition may be acceptable instead of fire doors to bedrooms.

** **Intumescent strips** respond to high temperatures by expanding, thereby sealing gaps between the door and frame, and helping contain the spread of fire within a room.*

*** **Smoke seals** restrict the passage of smoke into the escape route from the room where the fire is. They are designed to only block smoke and not fire (which is purpose of the intumescent strip). They will be required to fire doors for many HMOs but should not be fitted in situations where the fire detection system is restricted to the escape route. This is because their benefit will be outweighed by smoke detectors in the escape route only being activated when the fire is at an advanced stage and beginning to breach the fire door. At this point the alarm may be so late that the smoke has already affected the escape route.*

5.4.4 **Fire resistant materials**

In an HMO, there should usually be a minimum of 30 minutes fire resistance between units of accommodation, and between units of accommodation and high fire risk rooms (such as kitchens and communal living spaces). The same applies for protected routes. Standard constructed wall or ceiling partitions of 12.5 mm plasterboard either side with skim coat if in sound condition will usually provide 30 minutes fire resistance. If an HMO shares a wall with, or is located above commercial premises, the dividing partition must provide 60 minutes fire resistance. Gaps around pipework or cables that pass through a wall or ceiling will need to be carefully sealed with a suitable intumescent material to prevent fire and smoke transmission. Surface finishes such as timber, flock wallpaper or polystyrene ceiling tiles may not be suitable.

5.4.5 **Automatic fire detection and warning systems (fire alarm systems)**

These are essential in HMOs, helping to save lives and prevent injuries, and can range from interconnected smoke detectors to fully commissioned alarm networks with control panels. Alarms should be installed along every part of the protected route and emit a distinct sound of at least 75dB(A) at bed-heads when doors are closed. Routine testing and maintenance are crucial. Depending on the type of system, they should be tested weekly (Grade A system) or monthly (Grade D and E systems) and these tests recorded in a log book. Additionally, at least annual testing of the system should be carried out by a fire alarm engineer who will provide a certificate of testing. Any faults must be remedied to ensure the system remains in proper working order.

5.4.6 **Emergency lighting systems**

These are generally required in large HMOs or where the layout is not straightforward. If installed, they should be tested regularly, and a full system test and service must be completed annually by a competent person in line with [BS5266](#).

5.4.7 **Fire blankets**

Fire blankets can stop a small fire becoming a major disaster and should be in every kitchen area within the property. They are to be wall mounted and easily accessible. Instructions on their use should be provided and easily readable.

5.4.8 Firefighting equipment

Generally firefighting equipment such as fire extinguishers are not recommended in units of accommodation as they require training to use and could result in a person delaying escaping from the property by attempting to fight a fire. One multi-purpose extinguisher is acceptable on each landing, but must be maintained in proper working order and all occupiers must be given training on their use where provided. They must be checked periodically to make sure they are in place and available for use, and tested and maintained on an annual basis in accordance with BS 5306-3.

5.4.9 Locks on doors

Locks to doors that provide escape from the property (including doors to bedrooms/bedsits/flats, and all doors providing exit from the building, including patio doors) must be of a type that do not require a key for them to be unlocked from the inside, such as thumb turn locks.

5.4.10 Inner rooms and unusual layouts

A layout which is unusual and compromises the means of escape in a fire situation for any occupier in the property should be avoided. For example, an inner room, where an occupier has to pass through another room that is not part of their accommodation to get out of the property. If the inner room is on the ground floor and has a window fitted that meets the requirements of an escape window, then in certain circumstances, this may be considered an acceptable alternative means of escape. Another solution where the property layout is not straightforward or there are other factors that increase the risk is a water suppression (sprinkler) system. Advice should be sought in these circumstances from a fire safety specialist.

6. HMO management regulations

- 6.1 All HMOs, regardless of size and whether or not they require a licence are subject to specific management regulations. [The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#) apply to all HMOs except those made up entirely of self-contained flats. For HMOs comprised solely of self-contained flats, the Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007 are relevant.

These regulations impose duties on the manager of the HMO (defined in s.263(3) of the Housing Act 2004). The main requirements are:

- Provide and display contact information for occupiers.
- Implement safety measures, including maintain fire safety
- Maintain water supply and drainage systems
- Ensure uninterrupted supply and maintenance of gas and electricity.
- Maintain communal areas, fixtures, fittings, and appliances in clean, safe and working condition.
- Maintain living accommodation in good repair working order and clean at start of occupation
- Provide adequate waste storage and disposal facilities and arrangements

- 6.2 HMO occupiers also have a duty under these regulations to take reasonable care not to damage the property or prevent the manager from fulfilling their duties.

- 6.3 It is important to note that that failure to comply with any requirement of the regulations is an offence, for which the Council may impose a financial penalty of up to £30,000, or prosecute, which could result in an unlimited fine for each offence under the regulations.

7. Housing Health and Safety Rating System (HHSRS)

- 7.1 The Housing Health and Safety Rating System (HHSRS) is a risk based approach to assessing hazards within any residential property, including HMOs. It enables local authorities to identify and mitigate potential health and safety risks arising from any deficiencies present within dwellings.
- 7.2 The HHSRS sets out 29 hazards, a few of the most commonly identified being:
- **Damp and mould growth**
Houses should be warm, dry, and well-ventilated, and maintained free from rising, penetrating and persistent condensation. There should be adequate provision for the safe removal of moisture-laden air to prevent damp and mould growth.
 - **Excess cold**
Houses should be adequately insulated to prevent excessive heat loss; in particular, roof spaces should be properly insulated and windows and doors draught proofed. The property should have an efficient and controllable heating system capable of maintaining a suitable temperature.
 - **Entry by intruders**
Houses should be capable of being secured to deter against unauthorised entry. Windows and doors should be robust and fitted with adequate security. Externally, the curtilage of the property should be restricted and be properly gated. Sheds or outbuildings should be maintained in good order and made secure.
 - **Flames, hot surfaces etc.**
Heating and cooking appliances should all be maintained in a safe condition and be suitably located so as not to create a risk of burns.
 - **Personal hygiene, sanitation, and drainage**
Bathroom and kitchen surfaces should be easy to clean. Exterior areas must be in good repair and protected from pests. Provide suitable indoor waste storage and outdoor bins.
- 7.3 Further guidance can be found on [HHSRS at Housing health and safety rating system \(HHSRS\): guidance for landlords and property-related professionals - GOV.UK](#)

8. Requirement for planning consent under Article 4 Direction

- 8.1 An Article 4 Direction is a specific planning regulation enacted by local planning authorities to enhance control over development within designated areas. This measure removes certain permitted development rights relating to minor alterations, extensions, and changes of use to standard residential dwelling homes in Planning Use category C3.
- 8.2 Article 4 Directions are typically implemented in response to the concentration of Houses in Multiple Occupation (HMOs) within a locality. If you are considering purchasing a property to let as an HMO, it is essential to familiarise yourself with the regulations applicable in your area.
- 8.3 Different types of dwelling are categorised into planning classes as follows.
- C3 - standard residential dwelling house
 - C4 - small HMOs housing between three and six people.
 - Sui Generis - large HMOs of seven people or more
- 8.4 Moving between C3 and C4 class falls under permitted development, so in most cases, a small C4 HMO will not require planning permission, unless there is a planning condition on the property restricting its use. However, in an Article 4 area, planning permission is required to convert a C3 single dwelling property into a small C4 class HMO.
- 8.5 To move in and out of the Sui Generis class, you will always need planning permission, so any HMO with seven or more people living in it will require planning permission regardless of location.
- 8.6 **Further information**
Owners and managers are encouraged to visit our website at www.spelthorne.gov.uk or contact the Planning Service for more details. planning.dm@spelthorne.gov.uk

9. Applying for an HMO licence

9.1 Application process

- 9.1.1 You can apply for an HMO licence online [Apply for a House in Multiple Occupation \(HMO\) Licence - Spelthorne](#) and [guidance](#) is available to assist with completing the application [HMO application form-info guide A4-v6.pdf](#). If you would prefer to complete a paper form, you can request a licence pack by contacting the Environmental Health Residential team on eh.residential@spelthorne.gov.uk or 01784 446251.
- 9.1.2 For the application to be valid, you need to provide:
- a completed application form
 - a current gas safety certificate (if there is gas)
 - a current electrical installation condition report (EICR)
 - a test certificate for the automatic fire detection system and emergency lighting system (if these systems are at the property).
 - a written fire risk assessment carried out by a competent person (if you have one. If not, you will be required to produce one within 6 months of your licence being issued)

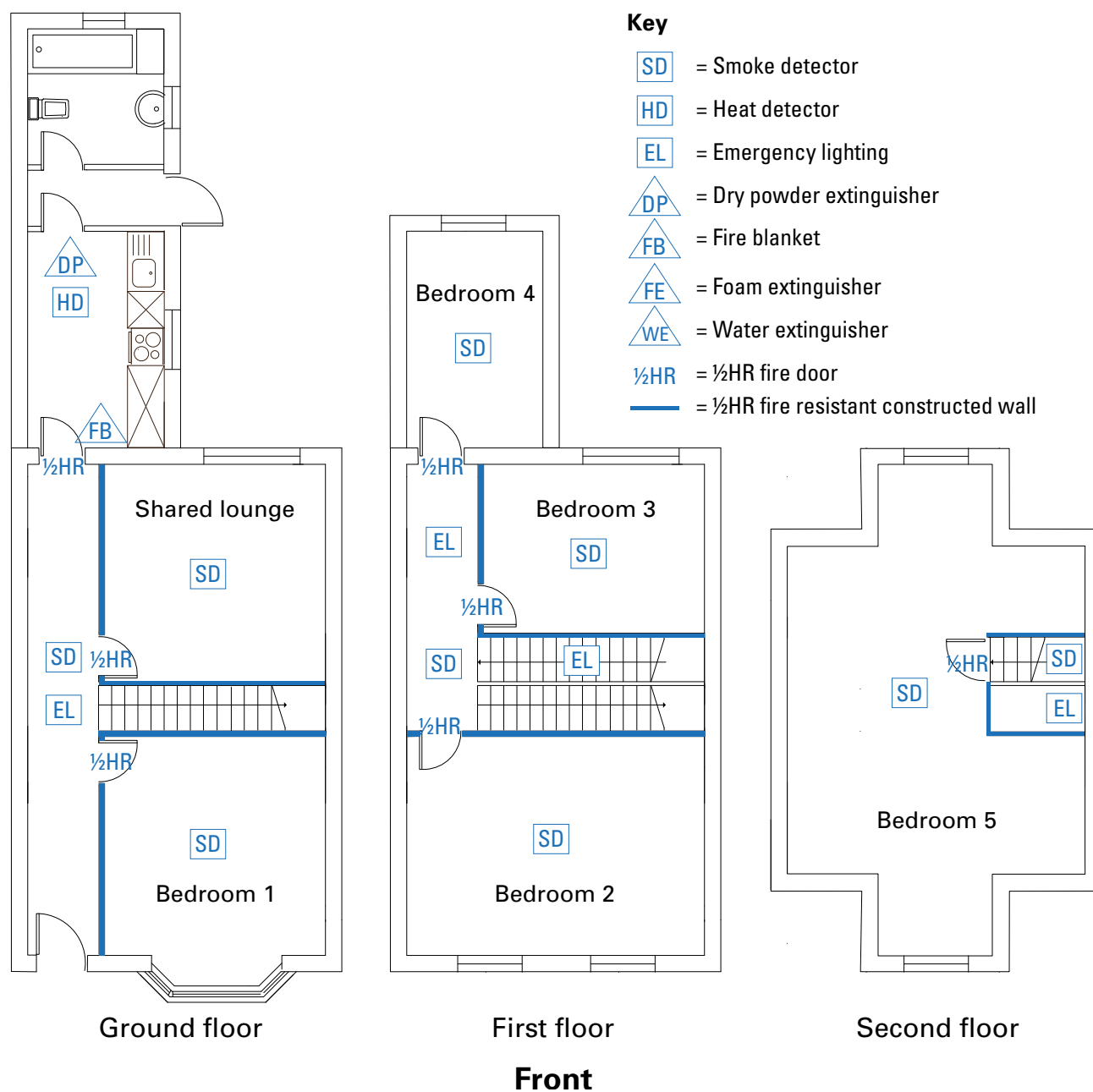
- a detailed floor plan (see 'property plans' below for further details of what is required)
- a blank copy of the tenancy agreement that is given to tenants
- the appropriate fee which can be found on our website [Houses in Multiple Occupation \(HMO\) | Spelthorne Borough Council](#)

- 9.1.3 If the application is invalid, such as if there is missing documents or information, you will be notified, but please note that there is a fine for submitting an incomplete application which will be imposed if the missing information is not received within the time frame given in the notification.
- 9.1.4 As part of the licence application process, a pre-licence inspection will be carried out to verify the details in the application and confirm the suitability of the property as an HMO as well as identify any concerns, which will inform our risk assessment process to determine the licence duration which is detailed below.
- 9.1.5 You will then, along with any other relevant parties, receive a notice of intention to either grant or refuse a licence (along with a draft licence if the intention is to grant a licence). There is a two-week consultation period to make representations about the intention or draft licence and conditions.
- 9.1.6 Any representations made will be reviewed, and may affect the Council's decision to grant or refuse the licence, or result in a change to the proposed conditions or term of the licence before issuing the licence. There is a right of appeal to the First Tier Tribunal within 28 days of the Council's decision.
- 9.1.7 An HMO licence is valid for either one, or three or five years from the date of issue. See details below about the Council's risk-based scheme and variable licence term. If the property will continue to be a licensable HMO when the licence expires, you must make a valid application to renew your licence before the current licence expires.

9.2 Property plans

- 9.2.1 When applying for an HMO licence, floor plans must be submitted with the application. These must show the following:
- where the front of the property is
 - identify each storey
 - identify the rooms and their use or proposed use
 - room dimensions (in metres) for each room (exclude ensembles from measurements and any area where ceiling height is below 1.5m. These can be marked on the drawing or provided in a table as part of the plan
 - room layouts and locations of all amenities including baths, showers, washbasins, toilets, kitchen sinks, cookers, and work surfaces
 - windows and doors
 - fire safety features such as fire doors, alarms, fire-resistant construction, emergency lighting, fire-fighting equipment, and fire blankets.
 - a key defining any symbols used

Table 7 gives an example of a floor plan that would be acceptable to accompany an HMO licence application



Room	Dimensions	Floor area
Shared lounge, ground floor rear right	4 x 4m	16m ²
Shared kitchen, ground floor back addition	4 x 2.5m	10m ²
Shared bathroom, ground floor back addition	2.5 x 2.5m	6.25m ²
Bedroom 1, ground floor front right	4 x 4m	16m ²
Bedroom 2, first floor front	4 x 5.5m	22m ²
Bedroom 3, first floor rear right	4 x 3m	12m ²
Bedroom 4, first floor back addition	4 x 2.5m	10m ²
Bedroom 5, second floor	5.5 x 6m	33m ²

9.3 Risk based scheme and variable licence

- 9.3.1 The Council has introduced a risk-based system for determining the term of any HMO licence granted. The scoring of HMO applications according to risk encourages landlords of HMOs to ensure good standards and that their HMOs are well managed and maintained. The level of risk will determine the duration of the licence that is granted, which could be for one, three or five years.
- 9.3.2 The cost of the licence remains the same regardless of the term of the licence. This is to reflect the level of Council intervention involved and the need to ensure accommodation for our residents is safe and of a good standard, and is well managed for the benefit of the HMO residents and the neighbourhood.

For further information in relation to HMO standards or HMO licensing requirements, please visit our website [Houses in Multiple Occupation \(HMO\) | Spelthorne Borough Council](#) or contact Environmental Health at eh.residential@spelthorne.gov.uk or 01784 446251

10. Building Control

- 10.1 Works of alteration and/or improvement, including those requested by the Council such as drainage works to provide additional bathroom facilities, window replacement or alterations to the electrical installation, may require Building Regulation or Building Notice approval.

For more details:

building.control@spelthorne.gov.uk

01784 451499

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

11. Recycling and Waste Management

- 11.1 Accumulations of domestic rubbish and other waste can become a significant problem if not well managed, leading to public health issues such as pest infestations and flies, and cause nuisance to neighbours.
- 11.2 Due to the larger number of households in HMOs and often higher turnover of occupiers, accumulations of rubbish can quickly build up, and large items such as unwanted furniture, mattresses and appliances can be discarded in or around the property. The storage and disposal of waste at the property must therefore be carefully managed. It must be ensured that there are sufficient bins for the number of households, that suitable arrangements are in place for refuse disposal from the property as well as to collect and legally dispose of any large items left at the property. The generation of additional waste should be anticipated, and extra arrangements made as necessary, when occupiers move in or out of the property.
- 11.3 [The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#) require HMO landlords to provide sufficient bins for refuse storage, and make such further arrangements for the disposal of refuse and litter from the HMO as may be necessary, having regard the Council's refuse collection service.
- 11.4 Spelthorne Borough Council supplies HMOs with the same bin specifications as single households, regardless of property size or number of occupiers. HMOs do not receive extra bin capacity. The standard household bin allocation is shown in Table 8 below.

Table 8 Standard household bin allocation	
1 x	7 litre indoor food caddy
1 x	23 litre outdoor food recycling bin
1 x	240 litre light green recycling wheeled bin
1 x	240 litre dark green rubbish wheeled bin

- 11.5 The Council will only collect recycling or refuse if it is in the correct bin as specified. Existing bins from before a property's HMO conversion can remain, but only the allocated number will be serviced; extra Council bins may be removed without notice. Lost or damaged bins matching the specification can be purchased—contact Neighbourhood Services at 01784 446411 or neighbourhoodservices@spelthorne.gov.uk to arrange payment and delivery.

For new builds:

- Developers must purchase rubbish and recycling bins from the Council before the property is occupied.
- Food recycling bins and caddies are provided free of charge.

If standard bins are not enough (e.g., HMOs with more than five occupiers):

- The landlord or licence holder must supply extra bins.
- They must also arrange a commercial waste contract with an independent provider.

12. Further information

12.1 Foam filled furniture

- 12.1.1 Materials used for filling, covering, or constructing furniture may pose a fire hazard due to their high flammability. In certain circumstances, these materials can generate significant quantities of toxic gases such as cyanide or carbon monoxide during combustion. [The Furniture and Furnishings \(Fire\) \(Safety\) Regulations 1988 \(as amended\)](#) require all furniture and furnishings provided through business activities, including the letting of furnished accommodation, to comply with British Standard tests related to combustion and fire spread.

12.2 Gas safety

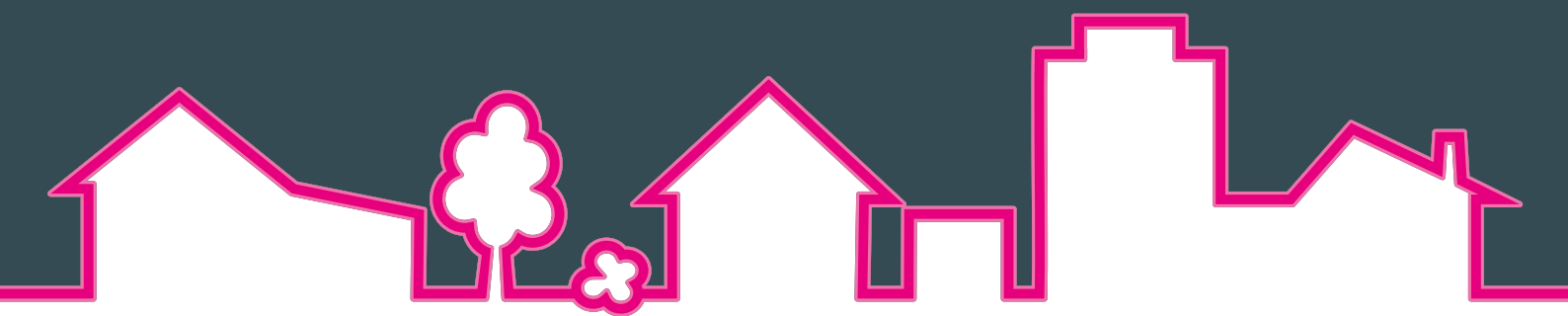
- 12.2.1 [The Gas Safe \(Installation and Use\) Regulations 1998](#) require all gas appliances in rented properties undergo annual inspection by a Gas Safe registered engineer. A certificate confirming the safety of these appliances must be made available to tenants. For licensed HMOs, it is a condition of the licence that copies of these certificates are submitted to the Council.

12.3 Electrical safety

- 12.3.1 [The Electrical Safety Standards in the Private Rented Sector and Social Rented Sector \(England\) Regulations 2020](#) require that electrical installations in rented residential premises are inspected and tested at intervals of no more than 5 years by a qualified person. A copy of the report to be given to each existing tenant of the residential premises within 28 days of the inspection and test. New tenants must receive a copy of the report before they occupy the property.
- 12.3.2 The report, known as the Electrical Safety Condition Report (EICR) must be from a contractor who is registered with an approved electrical inspection organisation, e.g. NICEIC, NAPIT or equivalent. Details of the Government's competent person electrical scheme and a search facility to find a competent, registered electrician can be found at [electrical competent person uk](#)

12.4 Right to Rent

- 12.4.1 [The Immigration Act 2014](#) requires landlords in England to check that tenants or lodgers have the legal right to rent. Learn more: www.gov.uk, 'Check your tenant's right to rent'.



www.spelthorne.gov.uk/hmo

eh.residential@spelthorne.gov.uk

01784 446251

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

Page 298

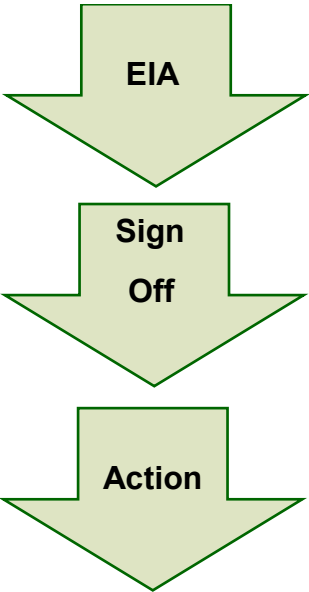


Spelthorne Borough Council (SBC) Equality Impact Assessment (EIA) Form

The purpose of an EIA is to ensure SBC is as inclusive as possible, both as a service deliverer and as an employer. It also demonstrates our compliance with Public Sector Equality Duty (PSED).

This document is a planning tool, designed to help you improve programmes of work by considering the implications for different groups of people. A guidance document is available [here](#).

Please note that, once approved, this document will be made public, unless you have indicated that it contains sensitive information. Please ensure that the form is clear and easy to understand. If you would like any support or advice on completing this document, please contact the Equality, Diversity and Inclusion (EDI) team via ProjectsTeam@Spelthorne.gov.uk, or if it's relating to health inequalities, please contact Public Health via public.health@surreycc.gov.uk.



- Having identified an EIA is required, ensure that the EIA form is completed before any work is started. This includes gathering evidence and / or engaging the relevant stakeholders to inform your assessment.
- Brief the relevant Group Head for sign off and upload the completed form here: Upload Completed Equality Impact Assessments. Please name it “EIA [project] [service area] [year]”
- Undertake further research / engagement to further understand impacts (if identified).
- Undertake engagement and / or consultation to understand if EIA has identified and considered impacts.
- Amend accordingly to engagement / consultation feedback and brief decision makers of any changes.
- Implement proposed activity.
- Monitor impacts and mitigations as evidence of duty of care.

Section One: Essential Information

Service / policy / strategy / practice / plan being assessed	Nightly-Paid Accommodation Procurement Framework
Business Unit / Service Area	Housing Strategy & Policy
Is this a new or existing service / policy / strategy / practice / plan? If existing, please state date of last assessment.	New Strategy
EIA Authors N.B. It is best practice to have more than one person complete the EIA to bring different perspectives to the table.	Gareth Richards, Emily Corfield
Do any other Business Units / Service Areas need to be included?	Procurement, Legal
Does this EIA contain personal and / or sensitive information?	No

Are any of the outcomes from this assessment likely to result in complaints from existing services users, members of the public and / or employees?	None
---	------

1. Please explain the background to your proposed activity and the reasons for it.

The project aims to establish a procurement framework for the spot purchasing of nightly-paid accommodation for homeless households.

This work has been initiated in response to concerns raised by Peterborough City Council regarding unlawful expenditure and the absence of compliant procurement arrangements for similar accommodation services. Spelthorne Borough Council currently purchases nightly-paid accommodation on an *ad hoc* basis without formal contracts in place with most providers, raising potential risks in relation to procurement law compliance and governance. The project will explore the feasibility and benefits of adopting a dynamic payment system that enables approved accommodation providers to join or leave a structured procurement framework. Such a framework would allow the Council to advertise accommodation needs and receive offers from compliant providers in real time. It will provide improved oversight of provider quality, compliance, and suitability, while ensuring that procurement practices align with the Procurement Act 2023.

The project will analyse impacts on existing providers, operational processes, budget requirements, and statutory duties under the Housing Act 1996 and Homelessness Reduction Act 2017.

Ultimately, the project seeks to strengthen governance, consistency, and value for money in how emergency accommodation is sourced. This will support better outcomes for households in crisis and reduce legal and financial exposure for the Council.

2. Please outline your proposed activity including a summary of the main actions.

The aims and objectives of the nightly-paid accommodation procurement framework are to:

- Ensure that the Council is compliant with the procurement rules under The Procurement Act 2023 to provide transparency and best value
- Ensure that properties provided by landlords to the Council for nightly-paid accommodation are safe, suitable, and fully compliant with all relevant legislation and other requirements

The main actions are to:

- Develop specification for compliant, suitable, safe properties and the management of those properties by accommodation providers
- Design dynamic open procurement framework to use for spot purchasing of nightly-paid accommodation for homeless households
- Implement nightly-paid accommodation procurement framework for accommodation providers to tender

3. Who is this going to impact and how?

Customers	Members of the Public	Employees	Job Applicants
Yes, the framework will ensure that their accommodation is safe, suitable, and fully compliant with all relevant legislation and other requirements	No	No	No
Other, please specify:	Providers (i.e., landlords) will need to participate in the procurement framework to be able to provide nightly-paid accommodation for Spelthorne BC		

Section Two: Evidence

Please include any evidence or relevant information that has influenced the decisions contained in this EIA. This could include demographic profiles; audits; research; health needs assessments; national guidance or legislative requirements and how this relates to the protected characteristic groups and additional groups outlined in Section Four.

A – Quantitative Evidence

This is evidence which is numerical and should include the number people who use the service and the number of people from the protected characteristic groups who might be affected by changes to the service.

General Spelthorne Context

As of the 2021 census, Spelthorne has a population of 103,000 and is the 14th most densely populated of the South East's 64 Local Authority areas with 2,295 of residents per square kilometre.

According to the Indices of Deprivation 2025, the most deprived borough in Surrey. Spelthorne has the highest proportion and number of lone parent families and the highest overall levels of child poverty in Surrey; it also has the highest under-18 conception rate in the county. That said, residents are largely healthy, with life expectancy for both males and females slightly above the national average.

The Official Census and Labour Market Statistics 2021-2022 showed that Spelthorne has a relatively low rate of unemployment: 3.3% of those economically active aged 16 to 64, compared to the South East (3%) and UK as a whole (3.7%). Average wages for Spelthorne in 2025 were £877 per week for full-time employees, slightly above the South East average of £815 per week.

Whilst house prices remain well above the national average, most residents are owner-occupiers (68%), followed by private rented (18%) and social rented (13%).

Sources: English Indices of Deprivation 2025; Authority Monitoring Report for Spelthorne 2025; Nomis – Official Census and Labour Market Statistics 2021-2022; ONS Census, 2021 – Home Ownership and Renting; and <https://commonslibrary.parliament.uk/constituency-data-wages/>

Gender / Gender Identity

Census data from 2021 shows that 50.9% of residents in Spelthorne are female, with the remaining 49.1% being male.

A White Paper published in December 2018 (Help shape our future: the 2021 Census of population and housing in England and Wales) set out the ONS recommendation for what the census should contain and how it should operate. The White Paper recommended that the census in 2021 include a question about gender identity, asking respondents whether their gender is the same as the sex they were registered as at birth. As a result, 93.98% of people aged 16 years and over in Spelthorne have the same gender identity as their sex registered at birth.

The remaining population identify as follows:

People aged 16 years and over who have a gender identity different from their sex registered at birth but no specific identity given	0.19%
Identify as a trans woman	0.09%
Identify as a trans man	0.09%
Non-binary	0.02%
Another gender identity	0.02%
Prefer not to say	5.62%

Source: ONS Census, 2021 – Population and household estimates, England and Wales: Census 2021. Gender identity – ONS, 2021; and <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

Age

Spelthorne has a slightly lower population of under-30s (33%) compared to the rest of the country (36%), and a slightly higher population of 30 – 69-year-olds (53%) compared with the national average of (51%), The number of 70+ is 14%, which is broadly in line with the rest of the nation.

Source: ONS – Population and household estimates, England and Wales: Census 2021.

Ethnicity

The ethnic make-up of Spelthorne is largely in line with the rest of England and Wales, predominantly residents are from a white ethnic background. However, there are slightly more Asian people and those with a mixed ethnic background but fewer people from a black ethnic group compared to the national average.

Ethnic Group	Spelthorne		England and Wales
	Number	%	%
Asian	13,146	12.8%	9.3%
Black	2,548	2.5%	4%
Mixed Ethnicities	3,763	3.7%	2.9%
White	81,000	78.6%	81.7%
Other	2,503	2.4%	2.1%

Source: ONS – Ethnic Group, England and Wales: Census 2021.

Disability

Spelthorne has a slightly lower percentage of residents with a disability compared to the rest of England and Wales.

Disability	Spelthorne %	England and Wales %
Disabled under the Equality Act	14.4%	17.8%
Not disabled under the Equality Act	85.6%	82.2%

As of January 2026, there were around 4,726 PIP claimants in Spelthorne. Within Spelthorne, psychiatric disorders were the most common reason for claiming PIP and accounted for 42.6% of awards, compared 38.7% in England & Wales. Psychiatric disorders include anxiety and depression, learning disabilities and autism. The second most common reason for awards was musculoskeletal disease (general), which accounted for 14.2% of awards within Spelthorne and 18.9% in England & Wales. Musculoskeletal disease (general) includes osteoarthritis, inflammatory arthritis and chronic pain syndromes.

Source: ONS – Disability, England and Wales: Census 2021; and <https://commonslibrary.parliament.uk/constituency-data-personal-independence-payment-2/>

Religion

Residents of Spelthorne predominately identify themselves as either Christian or having no religion. There is a smaller Muslim population compared with the national average, but a larger Hindu and Sikh population.

	Spelthorne		England and Wales
	Number	%	%
Has religion	64,959	63%	56.9%
of which			
Christian	52,432	50.9%	46.2%
Muslim	4,146	4.0%	6.5%
Hindu	4,372	4.2%	1.7%
Buddhist	703	0.7%	0.5%
Jewish	174	0.2%	0.5%
Sikh	2,612	2.5%	0.9%
Other	520	0.5%	0.6%
No religion	32,112	31.2%	37.2%
Not stated	5,884	5.7%	6.0%

Source: ONS – Religion, England and Wales: Census 2021.

Sexual Orientation

The sexual orientation of Spelthorne residents is largely in line with the rest of England and Wales.

	<u>Spelthorne</u>		England and Wales
	Number	%	%
Sexual Orientation			
Straight or Heterosexual	75,505	90.57%	89.37%
Gay or Lesbian	1,088	1.31%	1.54%
Bisexual	704	0.84%	1.28%
Pansexual	123	0.15%	0.23%
Asexual	25	0.03%	0.06%
Queer	6	0.01%	0.03%
All Other Sexual Orientations	7	0.01%	0.02%
Not Answered	5,904	7.08%	7.47%

Source: ONS – Sexual Orientation, England and Wales: Census 2021.

Marriage / Civil Partnership

Slightly more people in Spelthorne are married compared to the rest of England and Wales, and fewer people identify as single.

	Spelthorne	UK
	%	%
Marital Status		
Never Married or Registered a Civil Partnership	35.1%	37.9%
Married or in a Registered Civil Partnership (including separated)	49.9%	46.9%
Divorced or Civil Partnership Dissolved	8.9%	9.1%
Widowed or Surviving Civil Partnership Partner	6.1%	6.1%

Source: ONS – Marriage and Civil Partnership Status in England and Wales: Census 2021.

Numbers in Emergency Accommodation

	Spelthorne			England		
	No. Households		Households (%)	No. Households		Households (%)
Emergency Accommodation Type	Total Households	With Children < 18 yrs. old	Total Households	Total Households	With Children < 18 yrs. old	Total Households
Nightly-Paid Accommodation	97	65	0.23	62,960	36,690	0.26
Temporary Accommodation	121	113	0.28	71,250	49,110	0.29
Total Owed Accommodation Duty	218	178	0.51	134,210	85,800	0.55

Source: GOV.UK – Households in temporary accommodation at end of quarter, 31st December 2025;

https://assets.publishing.service.gov.uk/media/69f08a8108ecdb5c6f34b065/Statutory_Homelessness_Detailed_Local_Authority_Data_202512.ods

B – Qualitative Evidence

This is data which describes the effect or impact of a change on a group of people, e.g. some information provided as part of performance reporting.

The procurement framework will ensure that the Council is compliant with The Procurement Act 2023 and that properties provided by landlords to the Council for nightly-paid accommodation are safe, suitable, and fully compliant with all relevant legislation and other requirements.

Improving the quality of nightly-paid accommodation will contribute to better health outcomes for occupiers.

Section Three: Engagement

Engagement with individuals or organisations affected by the proposed activity must take place. For further advice and support with engagement and consultations, click [here](#).

Has the proposed activity been subject to engagement or consultation with those it's going to impact, taking into account their protected characteristics and socio-economic status?	No	
If YES, please state who with.	N/A	
If NO engagement has been conducted, please state why.	The Nightly-Paid Accommodation Procurement Framework is to ensure compliance with The Procurement Act 2023 and all other relevant standards and legislation, so there is no engagement prior to the commencement of the procurement framework. However, landlord engagement will be sought as part of the tender process.	
How was the engagement carried out?	Yes / No	What were the results from the engagement? Please list...
Focus Groups	No	N / A
Surveys	No	N / A
Public Event	No	N / A

Displays / Exhibitions	No	N / A
Other (please specify)	Tender process	Yet to happen
Has the proposed activity changed as a result of the engagement?	N / A	N / A
Have the results of the engagement been fed back to the consultees?	N / A	N / A
Is further engagement or consultation recommended or planned?	Yes – tender process	N / A
What process have you got in place to review and evaluate?	There is an annual review process built into the Nightly-Paid Accommodation Procurement Framework	

Section Four: Assessing the Impact

Protected Characteristics and other groups that experience greater inequalities

What will the impact of implementing this proposal be on people who share characteristics protected by the Equality Act 2010 or are likely to be affected by the proposed activity? This section also allows you to consider other impacts, e.g. health inequalities such as deprivation, socio-economic status, vulnerable groups such as individuals who suffer socio-economic disadvantage, armed forces, carers, homelessness, people leaving prison, young people leaving care etc.

On the basis of evidence, has the potential impact of the proposed activity been judged to be positive (+), neutral (=), negative (-), or positive and negative (+&-), for each of the protected characteristic groups below and in what way?

N.B In our Guidance to EIAs we have provided you with potential questions to ask yourself when considering the impact of your proposed activity. Think about what actions you might take to mitigate / remove the negative impacts and maximize on the positive ones. This will form part of your action plan at Section Six.

	Impact type (+) (=) (-) or (+&-)	Nature of impact including health inequalities Will your proposal have negative or positive implications for each group, including on health inequalities? Think about whether outcomes vary across groups and who benefits the most and least, for example, the outcome for a woman on a low income may be different to the outcome for a woman a high income.	Mitigating Actions for Negative Impacts What can you do to mitigate any identified negative impacts or health inequalities? Think about offering for example benefits advice, access to bus routes, community support, flexible opening times, creche facilities etc. Use this column to form the basis of Section 6.
--	---	---	--

Age	=	Young people aged 16-17 cannot hold tenancies and so housing options are severely limited. Elderly people may be less likely to access our services when needed. Those aged under 35 may have reduced access to emergency, temporary and settled accommodation due to welfare policies (e.g., they are subject to the lower Local Housing Allowance rate) as well as local landlord policies (i.e., age restrictions).	Young people aged 16-17 receive enhanced services via the Surrey Joint Protocol. They have access to specialist young people's homelessness accommodation. Older people have greater access to social housing via age restricted stock held by A2Dominion. Spelthorne Borough Council has a Discretionary Housing Payment pot which this group can access in case of hardship. Under the proposed Action Plan, there is a plan to review the demand for Sheltered, Extra Care and retirement schemes.
-----	---	---	--

Disability Consider: • Physical disabilities • Sensory impairments • Neurodiverse conditions (e.g. dyslexia) • Mental health conditions (e.g. depression) • Medical conditions (e.g. diabetes)	=	Physically disabled people accessing homelessness services in Spelthorne have much more limited options available to them in relation to emergency, temporary and settled accommodation.	Accessible rooms for homeless families are provided at Harper House and White House. The Council's Housing, Homelessness and Rough Sleeping Strategy Action Plan also notes that the Council will explore joint ventures with developers and registered providers to deliver adapted accommodation where possible on site.
Gender Reassignment	=	Where individuals are transitioning, they may be impacted if they are placed into accommodation with shared facilities.	As part of standard assessments, we would consider this issue before offering accommodation with shared facilities.
Marriage and Civil Partnership	=	There is a lack of suitable family-sized properties available for emergency, temporary and settled accommodation compared to properties for single people.	The Council is procuring more larger-sized properties to use as emergency and temporary accommodation.
Pregnancy and Maternity	=	Under homelessness legislation, pregnant women are recognised as being in "priority need" and so arguably receive preferential treatment when compared with women who aren't pregnant, or men.	Those who are not in priority need receive a comprehensive housing needs assessment and support to access their own accommodation solutions.

Race Including: • Colour • Nationality • Citizenship • Ethnic or national origins	=	There is some evidence of racial prejudice for some groups when trying to secure accommodation. Individuals who do not have the right to reside in the UK are not entitled to homelessness assistance. Accommodation for people seeking asylum is the responsibility of the Home Office. Provision for pitches for gypsies and travelling showpeople are dealt with under Spelthorne BC's Local Plan.	To continue to support eligible individuals and households of all ethnic and racial backgrounds with nightly-paid accommodation placements in line with the Equality Act 2010.
Religion or Belief	=	No negative impacts have been identified.	N / A
Sex	=	No negative impacts have been identified.	N / A
Sexual Orientation	=	No negative impacts have been identified.	N / A
Groups who may require support: • Individuals who suffer socioeconomic disadvantage • Armed Forces (SBC signed the Armed Forces Covenant in April 2014) • Carers • Homelessness • People leaving Prison • People leaving Care	=	These groups are some of the more likely groups to be at risk of homelessness, so they are already being supported under the existing nightly-paid accommodation placement process, and so no negative impacts have been identified.	To continue to support these groups with nightly-paid accommodation placements in line with relevant legislation and The Council's own policies and procedures for groups who may require additional support.

Other Identified Health Inequalities (HI) Many issues can have an impact on health: is it an area of deprivation, does every population group have equal access, unemployment, work conditions, education, skills, our living situation, rural, urban, rates of crime etc.	=	Homelessness has a significant negative impact on health.	We are relieving homelessness by placing affected households and individuals into safe, suitable, compliant nightly-paid accommodation.
Other Groups If there are any other groups	=	N / A	N / A

Public Sector Equality Duty (PSED)

Public Authorities must have 'due regard' to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. Please evidence how your proposed activity meets our obligations under the PSED.

	Evidence of Due Regard
Eliminate unlawful discrimination (harassment, victimisation and other prohibited conduct):	The project will ensure that the Council complies with the requirements of The Equality Act 2010 and with The Council's own policies and procedures for other groups who may require additional support when placing homeless households and homeless individuals into nightly-paid accommodation. The specifications require providers to be able to evidence experience in managing complex and vulnerable customers, and include sections relating to safeguarding and harassment.
Advance equality of opportunity: This involves • removing or minimising disadvantages suffered by people due to their protected characteristics; • taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people, for example, taking steps to take account of people with disabilities; • encouraging people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.	Please see the answers previously provided in the above table for Protected Characteristics and other groups that experience greater inequalities.

Foster good relations: This means tackling prejudice and promoting understanding between people from different groups and communities.	The project will tackle prejudice and promote understanding between people from different groups and communities by ensuring fairness, inclusion and respect in the placement of homeless households and homeless individuals into nightly-paid accommodation.
---	---

Section Five: Partners / Stakeholders

	Yes / No	Describe the interest / effect
Which sectors are likely to have an interest in or be affected by the proposed activity?		
Businesses	Yes (providers)	Providing accommodation
Councils	Yes	Meeting statutory requirements
Education Sector	N / A	N / A
Fire and Rescue	Yes	Meeting fire safety standards
Governance Structures	N / A	N / A
NHS	N / A	N / A
Police	N / A	N / A
Voluntary and Community Sector	Yes	Providing housing and legal advice
Other(s): please list and describe the nature of the relationship / impact		N / A

Section Six: Action Planning

If you have identified impacts on protected characteristic groups in Section Four, please summarise these in the table below detailing the actions you are taking to mitigate or support this impact. It is also important to consider how often this E.I.A. will be reviewed, and who is responsible for doing this. If you are not taking any action to support or mitigate the impact, you should complete the No Mitigating Actions section below instead.

Mitigating Actions

Consider:

- Who else do you need to talk to? Do you need to engage or consult?
- How you will ensure your activity is clearly communicated
- Whether you could mitigate any negative impacts or build on positive impacts for protected groups or health inequalities
- Whether you could do more to fulfil the aims of the PSED
- How you will monitor and evaluate the effect of this work
- Anything else you can think of!

Identified Impact	Action(s)	Timescale incl. evaluation and review date	Name of person(s) responsible
Please see the answers previously provided in the above table for Protected Characteristics and other groups that experience greater inequalities	There is an annual review process built into the Nightly-Paid Accommodation Procurement Framework	Ongoing	Gareth Richards Ken Emerson Karen Sinclair

No Mitigating Actions

Please explain why you do not need to take any action to mitigate or support the impact of your proposed activity.
N / A

Section Seven: Assessment Outcome

Only one of following statements best matches your assessment of this proposed activity. Please select one and provide your reasons.

No major change required	✓	The proposal is in line with equality legislation and consideration has been given to the impact on other vulnerable groups.
The proposal has to be adjusted to reduce impact on protected characteristic groups and / or health inequalities		
Continue with the proposal but it is not possible to remove all the risk to protected characteristic groups and / or health inequalities		
Stop the proposal as it is potentially in breach of equality legislation		

Section Eight: Sign Off

N.B To be completed after the EIA is completed but before the area of work commences.

Name of person(s) completing EIA	Gareth Richards
Name and signature of Group Head	Karen Sinclair
Date	
Date of next review and name of person(s) responsible	Ongoing, Gareth Richards, Ken Emerson, Karen Sinclair

Pet Permission Agreement

This Pet Permission Agreement ("Agreement") is entered into on **[Date]**, by and between:

Property Owner / Responsible Party:

Name: **[Name]**

Pet Owner / Resident:

Name: **[Name]**

Property Address:

[Address]

1. Pet Information

The following pet is approved under this Agreement:

- Type of Pet: **[Dog / Cat / Bird etc.]**
- Breed: **[Breed, if applicable]**
- Name: **[Pet's Name]**
- Age: **[Age]**
- Weight / Size: **[Approximate weight or size]**

2. Permission Granted

Permission is granted for the above described pet to reside at the property listed above, provided all terms of this Agreement are followed.

3. Pet Owner Responsibilities

The Pet Owner agrees to:

- Keep the pet under control at all times
- Ensure the pet does not disturb others (noise, aggression, odour, etc.)
- Clean up after the pet promptly, both indoors and outdoors
- Keep the pet healthy, vaccinated, and properly licensed (if required)
- Prevent damage to the property

4. Damage & Liability

The Pet Owner accepts full responsibility for:

- Any damage caused by the pet to the property
- Any injury or harm caused by the pet to persons or other animals

Repair or replacement costs related to pet damage will be paid by the Pet Owner.

5. Revocation of Permission

Permission may be revoked if:

- The pet becomes a nuisance or safety concern
- The Pet Owner violates the terms of this Agreement

If permission is revoked, the pet must be removed from the property within **[number]** days.

6. Agreement Term

This Agreement remains in effect for as long as the Pet Owner occupies the property, unless terminated earlier.

7. Signatures

Property Owner / Responsible Party

Signature: _____

Date: _____

Pet Owner / Resident

Signature: _____

Date: _____



Temporary Accommodation Framework

A UK-wide Open Framework to help Local Authorities access improved Temporary Accommodation services.

The demand for Temporary Accommodation in the UK increased by 62% between 2018 and 2023, with the estimated national spend reaching £1.8billion in 2023. This has left Councils across the UK struggling to find appropriate accommodation options, and often paying a premium rate for sub-optimal services.

To assist with this challenge, CPRAS are currently developing a Temporary Accommodation Open Framework to help Local Authorities across the UK access improved services and save money. The Framework will utilise the new Open Frameworks option from the Procurement Act 2023 to ensure an adaptive service that can keep up with changing demands.

The Framework will be hosted on the CPRAS Procurement Platform and accessible to all UK Local Authorities, free of charge and with no usage obligations. The Platform features an in-built collaborative space for LA's to share best practice, and provides the opportunity to share feedback about experiences with suppliers.

All suppliers will be vetted by our award-winning due diligence service prior to joining the Framework, and the Framework will offer advanced KPI reporting features to enable greater oversight and on-going project management for this critical service.

Local Authorities can register their interest now to participate in the development of the PME and ITT, or to be notified when the Framework is live.

Proposed Lots

From our initial research, we are planning to initiate the Framework with the following Lots. However, we would love to hear from Local Authorities or suppliers in this sector with additional services that could be included.



**Self Contained
Units**



**Shared
Accommodation**



**Emergency
Placements**



**Specialist
Placements**

Interested in this Framework?

Contact us today for more
information or to get involved.

Name *

Organisation *

Email *

I am interested in... *

- ☐ Learning more about the Framework
- ☐ Contributing to the PIN and ITT
- ☐ Applying to become a supplier
- ☐ Being notified when the Framework becomes live
- ☐ Other

Initial Comments or Questions (Optional):

☐ I'm not a robot

reCAPTCHA

Submit

© 2026 CPRAS. All rights reserved.

CPRAS is a trading name of Card Processing Advisory Service Limited. Registered as company in England and Wales, whose registered office address is 167-169 Gt Portland St. 5th Floor. London W1W 5PF .

[Privacy Policy](#)

enquiries@cpras.co.uk
167-169 Gt Portland St.
5th Floor. London W1W
5PF

Spelthorne Borough Council Privacy Notice For Emergency Accommodation Framework

This privacy notice provides details on how we, Spelthorne Borough Council, process your personal information for the purposes of procuring nightly-paid accommodation.

In order to comply with the Data Protection Act and UK General Data Protection Regulation, Spelthorne Borough Council must provide you with the following information about the personal data you give to us:

SBC has a legal basis in processing your data for this purpose without your explicit consent because we carry out a 'public task' and for some aspects 'legal obligation'.

The Council will use the information provided to:

- Contact You;
- Assess you and/or your property's suitability;
- Provide additional support, or advice, where applicable.
- We also use this information to assess the quality of our services and evaluate and improve our policies and procedures.
- We may also use information in other ways compatible with the above.
- We are able to do this as it is in the public interest.

Who we share your information with

We may need to share your information with:

- Tenants and prospective tenants;
- The Ministry of Housing, Communities and Local Government;
- Other Spelthorne Borough Council Departments;
- Other local authorities, including District and County Councils;
- Other Central Government agencies;

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How long will we keep your personal information for

Your personal information will be securely deleted and destroyed seven years after last action.

How we keep your information

The information is stored electronically, on Spelthorne Borough Council's network, or our approved suppliers, including records management systems and in paper files.

If you have any direct enquiries, Spelthorne Borough Council's Data Protection Officer can be contacted at data.protection@spelthorne.gov.uk

For further information about how the Council uses your personal data, including your rights as a data subject, please see <https://www.spelthorne.gov.uk/privacy>.

Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB
www.spelthorne.gov.uk

This page is intentionally left blank



Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing	Yes	
Relevant Group Head review	Yes	
MAT+ review (to have been circulated at least 5 working days before Stage 2)	Yes	
This item is on the Forward Plan for the relevant committee	Yes	
	Reviewed by	
Finance comments (circulate to Finance)	Yes	20/08
Risk comments (circulate to Lee O'Neil)	LO	03/09/26
Legal comments (circulate to Legal team)	LH	10/09/26
HR comments (if applicable)		

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date rec'd
Monitoring Officer commentary – at least 5 working days before MAT	L Heron	10/09/26
S151 Officer commentary – at least 5 working days before MAT	T. Collier	20/08/26
Commissioner engagement		
	Delete as applicable:	No issues Comments in S. 7
Confirm final report cleared by MAT		

Community Wellbeing & Housing

29th September 2026

Title	Community Grants Mapping Across Surrey Authorities: Section 24 Position and Decisions Required from Sovereign Authorities
Purpose of the report	To make a decision
Report Author	<i>Stephen Mortimer-Cleevely, Borough Lead Independent Living, Housing & Health</i>
Ward(s) Affected	All Wards
Exempt	Report & Background Papers 1,2 – No, Appendix 1 - Yes
Exemption Reason	Appendix 1 contains 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.
Corporate Priority	Community Resilience Services
Recommendations	Committee is asked to: 1. Approve the continuation of the Council's existing Community Grant Programme (as approved for 2026/27) into 2027/28 for the currently funded strategic community organisations identified within Appendix 1 2. Agree that grant awards are made on the basis of existing funding principles and approved budget provision, subject to normal grant agreements and monitoring arrangements.
Reason for Recommendation	The Committee is being asked to approve continuation of the Council's existing Community Grant Programme into 2027/28 to avoid a funding cliff edge for key voluntary and community organisations during Local Government Reorganisation. Providing timely certainty will help maintain preventative services, support vulnerable residents and reduce the risk of increased pressure on statutory services. Although Spelthorne is operating under Commissioner oversight rather than the same Section 24

	framework as other Surrey authorities, the recommendation is to follow the same prudent principles being applied across Surrey by continuing existing provision without creating new long-term commitments
--	--

4. **Executive summary of the report** *(expand detail in Key Issues section below)*

What is the situation	Why we want to do something
This report concerns the continuation of Spelthorne Borough Council's existing community grant funding (as approved for 2026/27) into 2027/28 during Local Government Reorganisation. It focuses on maintaining support for key voluntary, community and social enterprise organisations that deliver preventative services, advice, family support, volunteering infrastructure and support for vulnerable residents. This relates to a total proposed budget of £170,000.	There is a risk of a funding cliff edge if decisions are delayed until the new unitary arrangements are in place. Without timely certainty, funded organisations may lose staff, reduce services, struggle to retain volunteers or be unable to plan beyond March 2027, which could increase pressure on statutory services and cause avoidable disruption for residents.
This is what we want to do about it	These are the next steps
The proposed approach is to continue existing strategic community grant arrangements through 2027/28, within approved budgets and subject to normal governance, monitoring and grant agreement requirements. Although Spelthorne operates under Commissioner oversight and is in a different position from councils considering Section 24 controls, the recommendation is to follow the same prudent principles being adopted across Surrey.	The Committee is asked to approve continuation of the existing Community Grant Programme for the organisations identified in the report. Officers will then finalise grant agreements, apply appropriate monitoring arrangements, maintain alignment with Commissioner oversight and support an orderly transition into the future unitary arrangements.

5. **Key issues**

- 5.1 As part of Local Government Reorganisation preparations, Surrey authorities have undertaken a countywide review of community grant funding arrangements to understand the potential implications for the voluntary, community and social enterprise (VCSE) sector during transition to the new unitary authorities on 1 April 2027.

- 5.2 The review identified significant risks should authorities delay grant decisions until vesting. Many VCSE organisations rely on annual grant funding to retain staff, coordinate volunteers, maintain community infrastructure and provide preventative services which reduce pressure on statutory agencies.
- 5.3 A growing concern raised through Surrey's Community, Wellbeing and Engagement workstream is the potential creation of a "funding cliff edge" in 2027/28 if councils defer decisions due to uncertainty surrounding Local Government Reorganisation. Such an approach could lead to the loss of services, staffing reductions and disruption to support for vulnerable residents.
- 5.4 Nine of Surrey's twelve local authorities have now approved, extended or otherwise committed funding arrangements that provide continuity of grant support into 2027/28. The remaining authorities are preparing equivalent reports for consideration through September committee cycles. As a result, a consistent Surrey-wide approach is emerging which seeks to maintain community resilience during the transition period while avoiding decisions that could materially constrain the future unitary authorities.
- 5.5 Unlike most Surrey authorities, Spelthorne remains subject to Commissioner intervention and oversight. Consequently, the Council's position differs from authorities considering decisions primarily through the lens of Section 24 reorganisation controls. The Council is not required to rely on the same interpretation of Section 24 restrictions because Commissioner oversight arrangements remain in place, and Spelthorne and Woking have been exempted from the S24 regime by Government for that reason.
- 5.6 However, officers consider there is merit in adopting the same underlying principles being applied elsewhere across Surrey. Specifically, this means supporting continuity of existing grant-funded community services through 2027/28 whilst avoiding any new long-term commitments or liabilities that could prejudice future decision-making by successor authorities.
- 5.7 The recommendations contained within this report seek to provide certainty for key community partners, maintain support for vulnerable residents and avoid unnecessary disruption during the final year of transition.

5.8 Risk of a Funding Cliff Edge

A number of organisations currently receiving grant support from Spelthorne Borough Council provide services which contribute directly to community wellbeing, early intervention and prevention.

For many organisations, Council funding supports core staffing, volunteer management, outreach activity and community infrastructure. Delays in funding decisions would create significant uncertainty and may result in organisations being unable to:

- Retain experienced staff.
- Recruit or manage volunteers effectively.
- Secure additional match funding.
- Plan service delivery beyond March 2027.

- Maintain support for vulnerable residents.

The resulting loss of capacity could increase demand on statutory services and undermine community resilience during a period of significant organisational change across local government.

5.9 Section 24 Position

The emerging interpretation of Section 24 is that restrictions are intended to prevent predecessor authorities from entering into commitments that:

- create significant new liabilities;
- dispose of strategic assets;
- materially affect future financial sustainability; or
- significantly limit the future discretion of successor councils.

The controls are not considered to be directed at routine operational decisions required to maintain services up to vesting day and immediately beyond.

It is therefore considered reasonable for authorities to continue with community grant awards where they:

- support ongoing service delivery;
- represent continuation of existing policy approaches;
- remain within approved financial envelopes;
- are limited in duration;
- contain appropriate review mechanisms and break clauses where appropriate; and
- are fully documented through local governance arrangements.

This approach is consistent with lessons from previous local government reorganisations, where continuity of service delivery was maintained while avoiding significant long-term commitments.

5.10 Surrey-Wide Position

Community grant mapping undertaken across Surrey has demonstrated that community funding arrangements vary between authorities. Nevertheless, a common approach is now emerging.

Nine of Surrey's twelve authorities have already approved or committed to grant arrangements extending through 2027/28. The remaining authorities are bringing equivalent reports to committee during September 2026.

The emerging countywide consensus is that maintaining continuity of existing community services represents the most proportionate response to Local Government Reorganisation and reduces the risk of avoidable disruption to residents and community organisations.

Adopting a consistent approach also reduces the risk of inequity whereby organisations operating in one part of Surrey receive funding certainty while equivalent organisations elsewhere face avoidable delay.

5.11 Spelthorne's Position Under Commissioner Oversight

Spelthorne Borough Council remains subject to Commissioner intervention and financial recovery arrangements.

This means the Council's decision-making context differs from that of authorities whose principal consideration is compliance with Section 24 controls associated with Local Government Reorganisation.

While Section 24 considerations have informed discussions elsewhere in Surrey, officers consider that the more relevant consideration for Spelthorne is whether continuation of existing grant arrangements represents a prudent and proportionate use of resources which supports residents and aligns with the Council's recovery framework.

Officers are satisfied that continuation of existing grant-funded arrangements through 2027/28 is consistent with those objectives.

6. Options appraisal and proposal

6.1 Officers have considered three options for managing Community Grant Programme funding during 2027/28. Option 1 is the preferred approach as it balances continuity for residents and community organisations with prudent financial management, Commissioner oversight and the need to avoid creating new long-term commitments.

6.2 **Option 1:** Continue existing strategic community grant arrangements through 2027/28 — **preferred option**. This would continue support for the currently funded strategic community organisations identified in the report, within approved budget provision and subject to normal grant agreements, monitoring and assurance. This option provides timely certainty, reduces the risk of a funding cliff edge, supports vulnerable residents and follows the same prudent principles being adopted across Surrey, while recognising Spelthorne's separate position under Commissioner oversight.

6.3 **Option 2:** Defer any decision until the new unitary arrangements are in place. This would avoid Spelthorne making a commitment for 2027/28 before Local Government Reorganisation is implemented but would create significant uncertainty for funded organisations. It risks staff losses, reduced service capacity, difficulties retaining volunteers and avoidable disruption to residents who rely on preventative community support. West Surrey needs to make assumptions this autumn in order to complete drafting its budget.

6.4 **Option 3:** Reduce or cease existing community grant funding for 2027/28. This would reduce immediate financial commitments but would be likely to have the greatest impact on community organisations and residents. It could undermine preventative services, increase pressure on statutory provision and create inconsistency with the emerging Surrey-wide approach, where most authorities have already approved or committed equivalent arrangements.

7. Risk implications

- 7.1 The principal risk is that delaying or not approving continuation of existing community grant funding would create a funding cliff edge from April 2027, resulting in service disruption for residents and instability for key voluntary and community organisations. This could lead to loss of staff and volunteers, reduced preventative support, reduced ability to secure external funding, and increased pressure on statutory services. Conversely, continuing existing time-limited grants within approved budgets presents a lower risk, provided awards remain subject to appropriate governance, monitoring, Commissioner oversight and do not create new long-term liabilities for successor authorities.

8. Financial implications

- 8.1 The funding under consideration relates primarily to continuation of existing grant baselines rather than the creation of new funding commitments.

Where authorities choose to proceed with 2027/28 awards, decisions should:

- remain within approved budgets;
- demonstrate affordability;
- be subject to appropriate governance;
- avoid creating long-term liabilities; and
- where appropriate, include break clauses or review mechanisms.

9. Legal comments

- 9.1 Pursuant to section 1 of the Localism Act 2011 and section 65 of the Health Services and Public Health Act 1968 (where applicable) the Council has the powers to provide grant funding to voluntary and community sector.
- 9.2 The grant awards must be in accordance with the Council's governance requirements and subject to appropriate grant funding agreements being entered into.
- 9.3 The Council must give due regard to the Public Sector Equality Duty when allocating funding.

Corporate implications

10. Commissioners' comments

- 7.1 Commissioners agree that there is merit in Spelthorne BC adopting the same underlying principles being applied elsewhere across Surrey.

11. S151 Officer comments

- 11.1 The S151 Officer supports the proposed approach which both helps reduce the risk of uncertainty and a cliff edge for VCSE partners and also enables this

element of the 2027/28 budget to be firmed up in line with West Surrey budget timelines.

12. Monitoring Officer comments

- 12.1 Subject to matters set out in section 9 of this report, there are no further legal implications arising from the recommendations in this report.

13. Procurement comments

- 13.1 There are no procurement implications arising directly from the recommendations in this report.

14. Equality and Diversity

- 14.1 Continuation of the existing Community Grant Programme is expected to have a positive equality impact by helping to sustain services that support residents who may experience disadvantage, vulnerability or barriers to accessing mainstream provision. The organisations funded through the programme provide advice, early help, family support, volunteering infrastructure and wellbeing services which are particularly important for older residents, families with young children, disabled residents, people experiencing financial hardship, carers and those at risk of social isolation.

Failure to provide timely funding certainty could have a disproportionate impact on these residents if community-based preventative services are reduced or withdrawn. Maintaining existing grant arrangements through 2027/28 therefore supports the Council's wider equality duties by promoting access to support, reducing inequality of outcome and helping to ensure that vulnerable residents continue to receive assistance during Local Government Reorganisation.

15. Sustainability/Climate Change Implications

- 15.1 Where grant-funded organisations deliver services locally, through outreach, advice, volunteering and community-based support, this may also contribute indirectly to sustainability by reducing avoidable travel, supporting local solutions and strengthening community resilience during Local Government Reorganisation. Grant agreements and monitoring arrangements can continue to encourage funded organisations to operate in environmentally responsible ways, including making efficient use of resources, reducing waste and considering low-carbon approaches to service delivery where practicable.

16. Other considerations

- 16.1 There is significant uncertainty in the VCSE sector as a result of LGR and reorganisation in relation to the ICB, its incumbent on all system partners to recognise and provide mitigation for this uncertainty.

17. Local Government Reorganisation Implications

14.1 The report has highlighted significant LGR implications.

18. Timetable for implementation

18.1 Decision to be made at Community Wellbeing and Housing Committee on 29th September, and used to inform the next iteration of West Surrey Budget.

19. Contact

19.1 Stephen Mortimer-Cleevely

***Please submit any material questions to the Committee Chair and Officer
Contact by two days in advance of the meeting.***

Background papers:

Surrey CEX Executive Summary Paper

Surrey CEX Presentation

Appendices:

Appendix 1 Strategic Grant Spend 25/26

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank



Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing	Yes	20/08
Relevant Group Head review	Yes	20/08
MAT+ review (to have been circulated at least 5 working days before Stage 2)	Yes	
This item is on the Forward Plan for the relevant committee	Yes	
	Reviewed by	
Finance comments (circulate to Finance)	Yes	20/08
Risk comments (circulate to Lee O'Neil)	LO	03/09/26
Legal comments (circulate to Legal team)	JC	04/09/26
HR comments (if applicable)		

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date rec'd
Monitoring Officer commentary – at least 5 working days before MAT	L Heron	09/09/26
S151 Officer commentary – at least 5 working days before MAT	T.Collier	20/08
Commissioner engagement Commissioners support the recommendations of this report as this approach will promote fairness and address the financial pressures in the DFG budget.	Delete as applicable:	No issues Comments in S. 7
Confirm final report cleared by MAT		

Community Wellbeing & Housing

Date of meeting 29th September 2026

Title	Review of Disabled Facilities Grant (DFG) Policy – Re-Introduction of Means Testing for Level Access Showers
Purpose of the report	To make a decision
Report Author	<i>Stephen Mortimer-Cleevely</i>
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	N/A
Corporate Priority	Community Addressing Housing Need Services
Recommendations	Committee is asked to: 1) Note the outcome of investigations undertaken following the June 2026 Committee meeting regarding potential redistribution of Disabled Facilities Grant underspends from other local authorities. 2) Note that advice received from MHCLG and Foundations confirms that no mechanism exists to transfer underspent DFG funding between local authorities and must be returned through the relevant Government funding arrangements. 3) Approve the amendment of the Council's Disabled Facilities Grant (DFG) Policy to remove discretionary means test exemptions for level access showers. 4) Approve the introduction of means testing for this adaptation type in line with statutory DFG requirements under the Housing Grants, Construction and Regeneration Act 1996. 5) Approve the reduction of the aids and adaptations disregard from £2000 to £1000. 6) Delegate authority to the Group Head of Community Wellbeing, in consultation with the Chair & Vice Chair to implement minor operational changes required to enact the revised policy. 7) Note the intention to align Spelthorne's DFG policy with other Surrey authorities in advance of Local Government Reorganisation (LGR).

Reason for Recommendation	The Council is experiencing increased demand and financial pressure on the DFG budget. Aligning with national expectations and Surrey-wide policy approaches will ensure equitable, sustainable, and legally robust allocation of resources.
----------------------------------	--

1. Executive summary of the report *(expand detail in Key Issues section below)*

What is the situation	Why we want to do something
• Demand for Disabled Facilities Grants (DFGs) and other home adaptations continues to increase, driven by an ageing population, more complex needs and increasing construction costs. • Following the Committee's request in June 2026, officers explored whether authorities with forecast DFG underspends could transfer funding to councils experiencing demand pressures. Discussions were held with neighbouring Surrey authorities, MHCLG and Foundations. • These enquiries confirmed that there is no mechanism to transfer underspent DFG funding between local authorities. As a result, Spelthorne must manage increasing demand within its own allocation. • Current expenditure and approved commitments indicate continued pressure on the DFG budget during 2026/27 • The proposed changes are estimated to deliver efficiencies of approximately £108,000 per annum, helping to mitigate projected pressure within the DFG programme.	• The Council must ensure that limited DFG resources remain available for residents with the greatest assessed need. • The current discretionary exemption from means testing for level access showers is no longer considered financially sustainable and is inconsistent with the approach adopted by neighbouring Surrey authorities. • Reintroducing means testing will improve fairness; ensure public funds are targeted appropriately and help maintain the long-term sustainability of the DFG programme.
This is what we want to do about it	These are the next steps

• Amend the Council's DFG Policy to reintroduce means testing for level access showers in line with the statutory DFG framework. • Reduce the aids and adaptations disregard from £2,000 to £1,000. • Align Spelthorne's approach with Surrey-wide practice and support policy consistency ahead of Local Government Reorganisation.	• Subject to approval, update the DFG Policy and associated guidance documents. • Communicate the changes to residents, occupational therapists, health partners and other stakeholders. • Implement the revised arrangements from October 2026 and monitor the financial impact on the DFG programme
--	---

2. Key issues

- 2.1 Following the CWHC Committee's request at its June 2026 meeting, officers undertook enquiries with neighbouring Surrey authorities, MHCLG and Foundations (the national body supporting Disabled Facilities Grant delivery). These enquiries sought to establish whether authorities with forecast DFG underspends could transfer allocations to authorities experiencing demand pressures.

Advice received confirmed that Disabled Facilities Grant allocations form part of the Better Care Fund arrangements and are allocated to individual local authorities. Whilst local authorities can manage expenditure flexibly within their own allocation, there is no mechanism available for the transfer of underspent DFG funding between authorities. Any unspent funding remains subject to the relevant Government funding arrangements and cannot be redistributed directly to other councils.

Consequently, no additional funding source has been identified through redistribution of underspends and Spelthorne must continue to manage demand within its own allocation

2.2 National Policy Context (DFG and BCF)

The Disabled Facilities Grant is a mandatory grant governed by the Housing Grants, Construction and Regeneration Act 1996. While local authorities have discretion in policy delivery, national guidance increasingly emphasises:

- Targeting limited resources at those in greatest financial need
- Demonstrating impact on hospital discharge, prevention, and independence
- Integration with health partners via the Better Care Fund

DFG funding is now fully embedded within the Better Care Fund, meaning local authorities are expected to evidence:

- 2.3 Reduction in hospital admissions and delayed discharges
- 2.4 Prevention of residential care placements
- 2.5 Efficient use of public funds

Maintaining blanket exemptions for high-cost adaptations is inconsistent with this direction of travel.

In the last financial year 25/26, the team delivered 141 DFG's and 527 Aids and Adaptations.

2.6 Financial Pressures and Demand Growth

Locally, Spelthorne is seeing:

- Rising demand linked to an ageing population.
- Increased complexity of cases, including hospital discharge and residents with multiple long-term conditions.
- Higher unit costs for adaptations arising from inflationary pressures and contractor availability.

2.7 As at September 2026, the Council has already paid **£592,282.72** in DFG and Aids and Adaptations funding, with a further **£235,979** committed to approved works. This demonstrates that the demand pressures identified in 2025/26 have continued into the current financial year.

Stairlifts and level access showers represent a significant proportion of DFG spend. Removing means testing in 2022 has:

- Increased overall grant expenditure
- Reduced available funding for higher-need households
- Created potential inequity in allocation

2.8 Equity & Fairness

The current approach creates inconsistency whereby:

- Some applicants contribute financially (via means test)
- Others receive fully funded adaptations regardless of financial capacity

Reintroducing means testing ensures:

- Fairness across applicants
- Better targeting of public funds
- Compliance with the principle of ability to pay

2.9 The Means Testing Process

Spelthorne Borough Council uses the nationally recognised FERRET software system to undertake Disabled Facilities Grant (DFG) means testing assessments. FERRET is widely used by local authorities across England and applies the statutory test of resources prescribed under the Housing Grants, Construction and Regeneration Act 1996.

The assessment takes into account:

- household income
- savings and capital

- certain welfare benefits
- partner or spouse income
- allowable household expenditure and applicable premiums

The system calculates whether an applicant is required to make a financial contribution towards the cost of the adaptation works and, where applicable, determines the level of contribution.

2.10 Local Government Reorganisation

A review of Surrey authorities has confirmed that means testing is routinely applied to level access showers and similar high-cost adaptations across neighbouring districts and boroughs.

Spelthorne is currently an outlier in maintaining a discretionary exemption from the statutory means test for these adaptation types.

The proposed change would therefore bring the Council into closer alignment with countywide practice, improve consistency for residents and partners, and support the transition to Local Government Reorganisation. In advance of Local Government Reorganisation, there is a clear strategic need to:

- Harmonise policies across districts and boroughs
- Reduce variation in service delivery
- Enable smoother transition to unitary structures

Failure to align now risks:

- Policy inconsistency
- Increased complexity during transition
- Financial disparities across the future authority

3. Options appraisal and proposal

3.1 Option 1 – Re-Introduce means testing (Preferred Option)

Ensures financial sustainability of the DFG budget and aligns with national policy expectations and Better Care Fund requirements.

Promotes fairness and equitable allocation.

Aligns with Surrey authorities ahead of LGR.

Protects funding for highest-need residents.

There is a potential that this will increase the administrative burden, and it will ultimately mean that some residents will now have to contribute financially, there is a risk that some residents may not adapt their property.

3.2 Option 2 – Retain current exemptions

Simpler to administer and maximises accessibility for residents.

This approach is financially unsustainable and leads to an inequitable allocation of resources. Leaving the Council misaligned with Surrey partners and increases the risk of budget overspend.

Misalignment with Surrey authorities ahead of LGR.

4. Risk implications

- 4.1 **Financial risks:** high potential for an overspend on DFG budget if policy remains unchanged an introduction of means testing enables improved monitoring of spend.
- 4.2 **Operational risks:** there will be an inherent increased processing time as each applicant will have to be fully financially assessed
- 4.3 **Reputational risk:** there will likely be a perception of reduced support, but mitigations will include clear communication and signposting to additional support mechanisms.
- 4.4 **Legal risk:** we are open to potential challenge if the policy is inconsistent, the closer alignment to statutory framework and local practice should help mitigate the risks

5. Financial implications

Estimated level access showers (LAS) applications FY 25/ 26 that would have failed proposed means test	12
Average cost per LAS	£7,918
Positive Impact on DFG	£95,015

In FY 25/26 Twenty-seven properties benefitted from aids and adaptations costing between £1,000 and £2,000, by reducing the DFG disregard to £1,000 we could reduce DFG spend by an additional £13,000.

In total both changes will yield potential efficiencies of approximately £108,000.

It is important to emphasise there is a potential risk that proposed changes will increase the administrative burden and it will ultimately mean that some residents will now have to contribute financially, some residents may not adapt their property.

Current DFG Activity and Expenditure 2026/27

The financial pressures identified within the Disabled Facilities Grant programme have continued into 2026/27. As at August 2026, expenditure and commitments remain significant, reflecting sustained demand for adaptations across the borough.

Current Financial Position (2026/27)

Current Financial Position (2026/27)	Amount
Total DFG payments	£520,375.72
Aids and adaptations	£71,907
Current commitments	£235,979
Total paid and committed	£818,261

N.B. This table excludes cost associated with DFG delivery, specifically capitalised salary costs.

Analysis of Current Position

5.1 As at September 2026, the Council has made Disabled Facilities Grant and Aids and Adaptations payments totalling £592,282.72, comprising £520,375.72 in Disabled Facilities Grant payments and £71,907 in Aids and Adaptations expenditure.

5.2 In addition, there are currently approved Disabled Facilities Grant commitments totalling £235,979. These commitments represent works approved but not yet fully paid and are expected to be incurred during the current financial year.

5.3 Taken together, current expenditure and commitments amount to £818,261, demonstrating continued demand for adaptations and ongoing pressure on available Disabled Facilities Grant resources.

The investigations undertaken following the June 2026 Committee meeting have confirmed that no additional funding can be secured through the transfer of underspends from other local authorities. Consequently, the Council must continue to manage demand within its own allocation whilst ensuring resources remain focused on residents with the greatest levels of assessed need.

5.4 As at September 2026, total expenditure on Disabled Facilities Grants and Aids and Adaptations is £592,282.72. Based on expenditure incurred during the first five months of the financial year, actual spend is projected to reach approximately £941,873 by year end.

5.5 In addition, there are approved Disabled Facilities Grant commitments of £235,979 which are expected to be delivered during the current financial year.

5.6 If these commitments are fully realised, the projected year-end expenditure and commitments would total approximately £1.178m, representing a potential pressure of approximately £50,000 against the Council's 2026/27 Disabled Facilities Grant allocation of £1.128m.

Whilst actual outturn will depend on delivery timescales and completion of approved works, the current trajectory demonstrates continued pressure on the DFG programme and reinforces the need to ensure available resources are targeted towards residents with the highest levels of assessed need.

Current Position as at 31 August 2026	Amount
DFG Payments	£347,484.76
Aids & Adaptations Payments	£44,962.39
Total Actual Spend	£392,447.15
Current DFG Commitments	£312,781.23
Annualised Actual Spend Forecast	£941,873.16
Forecast Year-End Position (including commitments)	£1,254,654.39
DFG Allocation 2026/27	£1,128,428.00
Forecast Variance	(£126,226.39)

N.B. This table excludes cost associated with DFG delivery, specifically capitalised salary costs

6. Legal comments

- 6.1 The DFG is a statutory grant provided under the Housing Grants, Construction and Regeneration Act 1996 (HGCRA). The Council is under a statutory obligation to administer DFGs to qualifying applicants.
- 6.2 Central Government makes capital funding available for DFGs as part of the Department of Health's Better Care Fund.
- 6.3 Means testing is a statutory requirement for DFG adaptations to ensure that funding is directed to those most in need. The means test assesses the income and savings of the applicant and their spouse or partner.
- 6.4 The removal of discretionary exemptions from DFG allocations is lawful under HGCRA as discretionary grants are not a statutory requirement.

Corporate implications

7. Commissioners' comments

- 7.1 Commissioners support the recommendations of this report as this approach will promote fairness and address the financial pressures in the DFG budget.

8. S151 Officer comments

The S151 Officer confirms that all financial implications have been taken into account, and that the Council needs to take the steps recommended to bring capital spending in line with the Government grant funding being received, as currently projected expenditure exceeds the funding available. The proposal brings the Council into line with policy approach of all the other Surrey Councils. The Council cannot continue on a financially non-sustainable approach towards Disabled Facilities Grants. The S151 Officer therefore strongly supports the recommendations set out in the report.

9. Monitoring Officer comments

- 9.1 The proposed changes to the DFG policy comply with the statutory duty under the Housing Grants, Construction and Regeneration Act 1996. Means testing ensures that funding is directed to those most in need.

10. Procurement comments

- 10.1 There are no procurement implications arising directly from the recommendations in this report. All individual cases must comply with all applicable legislation, regulations and requirements, including (but not limited to) the Council's Contract Standing Orders.

11. Equality and Diversity

Whilst the proposal may affect some disabled residents who would previously have received adaptations without financial assessment, the statutory means test is specifically designed to protect households on low incomes and those in receipt of relevant benefits.

Residents assessed as unable to contribute will continue to receive support in accordance with the statutory DFG framework.

The proposal therefore seeks to balance equitable access to adaptations with the need to ensure public resources remain available for residents with the highest levels of need.

12. Sustainability/Climate Change Implications

Minor positive impact through enabling residents to remain in their homes, reducing need for higher-carbon institutional care.

13. Other considerations

- Alignment with Adult Social Care priorities
- Integration with hospital discharge pathways
- Communication with occupational therapy services

14. Timetable for implementation

- | 14.1 Milestone | Date |
|--------------------|----------------|
| Committee approval | September 2026 |

Policy update	October 2026
Stakeholder communication	October- November 2026
Implementation	December 2026

15. Contact

15.1 *Stephen Mortimer-Cleevely*

Background papers:

Background Paper 1 – DFG Surrey Return

Background Paper 2 – Latest Delta Return

Appendices:

Appendix 1 – Draft Revised DFG Policy

Appendix 2 – DFG Handbook for Surrey - Benchmarking of Surrey Authorities

Appendix 3 - Impact Report

Appendix 4 - Existing Grants

This page is intentionally left blank

Spelthorne Borough Council

Disabled Facility Grants (DFG)

Policy 2026

Introduction to Disabled Facilities Grants.

Disabled Facilities Grants (DFG's) are a statutory function which are administrated by Spelthorne Borough Council.

DFG's are available to help fund the cost of aids and adaptations to enable a disabled person to live independently in their own home and support the provision of decent, healthy, and safe housing within the borough under the Housing Grants, Construction and Regeneration Act 1996 and the flexibility of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002

A DFG is only available to people who are disabled within the meaning of the National Assistance Act 1948. This means that a DFG will not be granted to a person who is solely elderly or retired.

The Council closely with Surrey County Council's Social Services Department, who will assess the needs of the client and confirm that the works are "necessary and appropriate".

This policy ensures that resources are targeted at those who would not otherwise be able to adapt, repair or improve their home. By providing adaptations to those who have a medical need and by developing a preventative approach the Council can reduce hospitalisation and improve adults' health and wellbeing. In turn this relieves some of the pressure on Social Services and NHS partners

DFG's are a means tested scheme, which will consider a disabled persons income, savings and capital owned by them and their spouse or partner. Depending on the outcome of the test, they may be required to contribute towards the cost of the works. A means test will not be conducted if they are applying on behalf of a child.

The maximum DFG available in England is £30,000. If the total cost of the works, plus any fees or VAT exceed this amount, the applicant may be required to pay the additional costs.

There is no means test for

- those who receive a non-means test benefit, for example Guaranteed Pension Credit, Housing Benefit, or Universal Credit.
 - a standard stairlift
 - a disabled child under 19 years (if in education or receiving child benefits)
 - Motor neurone disease (MND), palliative or end of life diagnosis
- Spelthorne Borough Council offer a fast-tracked process with no means testing for works up to £5000 and ignore the earnings of the person with the

diagnosis where; larger scale works are assessed as being necessary and appropriate.

The person who the grant is for must:

- own the property or be a tenant
- the property must be the disabled person's main residence
- must be a UK citizen
- have lived, or be intending to live, in the property in question for at least five years, or for such a shorter period as their health and other relevant circumstances permit

The Council needs to be satisfied that the work:

- is necessary and appropriate to meet the disabled person's needs
- is reasonable and practical
- considers things such as the effect on other residents, limited access, conservation considerations, and the structural characteristics of the property
- is of good quality and meets other safety standards (applies where grants approved and adaptations or other works are undertaken)

Land Charges

If the DFG is for a homeowner and the adaptation is over £5,000, a land charge will be placed against the property (up to £10,000). The amount placed depends on the cost of the works and will decrease yearly over the next 10 years.

Should the property be sold within 10 years of the adaptation, the amount will be repayable.

Aids and Adaptations Grant.

A Minor Aids and Adaptations Grant is available to Homeowners costing less than £1000 for a wide variety of other aids or adaptations. these include:

- works to make a home suitable for a disabled occupant's accommodation, welfare, or employment.
- providing small-scale adaptations to either fulfil needs not covered by mandatory DFG's
- avoiding the procedural complexities of mandatory DFGs, to deliver a much quicker remedy for urgent adaptations
- repairs to a previous DFG

Getting grant approval before starting work

If the work is started before a grant application is formally approved in writing the application will be disqualified.

What works are eligible?

Mandatory grants can be awarded for the following works:

- facilitating a disabled person's access to the dwelling for example, widening doors and installing ramps
- by providing or improving access to the bedroom, kitchen, toilet, wash basin and bath (and/or shower) facilities; for example, by installing a stair lift or providing a level access shower room
- facilitating the preparation of food by the disabled person.
- improving/providing a heating system to meet the disabled person's needs
- facilitating access and movement around the home to enable the disabled person to be cared for by someone dependent upon him or her needs.
- making the dwelling safe for the disabled person and others residing with him or her.
- facilitating access to and from a garden or making a garden safe.

Who can apply?

Grants are for disabled people and can be applied for by:

- the disabled person
- a person living with a disabled person,
- parent or guardian of a disabled child,
- the landlord of a property

How long will the process take?

- Spelthorne Borough Council have up to 6 months to approve a fully completed application form.
- Spelthorne Borough Council aim to complete the works within 12 months from receipt of the fully completed application in many cases these times periods are significantly shorter.

How to apply?

- speak to an Occupational Therapist (OT) who can advise on the application process.

Spelthorne Locality Team,
Ashford Centre,
Stanwell Road,
Surrey
TW15 3DU

Telephone: 01932 795 292

Email: Spelthorne.otduty@surreycc.gov.uk

- apply directly to the Disabled Facilities Grants (DFG's) Team at Spelthorne Borough Council.

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

Telephone: 01784 448 607
Email: dfg@spelthorne.gov.uk

Complaint procedure

Spelthorne Borough Council aim to provide a high-quality and value-for-money services to all our residents.

If Spelthorne Borough Council do get something wrong, the Council try to put it right quickly and learn from mistakes, to help improve services in the future.

Feedback from residents is an important part of helping the Council to do this.

The Council will deal with all complaints fairly, consistently, and professionally.

Ways that you can contact The Council.

- email Customer Services
- phone us on 01784 451499
- write to us at:

Customer Service Centre
Spelthorne Borough Council
Knowle Green
Staines-upon-Thames
Surrey TW18 1XB

Scheme	Amount Available	Eligible Works	Who is Eligible	Conditions / Notes
Disabled Facility Grant (DFG) • Mandatory • Main priority of the DFG Team	Up to £30,000	• Access • Ramps • Concrete hardstanding • Stairlifts • Through lifts • Level access showers • Hoists • Door widening • Conversions • Extensions • Any larger adaptations	• A disabled person who owns the property • A disabled tenant in a rented property • Parent or Guardian of a disabled child • A disabled person living in someone else's home	• Occupational Therapist (OT) assessment • Work is necessary, appropriate, reasonable, and practical. • Fully completed application • Means tested (except in the case of) a standard stairlift, a disabled child under 19 years (if in education or receiving child benefits) an applicant with MND, palliative or end of life diagnosis as confirmed by a medical professional)
Aids and Adaptations Grant • Non-Means tested • Homeowner / Private tenant • One Grant per property	Up to £1,000	• Small scale adaptations • Half steps • Ramps • Rails • Repairs to previous DFG • Warranties	• A disabled person who owns the property • A disabled tenant in a privately rented property • Parent or Guardian of a disabled child • A disabled person living in someone else's home	• Work is necessary, appropriate, reasonable, and practical. • Occupational Therapist (OT) assessment not necessary • This brings Spelthorne Borough Council in line with other Councils
Community Equipment Store (CES)	N/A	• Ceiling Track Hoists • Ramps • Handrails	• A disabled person who owns the property • A disabled tenant in a privately rented property • Parent or Guardian of a disabled child • A disabled person living in someone else's home	• Occupational Therapist (OT) assessment

Handy Person Service (Home Link)	Charges may apply	• Dementia Service • Urgent Hospital Discharge / Palliative / Safety and Security • Minor Health and Safety work • General DIY • Skilled Electrical • Skilled Plumbing • Key Safes • Handrails	• Elderly 60 Years + • Disabled in receipt of DLA or PIP • Vulnerable	• Occupational Therapist (OT) assessment • Self-referral • Owner Occupier • Private / Rented
----------------------------------	-------------------	---	---	---

DFG Manager,
 Borough Lead Independent Living,
 Group Head Community Wellbeing and Housing,
 Deputy Chief Executive.

Disabled Facilities Grant Handbook

October 2025



Contents page

Disabled Facilities Grant Handbook September 2025	1
Contents page	2
Introduction:.....	3
District and Borough Contact Details:.....	4
Better Care Fund (BCF) team contact details	5
Context.....	6
Legislation.....	6
Guidance and Frameworks.....	7
Specialist Teams:	8
Surrey OT Process:	9
Surrey OT Processes continued:.....	10
Surrey County Council 5 step model (Programme rolled out across Adult Social Care).....	11
Snapshot of variances between District and Boroughs (pages 16-20).....	16
Housing Policy Mapping A snapshot of the variance of adaption criteria housing policy per District and Borough.....	22
Examples of Good Practice/ Case Studies:	27
Housing Policy Comparison table:.....	28
This sets out the legislative bases for each policy, the types of assistance available per D&B, policy aims and eligibility.	28
Glossary:	32
Acknowledgements:.....	33
Appendix:	35
Housing Policies Per District and Borough:	35

Introduction:

About This Booklet:

This booklet has been developed collaboratively by the Better Care Fund Team, the Surrey Adults Academy, and an Occupational Therapy (OT) apprentice.

It was co-designed with Occupational Therapy Assistant Team Managers (OT ATMs), District and Borough (D&Bs) housing colleagues from across Surrey, with additional input from Foundations.

Purpose:

The purpose of this booklet is to provide a clear overview of the legislation, policies, and procedures surrounding the Disabled Facilities Grant (DFG), from both an OT and housing perspective. It serves as a reference point for staff across Surrey County Council and the District and Borough Councils.

Local Variations:

Each District and Borough in Surrey operates differently, based on local needs and context. This results in each District and Borough developing their own policy to meet that need and context.

As a result, there are justified variations in how housing policies are applied, particularly in relation to adaptations. These differences naturally lead to varied outcomes. This booklet maps out those differences to provide clarity and transparency.

Ongoing Updates:

This booklet will be regularly updated to reflect any legislative or systemic changes, ensuring the information remains accurate and current.

If you are aware of any updates or changes, please contact the Better Care Fund Team so we can keep this resource up to date:

bettercarefund.surrey@surreycc.gov.uk

Acknowledgements:

With thanks to the Surrey Adult's Academy, and Sacha Harden-Boyle (Occupational Therapy Apprentice 2025), Occupational Therapy Assistant Team managers, and housing colleagues in each District and Borough, for the support in coordinating and completing this booklet.

District and Borough Contact Details:

District or Borough	Address	General Contacts Email/ Phone number	Contact details for Private owner/ HA or Private Landlords	Contact details for council tenant requests
Epsom and Ewell	Epsom and Ewell Borough Council The Old Town Hall, The Parade, Epsom KT18 5BY	01372 732000 hia@epsom-ewell.gov.uk	01372 732000 hia@epsom-ewell.gov.uk	
Elmbridge	Elmbridge Borough Council Civic Centre, High St, Esher KT10 9SD	01372 474602		
Mole Valley	Mole Valley District Council, 9 Reigate Rd, Dorking RH4 1SJ			
Reigate and Banstead	Reigate & Banstead Borough Council, Town Hall, Castlefield Road, Reigate, RH2 0SH	03301 243 758 and surreyhia@millbrookhealthcare.co.uk OR 01737 276000 environmental.protection@reigate-banstead.gov.uk		N/A
Tandridge	Tandridge District Council 8 Station Rd East, Oxted RH8 0BT			
Woking	Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey, GU21 6YL	01483 743668	homelink@woking.gov.uk 01483 743668	housingcommercialenquiries@woking.gov.uk 01483 755855
Spelthorne	Spelthorne Borough Council Council Offices, Knowle Green, Staines TW18 1XB	Dfg@spelthorne.gov.uk OR Hp@spelthorne.gov.uk 01784 448607		
Runnymede	Runnymede Borough Council Runnymede Civic Centre, Station Rd, Addlestone KT15 2AH	01932 838383		
Surrey Heath	Surrey Heath Council, Surrey Heath House, Knoll Rd, Camberley GU15 3HD			
Guildford	Guildford Borough Council, Millmead House, Millmead, Guildford GU2 4BB	CareandRepair@guildford.gov.uk 01483 505050		
Waverley	Waverley Borough Council The Burys, Godalming GU7 1HP	CareandRepair@guildford.gov.uk 01483-523333		

Better Care Fund (BCF) team contact details:

The Better Care Fund (BCF) supports Disabled Facilities Grants (DFGs) by ensuring funding is allocated to local housing authorities to provide adaptations that enable people to live independently in their homes. The BCF aims to integrate health, social care, and housing services, and the DFG is a crucial part of this integration. Adaptations funded by DFGs can help people avoid hospital admissions and stay in their homes longer, reducing the strain on health and social care systems.

Better Care Fund (BCF)	Lewis Willing Senior Programme Manager	Lewis.Willing@Surreycc.gov.uk
Better Care Fund (BCF)	Samantha Lewis Senior Business Manager	Samantha.Lewis@Surreycc.gov.uk

Context

Legislation

- [Equality Act 2010](#)
- [Housing Grants, Construction and Regeneration Act 1996](#)
- [The Housing Renewal Grants Regulations 1996](#)
- [The Housing Renewal Grants \(Services and Charges\) Order 1996](#)
- [The Disabled Facilities Grants and Home Repair Assistance \(Maximum Amounts\) \(Amendment No. 2\) \(England\) Order 2001](#)
- [The Regulatory Reform \(Housing Assistance\) \(England and Wales\) Order 2002](#)
- [The Disabled Facilities Grants \(Maximum Amounts and Additional Purposes\) \(England\) Order 2008](#)
- [The Housing Renewal Grants \(Prescribed Form and Particulars\) \(Revocation\) \(England\) Regulations 2010](#)
- [Care Act 2014](#)
- [Mental Capacity Act 2005](#)
- [Health and Safety at Work etc Act 1974 - HSE](#)
- [The Lifting Operations and Lifting Equipment Regulations 1998](#)
- [The Provision and Use of Work Equipment Regulations 1998](#)
- [The Manual Handling Operations Regulations 1992](#)
- [Armed Forces Covenant: guidance and support - GOV.UK](#)
- [NHS England » Better Care Fund](#)
- [Chronically Sick and Disabled Persons Act 1970](#)
- [Children Act 1989](#)

Guidance and Frameworks

- [Better Care Fund policy framework 2025 to 2026 - GOV.UK](#)
- [Professional standards for practice, conduct and ethics | RCOT](#)
- 4.5.3 (You intervene as early as possible, to optimise outcomes and to reduce, delay or prevent future needs where possible.)
- [Adaptations without delay | RCOT](#)
- [Disabled Facilities Grant \(DFG\) delivery: Guidance for local authorities in England - GOV.UK](#)
- [Disabled Facilities Grants: Overview - GOV.UK](#)
- [Mental-capacity-act-code-of-practice.pdf](#)
- [How To Assess A DFG](#)
- [CHAPTER 1](#) (Home Adaptations for Disabled People – A Good Practice Guide)
- [Better Care Fund policy framework 2025 to 2026 - GOV.UK](#)

Care Act 2014

- [Layout 1: \(Home adaptations, integration and The Care Act\)](#)
- [The Care Act 2014 and occupational therapy: a handy summary | Local Government Association](#)
- [Care Act 2014 –](#)
Section 1 – Wellbeing.
Section 9 – Assessment.
Section 2 – Prevention.
Section 77 - Registers of sight impaired adults, disabled adults.
- [Care act 2014 | RCOT](#)
– **PDF:** Care Act 2014 guidance for Occupational Therapists and Foundations.



Surrey CC website

- [Major adaptations - for disabled and older people - Surrey County Council](#)
- [Adult social care and support - Surrey County Council](#)

Specialist Teams:

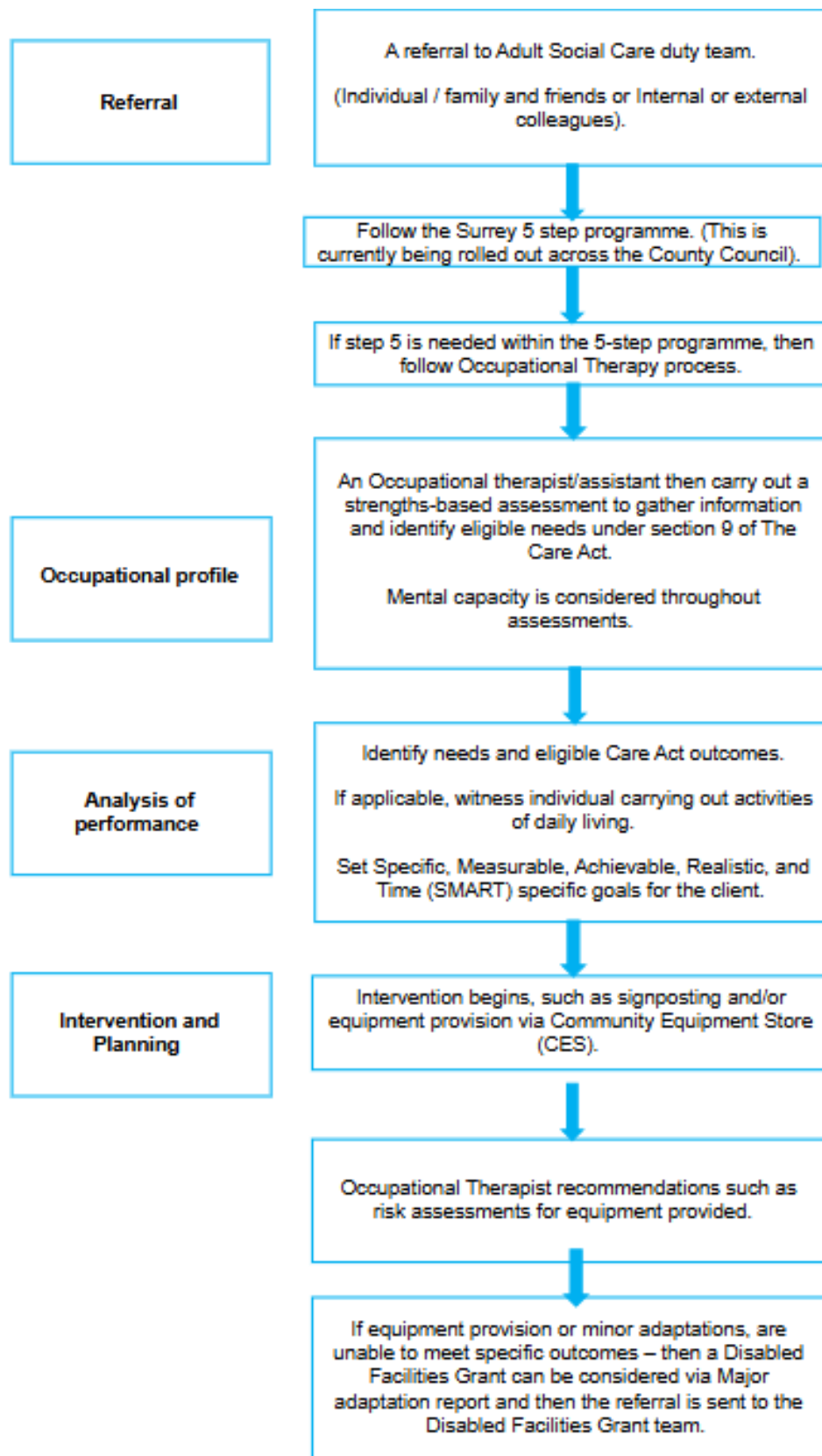
There are specialist teams that operate countywide, such as Mental Health (including Enabling Independence, Mental Health Central Duty Teams and Reablement). These services will refer to the relevant locality team or specialist (countywide) Learning Disability and Autism or Transition OT teams for DFG related cases.

The Transition Team are a specialist Adult Social Care team who support your people aged 18-25 who have a diagnosed learning or physical disability, sensory impairment or Autism. Young people are required to have an active EHCP at the point of referral which is from 14 and older. The Transition Occupational Therapy service is available to young people who open to the Transition Team.

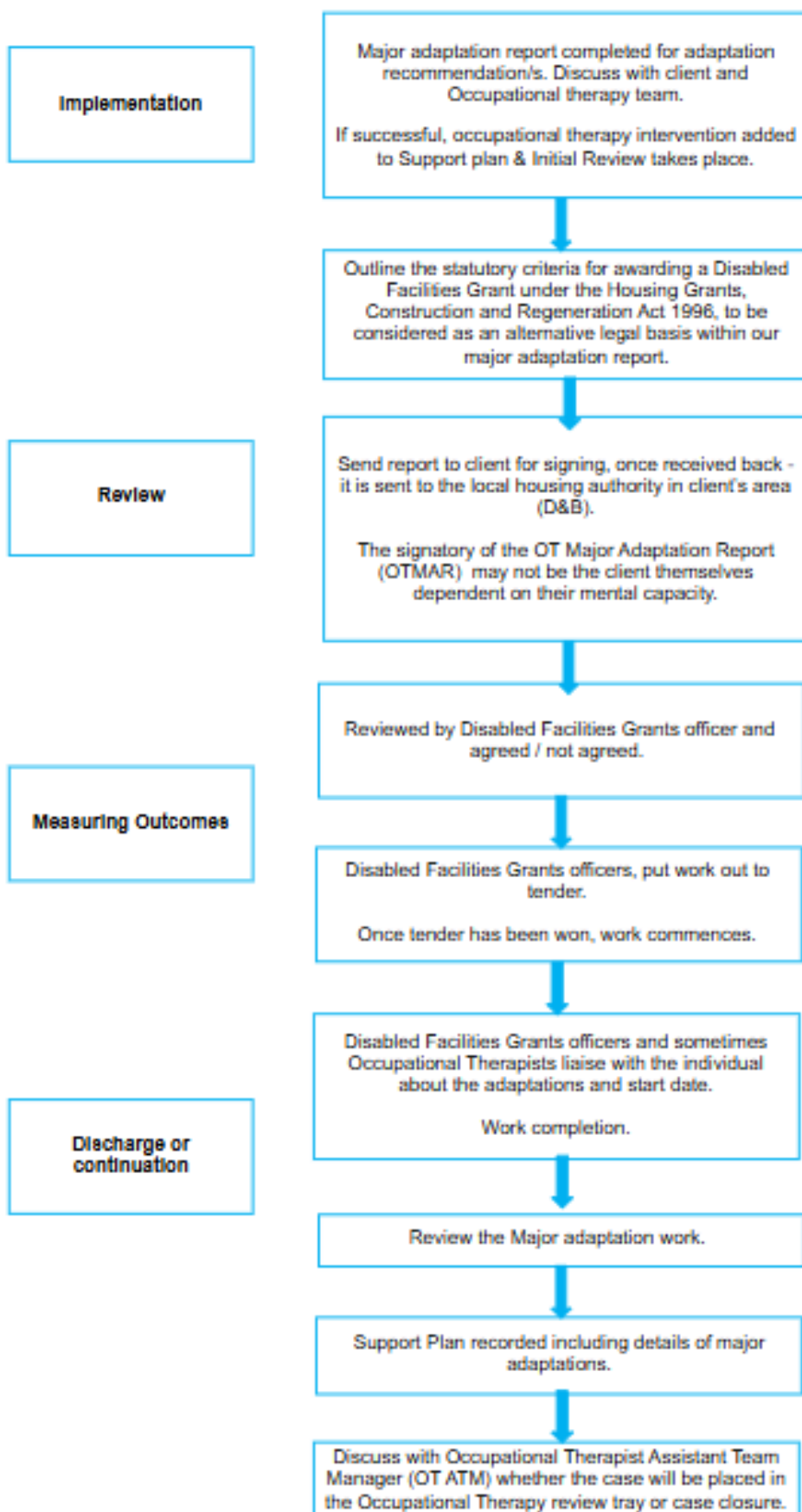
[Local Offer Introduction to the Occupational Therapy \(OT\) service - Surrey County Council](#)

[Who is the Transition Team and how they support someone preparing for adulthood - Surrey County Council](#)

Surrey OT Process:



Surrey OT Processes continued:



Surrey County Council 5 step model (Programme rolled out across Adult Social Care)

The 5 Steps Model is a cultural change for service provision in Adult Social Care (ASC). Setting Occupational Therapists (OTs) free from institutional thinking, it is underpinned by clinical judgement. Through the unique OT practice of Activity Analysis, every decision is rooted in critical thinking by gathering qualitative information and weighing up possible intervention in a person-centred way. The 5 Steps Model upholds the Care Act Principles as it cultivates a partnership of combining people's strengths and resources with OT skills and knowledge, empowering people with choice and control and resulting in a confident and competent OT workforce.

Step 1: Signposting.

Services claim to signpost while still placing most people on a waiting list. Waiting lists elevate the cost of stress and anxiety and prolong unmanaged risk. By implementing the 5 Steps Model, skilled, honest and transparent conversations, present options to people based on their individual circumstances and needs. People then have choice and control to choose a pathway best suited for them. Historically, ASC would complete emergency visits to manage people's immediate risks and fill the gap created by NHS capacity issues. As a result, people missed an essential window of rehab, which lead to deconditioning. A study found that for people above 80 years of age, 10 days in bed is the equivalent of 10 years in muscle aging. Therefore, past reactive practice, however noble, had a detrimental on people's long-term needs and outcomes. The 5 Steps Model conversations focus on establishing which service is the best placed to meet people's short and long-term needs.

Step 2: Order equipment from duty – at the point of contact.

Step 2 requires acquiring the skill of asking the right questions to enable OTs to see by hearing. Through application of clinical judgement and critical thinking, OTs become confident and competent to meet people's needs through Step 2, rather than making people wait for months while their function and confidence decline. Through positive risk taking, people's real risk of harm is reduced.

Step 3: EQuip, Photos, Virtual Assessments.

If unable to implement Steps 1 or 2 due to a lack of essential environmental information, Step 3 is initiated. Step 3 presents tools for people to provide OTs with additional information to go back to Step 1 and 2. EQuip Notebook guides people to do measurements which may be essential for equipment provision. It also acts as a prompt to ensure people's needs are met in one go. EQuip can also serve as a self-referral document. For example, instead of referring to ASC OT, hospital OTs save time by giving the EQuip to people who can then complete the document in their own time and sent it to OT.

Step 4: MeAssured (MeA) Clinic/Smart Working OT (SWOT) Service.

Step 4 is a 'quick stop' between meeting people's needs in a time efficient and proportionate manner on duty and the longer waiting times for a full OT assessment. At MeA, up to 12 people can be assessed by an OT Assistant. SWOT enables on the spot assessments and reviews for people who may not engage with the previous steps in the duty process, e.g. for people with hoarding tendencies, etc.

Step 5: Allocations for face-to-face visits.

Step 5 is a face-to-face assessment for individuals whose needs cannot be met in another way. It indicates complexities and risk factors of the person's environment, needs and care which requires physical assessment, support, trial of equipment and observation.

It is at step 5 is where the assessment for a major adaptation/ Housing Needs Assessments would take place.

To note:

Due to the specific needs of individuals supported by the Learning Disabilities & Autism (LD&A) and Transition teams, the standard five-step Occupational Therapy (OT) is not currently implemented.

Communication and engagement challenges often present barriers to applying this structured approach in full.

Instead, both teams adopt a strength-based model within their duty processes, focusing on signposting, prescribing, and replacing equipment where appropriate. The equipment workbook is used occasionally, depending on the circumstances.

Foundations

Foundations are the national body for Disabled Facilities Grant (DFGs), and Home Improvement Agencies as contracted by the Ministry of Housing, Communities and Local Government.

At Foundations, we support local authorities and home improvement agencies across England to deliver better home adaptations. Our role is to simplify complex processes, share practical solutions, and help you make a real difference to people's lives.

Foundations help local authorities and home improvement agencies with clear, practical guidance to tackle challenges and improve services. Offering advice and support from simple one-off questions to facilitating service improvement workshops.

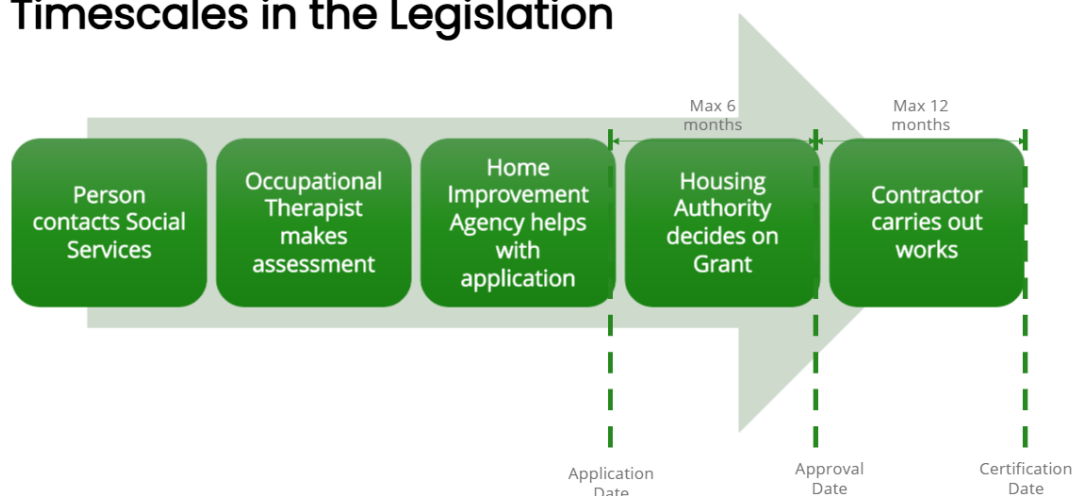
Foundations offer learning and development with training courses and Foundations LIVE (up to date latest sector news, insights and innovations).

Consultancy –

Deep dive into DFG reviews. Policy development & drafting.

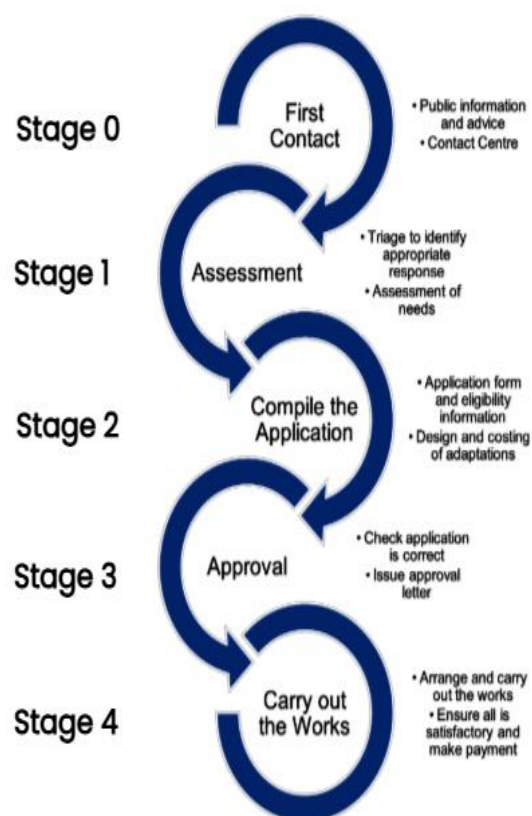
- [Guides developed by Foundations](#)
- [AdaptMyHome](#)
- [Comprehensive Analysis of Housing Adaptation Policies in 2024](#)
- [Learn More About Handyperson Services](#)
- [DFG Champions Roadshows Return for 2025](#)
- [Sample Disabled Facilities Grant \(DFG\) Webpage Template for Local Authorities](#)

Timescales in the Legislation



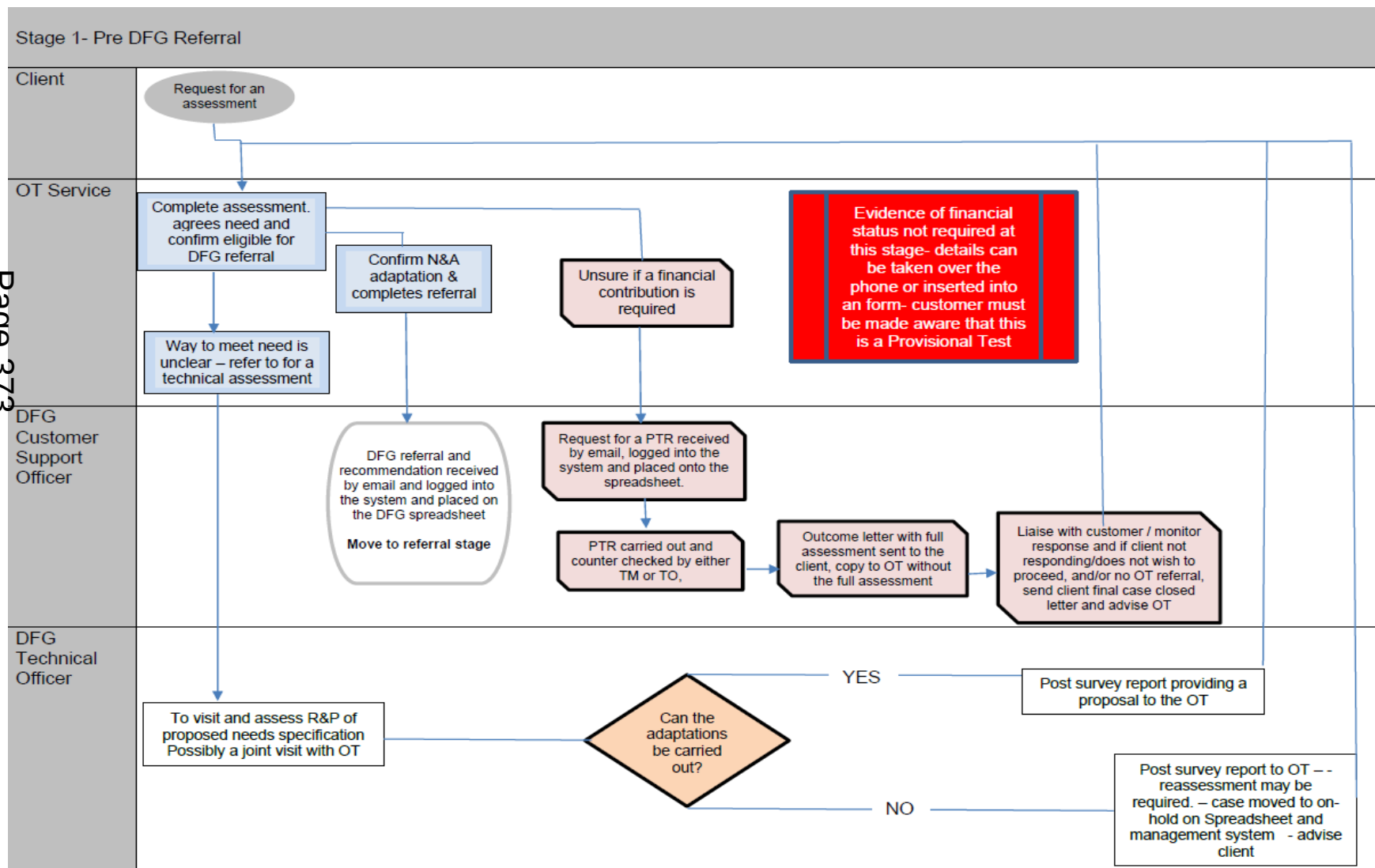
The 5 Stages of DFG

Type	Target timescales (working days)				
	Stage 1	Stage 2	Stage 3	Stage 4	Total
Urgent & Simple	5	25	5	20	55
Non-urgent & Simple	20	50	20	40	130
Urgent & Complex	20	45	5	60	130
Non-urgent & Complex	35	55	20	80	180



Pre DFG Referral

Page 373



Definitions:

- N&A – Necessary and Appropriate
- PTR – This is a technical performance requirement (specifications for adaptations)
- R&P – Reasonable and Practicable

Snapshot of variances between District and Boroughs (pages 16-20)

We requested some information from Surrey's District and Boroughs via a Microsoft form, to get an understanding of the differences of waitlist times, how many of the officers trusted assessor trained, how many tenders each District and Boroughs go out for, means testing (what is and isn't means tested), what happens when the DFG is likely to go over the £30k threshold, any other uses for the DFG budget, how many Occupational therapists they use within their team or privately, and do they communicate the report to the Surrey County Council's Occupational therapists.

This form then collated the data and captured in an excel spreadsheet, simplified on the table below.

The form: <https://forms.cloud.microsoft/e/YWDB81Aidr>

To note: DFGs are completed with capital funding, Adult Social Care does not hold capital funding for this purpose.

Also to note: Most D&Bs have Handyperson services for minor works and equipment. Requests do not always need to go via Millbrook.

District and/or Borough	How Many OT's do you have ?	What is the average wait time for the client, from the point of referral sent by an OT?	Trusted Assessor Training ?	Other DFG Uses?	How many quotes for Tender?	What happens for an over £30k Case?	Spec Sent to OT?	Private OT Reports?	Private OT Report Process?	OT Follow-up?
Epsom and Ewell	0	No wait list; immediate pick-up.	Yes	None	2 generally; 3 if >£30k.	Means tested discretionary top-up; other statutory funders approached.	Yes	None	Rarely received	Yes, especially for complex cases
Elmbridge	0	3-month wait for surveyor; HIA visit within 4 weeks.	No	None	1 (<£5k), 2 (£5–10k), 3 (>£10k).	Assessed by care team manager; discretionary DFG may apply.	Yes	None	Accepted, preferably via SCC.	Yes
Mole Valley	1 funded in locality team	235	Yes	None	2 (<£10k), 3 (>£10k).	HIA forms; assessed with OT; discretionary grant considered.	Yes	Funded OT in team	N/A	Yes, throughout

Snapshot of differences between Districts and Boroughs

Reigate and Banstead	0	Not specified; clarification requested on which stage.	No	None	Usually three; two allowed with justification ; one for highly specific items.	Max grant £55,000; top-up from SCC (for children); adults rarely exceed limit.	Yes	None	Must go through Council for funding approval.	Yes
Tandridge	0	Currently no waiting list	Yes	Yes – DFG is only one use of better care funding. We have other statutory duties to fulfil with this funding.	Minimum two; exceptions for specialist products	Means-tested discretionary top-up; other statutory funders approached	Yes – we have a duty to consult	Yes, cost can be included in the grant.	Yes, it can be included, in the grant.	Yes – we do not plan to end this practice under the five-step programme
Woking	1	Average 213 days (from enquiry to completion) but no “waiting list” as such	Yes	None	1–2 for basic; 2+ for higher value	Ask Social Services for top-up; otherwise, client funds	Yes	None	It can be accepted if it contains what we need	Not by Surrey OTs
Spelthorne	0	Immediate pick-up and contacted	Yes	None	3	SBC for adults, SCC for children,	Yes	None	Not applicable	Yes (SCC OT)

		within 1 week.				or resident contribution				
Runnymede	0	131 days	Yes	Digital technology in homes	3 (via Intend, pre-agreed basket rates)	Full project management, admin, surveying	Yes	None	Not used	Yes (SCC OT) Yes, close collaboration with OT teams
Surrey Heath	0	2–6 months	Yes	No	3 (2 accepted if justified; 3 required for extensions)	Only for extensions or garage conversions	No	None (residents pay if they want to speed up)	Sent to HIA inbox	Notified ASC for review
Guildford	2 part time	Panel decision: 1 week Case worker visit: 2 weeks Surveyor visit: 2–4 weeks	Yes	Survey costs, private OT assessments (not community projects)	3	Rare – 1 in 2023–24, none in 2024–25	Yes	11 in 2024–25	Via online portal with email notification	The Weekly panel reviews all new cases.

Waverley	0	Panel decision: 1 week Case worker visit: 2 weeks Surveyor visit: 2–4 weeks	Yes	Survey costs, private OT assessments (not community projects)	3	Rare – 1 in 2023–24, none in 2024–25	Yes	103 in 2024–25	Via online portal with email notification	
-----------------	---	---	-----	---	---	--------------------------------------	-----	----------------	---	--

Housing Policy Mapping

A snapshot of the variance of adaption criteria housing policy per District and Borough.

Policy Map – Means Tested adaptations (N/A for Children)

(Pages 23-25)

District and/or Borough	Stairlifts	Level Access Showers	Wash Dry Toilets	Ramps	Grab Rails	Wider Doors	Bespoke Home Extension	Heating Systems	Telecare/ Tech	Ceiling Track Hoist	Through floor lifts	Notes
Epsom and Ewell		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	All mandatory adaptations except for stairlifts are means tested. Some discretionary grants are not means tested.
Elmbridge	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	All adaptations are means tested.
Mole Valley	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Means testing only when there are multiple needs. Ceiling track hoists are installed via CES, under types of assistance. Mole Valley also has a handy person service.
Reigate and Banstead	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	All adaptations are means tested.

Tandridge	Means tested when discretionary budget runs out	✓	✓	Means tested when discretionary funding runs out	Given FOC via handyperson until funding runs out	✓	✓	✓	Capital expenditure only	These are funded via CES	✓	All mandatory DFGs are means tested. A mandatory DFG must be awarded if applicant meets legal criteria. It can cover any adaption over £1000.
Woking	✓	✓	✓	✓	Via Handy person service	✓	✓	Only if eligible under DFG	Only if eligible under DFG	Installed via CES	✓	May be eligible for works up to £15,000 per property without means test.
Spelthorne			✓	✓	✓	✓	✓	✓	✓	✓	✓	Everything except for a standard stairlift and standard level access shower is means tested.
Runnymede	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Applicants may be means tested for adaptation costs, with possible waivers at the Council's discretion based on age, illness, or financial hardship.
Surrey Heath	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Everything is means tested.
Guildford		✓	✓			✓	✓	✓	✓	Installed via CES	✓	Bathroom adaptations, through floor lifts, extensions and step lifts are means tested only.

Waverley		✓	✓			✓	✓	✓	✓	Installed via CES	✓	Bathroom adaptations, through floor lifts, extensions and step lifts are means tested only.
----------	--	---	---	--	--	---	---	---	---	-------------------	---	---

Other adaptations such as kitchens and step lifts can also be considered.

Policy Map - Minor or Major Adaptations

District and/or Borough	Minor	Major
Epsom and Ewell	Any minor adaptations and improvements are processed via the Handy Person Service or a discretionary grant.	All adaptations put through via DFG.
Elmbridge	Minor is up to £2000.	Major above £2000.
Mole Valley	Usually cost less than £1000.	Over £1000.
Reigate and Banstead	Not formally defined. Indicatively, works under £1,000 may be considered minor, though these are typically addressed via CES rather than DFG. Safe & Secure Grants and HPS are not classified as minor works.	Not formally defined. Generally, works over £1,000 may be considered major, and more likely to be eligible for DFG, though this is not a strict threshold.
Tandridge	Minor up to £1000.	Major anything beyond £1000.
Woking	Minor is any work done via Handy Person e.g. grab rails, banister rails, half steps etc.	Major are ramps, stairlifts, wet floor showers, through floor lifts etc.
Spelthorne	Minor is up to £2000 per property.	Anything over £2000.
Runnymede	Maximum grant £5000 plus VAT.	Anything above £6000.
Surrey Heath	Minor is any work done via Handy Person e.g. grab rails, banister rails, half steps etc.	Major are ramps, stairlifts, wet floor showers, through floor lifts etc.
Guildford	Grab rails, external rails to paths, small ramps, banister rails, half steps, lever taps.	Larger adaptations, wet rooms, stairlifts, through floor lifts, extensions.
Waverley	Grab rails, external rails to paths, small ramps, banister rails, half steps, lever taps.	Larger adaptations, wet rooms, stairlifts, through floor lifts, extensions.

Examples of Good Practice/ Case Studies:

District and Borough	Link to Examples of Good Practice/ Case Studies
Epsom and Ewell	 Epsom and Ewell Borough Council Spot
Elmbridge	 Elmbridge BC Case Studies.docx
Mole Valley	 Mole Valley Disabled Facilities G
Reigate and Banstead	 Reigate and Banstead DFG Case
Tandridge	To be updated.
Woking	 Woking Borough Council DFG Case Stu
Spelthorne	 Spelthorne DFG case studies.docx
Runnymede	 Runnymede DFG case study.docx
Surrey Heath	 Surrey Heath DFG Case Study.docx
Guildford	 Case Study Guildford.docx
Waverley	 Waverley case study.docx

Housing Policy Comparison table:

This sets out the legislative bases for each policy, the types of assistance available per D&B, policy aims and eligibility.

Pages 30-32

District and/or Borough	Legislative Basis	Types of Assistance	Policy Aims	Eligibility	Means Testing
Epsom and Ewell	Housing Grants Act 1996; Regulatory Reform Order 2002	Mandatory DFGs, Discretionary Home Adaptation & Improvement Assistance, Handyperson Service	To remain safe and independent at home and to improve the health and wellbeing of the resident	Homeowners/tenants, main residence, OT recommendation	Yes (where applicable as per EEBC Private Sector Housing Assistance Policy)
Elmbridge	Housing Grants Act 1996; Regulatory Reform Order 2002	Mandatory DFGs, Discretionary Grants (e.g., Safe at Home, Energy Efficiency), Home Improvement Loan	Support independence, remedy hazards, improve safety	Homeowners/tenants, main residence, OT recommendation	Yes
Mole Valley	Housing Grants Act 1996; Regulatory Reform Order 2002	DFGs, Safe and Secure Grants	Broader discretionary support, help those unable to contribute financially	Homeowners, tenants, landlords with disabled tenants, OT recommendation	Yes (except for children)
Reigate and Banstead	Housing Grants Act 1996; Regulatory Reform Order 2002	Mandatory & Discretionary DFGs, Small Works Loans/Grants, Safe & Secure Grants, Handy Person Service	Support independence, safety, and health	Homeowners/tenants, main residence, OT recommendation	Yes (except for children)
Tandridge	Housing Grants Act 1996; Regulatory Reform Order 2002	Mandatory DFGs, Discretionary financial assistance and loans	Support independence, reduce accidents, ease pressure on services, improve incidents of disrepair in private sector homes	Not a person from abroad, have a legal interest in the property (owner [includes landlords], private or housing association tenants or be a licence holder [mobile homes])	Yes (except for children)
Woking	Housing Grants Act 1996; Regulatory	Mandatory DFGs, locally funded discretionary assistance (if funding available).	Support mental health, reduce isolation, empower independence.	Homeowners/private or housing association tenants, main	Yes

Housing Policy Comparison Table

	Reform Order 2002			residence, OT recommendation	
Spelthorne	Housing Grants, Construction and Regeneration Act 1996; Regulatory Reform (Housing Assistance) (England and Wales) Order 200	Mandatory DFGs (up to £30,000) - Aids and Adaptations Grant (up to £2,000, non-means tested) - Top-Up Grant (up to £15,000 over DFG limit) - Community Equipment Store - Handy Person Service (Home Link)	- Enable independent living - Reduce hospitalisation - Provide decent, healthy, and safe housing - Fast-track urgent adaptations	Owner or tenant - Main residence - UK citizen - Intend to live in the property for 5+ years - OT assessment required for most grants	- Mandatory DFGs are means tested - Exemptions: standard stairlift, level access shower, disabled children, MND, palliative/end-of-life cases - Aids and Adaptations Grant: non-means tested
Runnymede	Housing Grants Act 1996; Regulatory Reform Order 2002	DFGs, Handyperson Service	Assist low-income/elderly/disabled, support hospital discharge, improve energy efficiency	Homeowners/tenants (including private, local authority, social housing), OT recommendation	Yes
Surrey Heath	Housing Grants, Construction and Regeneration Act 1996; Regulatory Reform (Housing Assistance) (England and Wales) Order 2002	Mandatory DFGs (up to £30,000) - Discretionary grants for home adaptations - Fast-track funding for stairlifts - Top-up funding for major adaptations - Handyperson service - Community Equipment Service (e.g., hoists, ramps	- Promote independence and reduce care costs - Prevent hospital admissions and support discharge - Improve health and wellbeing - Enable residents to remain in their homes - Align with Better Care Fund outcomes	All housing tenures (owners, private and social tenants) - All ages - Must meet criteria for disability or vulnerability - OT assessment required for DFGs	- Mandatory DFGs are means tested - Discretionary grants subject to funding availability - All adaptations means-tested
Guildford	Housing Grants Act 1996; Regulatory Reform Order 2002	Mandatory & Discretionary DFGs, Prevention grants, Relocation grants, Handy Person Service. Home Improvement assistance	Reduce illness/injury risk, support independence, improve living conditions	Homeowners/tenants, main residence, OT recommendation	Yes, except children and prevention grants (inc. stairlifts & ramps)

Housing Policy Comparison Table



Waverley	Housing Grants Act 1996; Regulatory Reform Order 2002	Grants and loans for repairs, improvements, adaptations	Reduce illness/injury risk, support independence, improve living conditions	Homeowners/tenants, main residence, OT recommendation	Yes, except children and prevention grants (inc stairlifts & ramps)
-----------------	---	---	---	---	---

To note: Dependent on whether the client lives in privately owned property, council property, housing association or privately rented alternative routes to DFG may be considered such as moving property or other grants.

Glossary:

General definitions:

BCF – Better Care Fund

D&B – Districts and Boroughs

DFG – Disabled Facilities Grant

OT – Occupational Therapist

OT ATM – Occupational Therapist Assistant Team Manager

[Useful terminology and language | RCOT](#)

[Definitions from page 15:](#)

N&A – Necessary and Appropriate

PTR – This is a technical performance requirement (specifications for adaptations)

R&P – Reasonable and Practicable

Acknowledgements

Authors	Title	Organisation
Samantha Lewis	Senior Business Manager Better Care Fund	Surrey County Council
Sacha Harden Boyle	Occupational Therapy Apprentice	Surrey County Council
Jonathan Sugden	Senior Practitioner Specialist Lead	Surrey County Council
Contributors	Title	Organisation
Joanna Newton	Occupational Therapist Service Lead/ Principal OT	Surrey County Council
Jone Vosloo	Team Manager - 5 Step Programme Lead	Surrey County Council
Yasmeen Hussien	Regional Advisor	Foundations
Lizzie Knight	Career Development Lead	Surrey County Council
Lewis Willing	Senior Programme Manager – Better Care Fund	Surrey County Council
District and Borough Colleagues		District/ Borough
Helen Kempself	Living Well Manager (Homelink and Support	Woking Borough Council
Alice Foster	Community Services Manager	Runnymede Borough Council
Debbie Firmo	Principal Housing Grants Officer	Epsom and Ewell Borough Council
Dom Prendergast	Corporate Deputy Head of Community Services	Runnymede Borough Council
Emily Burrill	Housing, Resettlement and Communities Manager	Surrey Heath
Julie Meme	Head of Living Well Community Services	Woking Borough Council
Karen Sinclair	Joint Group Head Community Wellbeing, Spelthorne BC	Spelthorne Borough Council
Stephen Mortimer Cleevely	Strategic Lead Independent Living	Spelthorne Borough Council
Helen Emin	CARE Team Manager	Elmbridge Borough Council
Jamie Camburn	DFG & Assisted Living Officer	Spelthorne Borough Council
Jane Ellis	Grants and Adaptions Manager	Tandridge District Council
Katie Jackson	Environmental Health Manager	Reigate and Banstead Borough Council
Linda Arnell	Guildford & Waverley Care and Repair Manager	Guildford and Waverley Borough Council(s)
Lisa Russell	Compliance Team Lader Environmental Health and Licensing	Mole Valley District Council
Niky Rentall	Senior Operations Manager, Independent Living	Spelthorne Borough Council
Nigel McDonald	Interim Joint Grants & Adaptations Manager	Waverley Borough Council

Nigel McDonald	Interim Joint Grants & Adaptations Manager	Guildford Borough Council
Paul Hobbs	Housing Business and Finance Team Manager	Surrey Heath Borough Council
Occupational Therapist Managers/ Assistant Team Managers	Title	SCC Locality Team
Ros Burnham	Occupational Therapist Assistant Team Manager	Guildford Locality Team
Bronia Woodhouse	Assistant Team Manager Occupational Therapist Advanced Practitioner	Transitions Specialist Team
Claire Waite	Occupational Therapist Team Manager	Learning Disability & Autism Specialist
Debbie Lee	Occupational Therapist Assistant Team Manager	Waverley Locality Team
Hannah English	Occupational Therapist Team Manager	Reigate and Banstead Locality Team
Jake Snitter	Occupational Therapist Assistant Team Manager	Elmbridge Locality Team
Karen Morgan	Assistant Team Manager (Advanced Practitioner)	People with Learning Disabilities & Autism & Transition Area
Katherine Gibbs	Occupational Therapist Assistant Team Manager	Spelthorne Locality Team
Kim Brockwell	Occupational Therapist Assistant Team Manager	Runnymede Locality Team
Liz Holness	Occupational Therapist Assistant Team Manager	Tandridge Locality Team
Ran Rai	Assistant Team Manager (Advanced Practitioner)	People with Learning Disabilities & Autism East
Sam Spanwick	Occupational Therapist Assistant Team Manager	Woking Locality Team
Samantha Whitehead	Occupational Therapist Assistant Team Manager	Surrey Heath Locality Team
Sarah Malcolm	Occupational Therapist Assistant Team Manager	Runnymede Locality Team
Joseph Sullivan	Senior Practice Lead Mental Health	Enabling Independence Service

Appendix:

Housing Policies Per District and Borough:

District and Borough	Link to Housing Policy
Epsom and Ewell	Private Sector Housing Grants Assistance Policy V5.pdf
Elmbridge	https://www.elmbridge.gov.uk/sites/default/files/2024-05/Private%20Sector%20%20Financial%20Assistance%20Policy.pdf
Mole Valley	Mole Valley Financial Assistance Policy Disabled Facilities Adaptations and Home Improvement 2023.pdf
Reigate and Banstead	Reigate and Banstead Private Sector Housing Financial Assistance for Adaptations and Repairs Policy 2022.pdf
Tandridge	Tandridge Private-Sector-Housing-Assistance-Policy.pdf
Woking	Housing Assistance Policy Woking Borough Council
Spelthorne	Spelthorne BC_DFG_Policy_2022.pdf
Runnymede	Runnymede Home Improvement Agency Assistance Policy June 24.pdf
Surrey Heath	Disabled Facilities Grant Surrey Heath Borough Council
Guildford	What are adaptations? - Guildford Borough Council
Waverley	Waverley Borough Council - grants for private housing

This page is intentionally left blank

Spelthorne's Ageing Population and Accessibility Needs

Spelthorne's ageing population has increased pressure on housing suitability and support services, Census data shows that 18% of residents are over the age of 65 with 14% being over 70. This has increased demand for downsizing options, accessible housing and support to remain independent, this has led to demand for more hospital discharge accommodation and for adaptations and mobility related interventions. This then creates demand for occupational therapy referrals and ultimately places pressure on limited DFG budgets.

The reintroduction of means testing for Level Access Showers (LAS) within the (DFG) framework needs to be considered within the wider demographic, health and socio-economic context of Spelthorne. Whilst the proposal supports the long-term financial sustainability of the adaptations service and aligns with the statutory DFG framework under the Housing Grants, Construction and Regeneration Act 1996, there are wider implications for health inequality, preventative healthcare and independent living outcomes that require careful consideration.

Further evidence from the Census demonstrates that 14.4 % of residents reported some level of disability with 5.7% reporting that their day to day activities were 'limited a lot'.

Level access showers are widely recognised as both preventative and enabling adaptations and they reduce slips, trips and falls within the home environment. Slips, trips and falls are a major contributor to hospital admissions amongst older adults. So, the re application for means testing these adaptations may have wider implications if households delay or decline adaptations due to financial contribution requirements.

Although Spelthorne performs relatively well based on national indicators, the borough contains pockets of hidden deprivation and health inequalities. Some neighbourhoods record substantially higher disability prevalence than borough averages. With borough wide averages obscuring local concentrations of poor health and disability with low-income households who may then be disproportionately affected by the reinstatement of financial contributions.

The wider housing market in Spelthorne also creates additional challenges with high housing costs relative to income. As a result, there is a significant number of owner occupiers who are asset rich, but income limited, particularly older owner occupiers, who may fall within the means tested contribution thresholds despite having limited disposable income to fund adaptations. The reintroduction of the means test could create some behaviour change with these residents possibly leading to a deferral of works or seeking cheaper interim solutions.

This committee report seeks to balance these considerations against the need to ensure the finite DFG resources remain targeted towards households with the

greatest financial need. Offering the Council a proposal that supports the equitable resource allocation where demands are exceeding available funding.



Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing		
Relevant Group Head review	Y	04/09/26
MAT+ review (to have been circulated at least 5 working days before Stage 2)	Y	04/09/26
This item is on the Forward Plan for the relevant committee	Y	
	Reviewed by	
Finance comments (circulate to Finance)	AB	11/09/26
Risk comments (circulate to Lee O'Neil)	LO	03/09/26
Legal comments (circulate to Legal team)	LH	10/09/26
HR comments (if applicable)		

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date rec'd
Monitoring Officer commentary – at least 5 working days before MAT	L Heron	10/09/26
S151 Officer commentary – at least 5 working days before MAT	T. Collier	6/9/26
Commissioner engagement	L.O'Neil	14/09/26
	Delete as applicable:	Comments in S. 7
Confirm final report cleared by MAT	LO	21/09/26

Community Wellbeing and Housing Committee

29 September 2026

Title	Governance Assurance update – Ensuring we address affordable housing supply and demand to meet local need
Purpose of the report	To inform and assure
Report Author	Karen Sinclair – Group Head Community Wellbeing Lee O’Neil, Deputy Chief Executive
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	N/A
Corporate Priority	Addressing Housing Needs
Recommendations	Committee is asked to: a. Note the current overall assurance level for the Governance Assurance Area relating to ‘Ensuring we address affordable housing supply and demand to meet local need’, which forms part of the Council’s Governance Assurance Register. b. Consider the key focus areas, concerns and issues relating to this Governance Assurance Area, as outlined in Appendix A.
Reason for Recommendation	To enable Members to review progress and scrutinise performance for one of the Council’s key governance areas which falls under this Committee’s remit.

1. Executive summary of the report *(expand detail in Key Issues section below)*

What is the situation	Why we want to do something
- The Council continues to implement and embed its Governance Assurance (GA) Framework as part of ongoing improvements to the way the authority manages risk. - The 12 Governance Assurance Areas (GAAs) which form the Council’s Governance Assurance Register continue to be reviewed by the Audit Committee to provide assurance that effective arrangements are in place to manage key	Under the GA Framework, Service Committees, including the Community Wellbeing and Housing Committee (CWHC), have an opportunity to consider and scrutinise the areas of focus, concerns and issues for governance areas within their remit.

issues, concerns and areas of focus for the Council.	
This is what we want to do about it	These are the next steps
To update the CWHC on the GAA under its remit, relating to '<i>Ensuring we address affordable housing supply and demand to meet local need</i>'.	Address any questions and concerns from the Committee concerning delivery of actions relating to this GAA.

2. Key issues

- 2.1 The Council continues to embed changes to the way it manages risk as part of its Improvement and Recovery Plan, implementing the Governance Assurance Policy and Framework ('the Framework') previously agreed by the Corporate Policy and Resources Committee on 19 January 2026.
- 2.2 This approach focuses on the effectiveness of the Council's governance and control arrangements, ensuring that this authority can deliver its objectives and corporate and service responsibilities in a more positive way, and that stakeholders receive sufficient assurance that appropriate arrangements are in place.
- 2.3 Under the Framework, the Council's Audit Committee considers the effectiveness of the Council's arrangements in relation to risk management, governance and internal control, including overseeing the relevant policies and strategies, with a view to being assured that key governance areas are owned and managed appropriately. The Audit Committee are therefore receiving regular updates on arrangements relating to the 12 Governance Assurance Areas (GAA) that form the Council's Governance Assurance Register.
- 2.4 The Framework also specifies how relevant Service Committees have a key role in considering and scrutinising performance relating to the areas of focus, concerns and issues for GAAs within their remit. In order to facilitate this process, individual senior managers are invited to attend those Committees to discuss their assurance areas, specific matters and key risks in their services.
- 2.5 One of the 12 GAAs that form the Council's Governance Assurance Register falls within the remit of the Community Wellbeing and Housing Committee (CWHC). This relates to '*Ensuring we address affordable housing supply and demand to meet local need*'.
- 2.6 **Appendix A** provides an update on progress with implementing the actions relating to this GAA, which currently has an **overall assurance level of medium**.

3. Options appraisal and proposal

- 3.1 Committee is asked to:
 - (a) Note the current overall assurance level for the Governance Assurance Area relating to '*Ensuring we address affordable housing supply and*

demand to meet local need', which forms part of the Council's Governance Assurance Register.

- (b) Consider the key focus areas, concerns and issues relating to this Governance Assurance Area, as outlined in **Appendix A**.

4. Governance and risk considerations

- 4.1 The Council's Governance Assurance Register outlines the authority's governance arrangements in place to provide assurance that key corporate and strategic risks impacting the authority are effectively managed. The change to a governance assurance approach through the Council's Governance Assurance Framework, together with training and monitoring, will ensure that effective governance is embedded within the culture of the organisation.

5. Financial implications

- 5.1 The development and implementation of the new Governance Assurance Framework and the Governance Assurance Register can be delivered within existing resources. Any minor costs relating to ongoing staff training, development of supporting documentation, and updates to reporting systems will be met from current service budgets. Over time, strengthening the Council's governance assurance arrangements is expected to support more effective financial planning and help mitigate the likelihood of unanticipated financial pressures arising from weakness or failures in governance.
- 5.2 Addressing affordable housing supply and demand to meet local need, has significant Revenue Budget implications for the Council. In recent years spend on nightly paid accommodation has increased significantly and in result the Nightly Paid Accommodations Savings Delivery Plan, as referenced in Action 6, has been put in place which is aiming to achieve £600k savings in year in 2026/27.

6. Legal comments

- 6.1 There are no legal implications arising directly from the recommendations in this report.

Corporate implications

7. Commissioners' comments

- 7.1 The Commissioners comments have been taken into consideration within the report/appendix.

8. S151 Officer comments

- 8.1 The S151 Officer confirm that all financial implications have been taken into account. There are no direct financial implications arising from the report but addressing housing need does have significant financial implications for the Council.

9. Monitoring Officer comments

- 9.1 Considered and functional Governance Assurance arrangements, underpinned by the appropriate and timely actions, are essential for maintaining a strong framework for risk management and internal control.
 - 9.2 This report supports the Committee in its scrutiny of these actions and seeks to provide assurance that the risks are being managed effectively and in accordance with the Council's statutory responsibilities.
- 10. Procurement comments**
- 10.1 There are no procurement implications arising directly from this report.
- 11. Equality and Diversity**
- 11.1 The revised Governance Assurance Register incorporates a specific Governance Assurance Area specifying how the Council ensures the effective discharge of the Council's responsibilities and duties relating to Equality, Diversity and Inclusion.
- 12. Sustainability/Climate Change Implications**
- 12.1 The Council's Governance Assurance Register incorporates a specific Governance Assurance Area covering how the Council discharges its responsibilities with respect to its zero carbon targets and wider environmental responsibilities.
- 13. Other considerations**
- 13.1 As with adopting and embedding the governance assurance approach for the Audit Committee, it will inevitably take some time to fully integrate the new processes across all Committees. An audit of progress and compliance with the new Governance Assurance arrangements will be undertaken by the Council's external Governance Assurance/Risk Management advisor (now likely to be completed in September 2026).
- 14. Local Government Reorganisation Implications**
- 14.1 It is important that the Council continues to develop and implement its Governance Assurance arrangement to ensure that strategic and operational risks are managed effectively in the run up to vesting day for the new West Surrey Council.
- 15. Timetable for implementation**
- A further update for the Committee on this GAA will be provided at the meeting on 12 January 2027.
- 16. Contact**
- 16.1 Karen Sinclair – Group Head Community Wellbeing
(k.sinclair@spelthorne.gov.uk)
 - 16.2 Lee O'Neil – Deputy Chief Executive (l.o'neil@spelthorne.gov.uk)

Please submit any material questions to the Committee Chair and Officer Contact by two days in advance of the meeting.

Background papers:

Appendices:

Appendix A: Governance Assurance update for CWHC relating to '*Ensuring we address affordable housing supply and demand to meet local need*'

Appendix A – ‘Ensuring we address affordable housing supply and demand to meet local need’

ASSURANCE AREA					
Ensuring we address affordable housing supply and demand to meet local need					
ASSURANCE DESCRIPTION					
Ensuring we secure more affordable homes to meet need. Ensuring we reduce the number of households in emergency and temporary accommodation.					
ASSURANCE ASSESSMENT					
Cost of nightly-paid emergency accommodation is very expensive. Last year, we spent over £3 million on nightly-paid accommodation, with £1.8 million of that figure a direct cost to the Council (as we only re-charged for £1.3 million). As well as the financial cost, the human cost of families remaining in temporary accommodation for a long time is a concern.					
ASSURANCE OWNER	Karen Sinclair	FOCUS/ISSUE/CONCERN	Focus	LEVEL OF ASSURANCE (High/Medium/Low)	Medium

	Assurance Action	Action Owner	Current RAG status	Performance Update	Next steps (including completion / review date)
1	Housing, Homelessness and Rough Sleeping Strategy Ensuring the Council has and maintains an effective Housing, Homelessness and Rough Sleeping Strategy.	Emily Corfield Strategic Housing Lead		We are making good progress on the strategy's action plan. Some actions are no longer relevant given LGR.	We are required to produce an updated homelessness action plan this autumn. We have been working with the other West Surrey Councils to ensure our action plans align and can easily be reconciled in April. Next review by: October 2026
2	Understanding housing demand Having arrangements in place that ensure the Council understands housing demand and can therefore respond with the necessary actions	Emily Corfield Strategic Housing Lead		As of the 16/09/2026 we have 2,486 applications on the Housing Register. These are broken down by band – A – 46 B – 481 C1 – 751 C2 – 330 D - 878 We have the housing register but would benefit from deeper analysis of what the data could tell us. We now have a data dashboard to improve visibility of data around housing need, temporary accommodation and related finance.	Further work to understand the opportunities of LGR (four of the five other West Surrey Councils are stock-holding). A revised Housing Needs Assessment will come forward as part of the work on the emerging Local Plan. Next review by: October 2026
3	Engagement with Registered Providers (RPs)	Paul Moore Corporate Director - Place		First Affordable Housing Providers forum held in March.	Next RP forum scheduled for 14th October - will be joint with other West Surrey Councils.

	Assurance Action	Action Owner	Current RAG status	Performance Update	Next steps (including completion / review date)
	Ensuring the Council has effective arrangements in place to engage with Registered Providers.				Work on Regeneration sites is extending active engagement with several relevant Registered Providers who are interested in investing in Spelthorne. Next review by: After 14 th October 2026
4	Ensuring professional and timely advice Ensuring professional and timely advice to people who are at risk of becoming homeless or who are already homeless.	Ken Emerson- Housing Options Manager		As of the 04/09/2026 we have 376 open homelessness cases which are being managed effectively. We have recruited an additional officer to specifically focus on supporting households in Temporary Accommodation secure private rented sector accommodation.	Continue effective working. Increase support for households at risk of homelessness to secure alternative private rented accommodation where suitable. Next review by: October 2026
5	Ensuring guiding policies and procedures remain effective Ensuring our guiding policies and procedures are in place, reviewed regularly and therefore remain effective.	Emily Corfield Strategic Housing Lead		Under LGR regs it has been agreed that although divergence of policies is preferable for April 2027, allocations policies can be updated to reflect a West Surrey approach from April 2029. In the meantime, we have updated the Council's website and Homes4Spelthorne to be clear about our temporary approach of direct letting homes to homeless families.	Continue to engage in LGR discussions and gain clarity on allocations, local connection and other policies. Next review by: October 2026
6	Reducing temporary accommodation costs	Emily Corfield Strategic Housing Lead		We have reduced the number of households in nightly-paid	Ensure continuous management of the action plan. Financial

	Assurance Action	Action Owner	Current RAG status	Performance Update	Next steps (including completion / review date)
	Ensuring we consider all options for reducing the total spend on emergency and temporary accommodation.			accommodation by almost half since January and are projecting savings well over the £600,000 that were required by this year's budget. As we have been more robust in our investigations before placing a household into nightly-paid accommodation, we have seen the number of complaints rise. There have been 33 stage 1 complaints already received in April-August 2026, compared to 14 in the whole of FY25/26 and 18 in FY24/25. The Housing Options team are working hard to deal with all the complaints within required timescales however this is putting addition pressure on the team. The risk of judicial review has also increased. The number of 'suitability reviews' has also gone up, as we are enforcing offers of accommodation that we believe are suitable, but may not meet residents' preferences. We are currently direct letting many of the nominations that we receive from housing associations to homeless families in temporary accommodation. This means that those on the Housing Register are not seeing these properties advertised on Homes4Spelthorne. We have been transparent about why we	savings have been modelled against targets. On target. Briefing to Councillors to be given during September, paper to be discussed at MAT 8 Sept

	Assurance Action	Action Owner	Current RAG status	Performance Update	Next steps (including completion / review date)
				are temporarily taking this approach, with explanations both on SBC's website and the Homes4Spelthorne website. However, residents on the Housing Register are already becoming frustrated. We are developing a guide for councillors to help them support residents.	
7	Identify opportunities to increase affordable housing supply Consider funding opportunities and the acquisition of homes, e.g. through commuted sums or Section 106 agreements.	Emily Corfield Strategic Housing Lead		We are currently purchasing street properties for use as affordable housing. Also acquiring 2 more properties with LAHF funding. Also working to secure 15 nominations to a new development in Staines.	Housing Delivery Group now established. It will focus on delivering priority sites and developing the Council's relationship with developers and Registered Providers. There is a related plan to bring forward a Housing Delivery Action Plan by the end of 2026. This is a cross-cutting programme with the aim of establishing a more strategic, proactive and engaged approach to securing future housing delivery. Next review by: October 2026

Related Improvement and Recovery Plan Theme High Priority Outcomes:

Commercial Regeneration and Housing Theme

4.6 Demonstrate a clear reduction in spend on temporary accommodation quarter on quarter over the next 12 months and aim to reduce by at least half the use of nightly paid accommodation by the end of the current financial year (FY26/27).

4.8 Develop and agree a 3-year plan to deliver the housing number agreed in the Local Plan. Plan to be approved by Council in December 2026.

Corporate KPIs					
	KPI description	Frequency	Target	Corporate priority	Progress update
H13	Total number of households in nightly-paid accommodation	Quarterly	50 by end of 26/27 (baseline 110)	Addressing housing needs	Currently on target, 59 as of 2 September 2026
H14	Total spend on Temporary Accommodation	Quarterly	£1.6m in FY26/27 (1.3m forecasted spend based on above reduction)	Addressing housing needs	On target
H15	Average length of stay in nightly accommodation	Quarterly	120 days by end March 2027	Addressing housing needs	Remains challenging - 239 days at 4 September
H16	Average length of stay in temporary accommodation	Quarterly	Average length of stay 78 weeks by March 2027	Addressing housing needs	Achieved – 57 weeks at 4 September



Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1

Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing		
Relevant Group Head review	Yes	09/09
MAT+ review (to have been circulated at least 5 working days before Stage 2)		
This item is on the Forward Plan for the relevant committee	Yes	
	Reviewed by	
Finance comments (circulate to Finance)		
Risk comments (circulate to Lee O'Neil)	LO	10/09/26
Legal comments (circulate to legal@spelthorne.gov.uk)	LH	11/09/26
HR comments (if applicable)		

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2

Report checklist – responsibility of report owner

ITEM	Completed by	Date rec'd
Monitoring Officer commentary – at least 5 working days before MAT	L Heron	11/09/26
S151 Officer commentary – at least 5 working days before MAT	T. Collier	9/9/26
Commissioner engagement		
	Delete as applicable:	No issues Comments in S. 7
Confirm final report cleared by MAT		

Community Wellbeing and Housing Committee

29 September 2026

Title	Community Wellbeing Q1 2026/27 Performance Report
Purpose of the report	To consider and acknowledge
Report Author	Terry Collier, Deputy Chief Executive Karen Sinclair, Group Head of Community Wellbeing
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	
Corporate Priority	Community Resilience Services
Recommendations	The Committee is asked to: To consider and acknowledge the Q1 2026/27 Key Performance Indicators for: • Housing Options • Housing Benefits • Independent Living • Leisure and Community Development
Reason for Recommendation	Community Wellbeing has a suite of performance updates which enable services to monitor performance over a fiscal year and address any issues if performance is faltering.

1. Executive summary of the report

What is the situation	Why we want to do something
• Each service area has a number of Key Performance Indicators, which must be monitored and reported on a regular basis	• Regular reporting of progress against key plans and KPIs is essential for monitoring and managing performance and delivery and identifying improvements to the way the Council and individual services operate. • Regular reporting will identify progress and enable timely action to be taken in areas of emerging inferior performance.

This is what we want to do about it	These are the next steps
Monitor and report on performance for Q1 of 2026/27	The Committee is asked to review the performance in the services outlined in this report and provide feedback on any key areas where improvements are required.

2. Key issues

- 2.1 To ensure effective and joined up reporting of performance, there is a requirement to present our performance against our targets to Community Wellbeing and Housing Committee (CWHC) on a quarterly basis.

3. Key Performance Indicators

- 3.1 Key Performance Indicators (KPIs) across services are monitored monthly, quarterly, or annually, depending on the individual measure specified.
- 3.2 The Council has established a framework of 43 Corporate KPIs for 2026/27, approved by CPRC in April 2026. These, along with service KPIs, are reported and reviewed by MAT+ on a monthly basis, with updates to CPRC and relevant Service Committees quarterly. This supports the governance and performance recommendations arising from the Best Value review.
- 3.3 Across Community Wellbeing, we have 16 service KPIs. The breakdown by service area is
- Housing Options – 7
 - Housing Benefits – 2
 - Independent Living – 4
 - Leisure and Community Development – 3
- 3.4 6 of our service KPIs are also Corporate KPIs which are reported to CPRC.
- 3.5 **Appendix A** shows our KPI performance for Q1 in 2026/27 and includes structured narratives for each KPI, providing context and insight into performance trends. Within the Appendix the rows highlighted bold are Corporate KPIs.
- 3.6 Some KPIs are shown as percentages and others as absolute numbers, reflecting the several types of performance being measured. Background information on selected KPIs also helps explain their relevance and contribution to service delivery.

Q 1 data headlines

3.7 Housing Options

- Temporary accommodation spend has reduced and is currently on track to deliver the required savings. Forecasting will remain prudent, reflecting the demand volatility and unpredictability associated with homelessness presentations. Please see paragraph 4.1 regarding some associated risks around this KPI.
- The average length of stay in nightly accommodation was 228 days in Q1, which remains above the March 2027 target of 120 days. Improvement activity is ongoing to reduce reliance on nightly accommodation and improve throughput.
- The average length of stay in temporary accommodation is subject to a March 2027 target of 78 weeks. Q1 performance met the 54-week milestone, indicating positive progress towards the year-end target

3.8 Housing Benefits

- Both targets have been met by the Housing Benefits team, during the busiest time of the year.

3.9 Independent Living

- KPI IL1, which measures the number of older people actively participating in Independent Living support groups, did not meet its target for Q1. This was primarily due to a reduction in client numbers, including four clients who passed away and a further seven who either moved into full-time care or relocated away from the area. The team will work with existing clients, partner organisations and referral routes to promote and encourage new participation.

3.10 Leisure and Community Wellbeing

- Quarter 1 results show we are currently on track to achieve the annual target of 50 community leisure activities in targeted communities.

4. Risk implications

4.1 There are statutory duties linked to two of our KPIs. These are set out below, together with the procedures in place to mitigate the associated risks.

- **H17** Number of families in shared accommodation for more than 6 weeks.

Families are rarely placed in shared accommodation, but when they are weekly checks are carried out to ensure that families are moved into self contained accommodation as soon as possible and do not exceed 6 weeks.

- **IL2 DFG** Applications completed within 6 months

Regular meetings, attended by the Group Head, are held to ensure these applications are closely monitored, with budgets reviewed as part of this process. We also regularly meet with Foundations, SCC and are due to meet with MHCLG to discuss strategic alignment of DFGs.

- 4.2 There is a risk implication for KPI ref H14, Total spend on Temporary accommodation. A lot of work is being done by the Housing Options Team to reduce temporary accommodation costs. As we have been more robust in our investigations before placing a household into nightly-paid accommodation, we have seen the number of complaints rise. There have been 33 stage 1 complaints already received in April-August 2026, compared to 14 in the whole of FY25/26 and 18 in FY24/25. The risk of judicial review has also increased.
- 4.3 The number of 'suitability reviews' has also gone up, as we are enforcing offers of accommodation that we believe are suitable, but may not meet residents' preferences (e.g. because the property does not have a garden or is a flat rather than a house).
- 4.4 We are currently direct letting many of the nominations that we receive from housing associations to homeless families in temporary accommodation. This means that those on the Housing Register are not seeing these properties advertised on Homes4Spelthorne. We have been transparent about why we are temporarily taking this approach, with explanations both on SBC's website and the Homes4Spelthorne website. However, residents on the Housing Register are already becoming frustrated. We are developing a guide for councillors to help them support residents.

5. Financial implications

- 5.1 There are no direct financial implications relating to this report.

6. Legal comments

- 6.1 There are no legal implications arising directly from the recommendations in this report.

Corporate implications

7. Commissioners' comments

- 7.1 No formal comments from the Commissioners.

8. S151 Officer comments

- 8.1 There are no direct financial implications arising from the report, however it is positive to note that the KPI for reducing nightly paid accommodation spend is currently on track and contributing towards the Budget savings target.

9. Monitoring Officer comments

- 9.1 Monitoring performance plays a vital role in driving improvement and demonstrating transparency. Performance information enables elected

members, public and senior management to scrutinise service delivery providing assurance that the Council's strategic objectives and priorities are being achieved.

10. Procurement comments

There are no procurement implications arising directly from the recommendations in this report.

11. Equality and Diversity

- 11.1 Services take account of any equality and diversity issues that impact on delivery of services and therefore on performance areas outlined in this report.

12. Sustainability/Climate Change Implications

- 12.1 There are none.

13. Other considerations

- 13.1 There are none

14. Local Government Reorganisation Implications

- 14.1 As part of the LGR corporate services theme, work has been undertaken to assess performance data alongside the Government's outcomes framework guidance. Performance monitoring will form part of the new West Surrey Council's role.

15. Timetable for implementation

- 15.1 Quarterly reporting to Community Wellbeing and Housing Committee, with Q1 reported to CWHC in September 2026.

16. Contact

- 16.1 Terry Collier – t.collier@spelthorne.gov.uk
16.2 Karen Sinclair – k.sinclair@spelthorne.gov.uk

Background papers:
There are none.

Appendices:
Appendix A – KPI Quarter 1 2026/7 for Community Wellbeing

Appendix A
Community Wellbeing Q1 KPI results

KPI ID	Period	Service Area	KPI Name	Target	Q1 result	Commentary
CW1	Q1 2026/27	Housing Options	KPI is % of rent collectable and actually collected	80%	96.56 %	
H13	Q1 2026/27	Housing Options	Total number of households in nightly-paid accommodation	50 by end of 26/27 (baseline 110)	72	Reduction of 40% since implementation of IRP in January 2026.
H14	Q1 2026/27	Housing Options	Total spend on Temporary Accommodation	£1.6m in FY26/27 (1.3m forecasted spend based on above reduction)	£584,371.00	Although these figures are high, we are on trajectory to make the savings required as we are already ahead of target for reducing the number of households in nightly-paid accommodation. We are confident that we will continue to reduce the number each month, are also negotiating nightly-paid rates with landlords, and focusing on reducing stay in Temporary Accommodation. However, even with a positive start, we should remain prudent with our forecasting due to the unpredictable nature of homelessness.
H15	Q1 2026/27	Housing Options	Average length of stay in nightly accommodation	120 days by end March 2027	228	Based on averaged length of stay for households currently in Nightly Paid Accommodation. New KPI for 2026/2027
H16	Q1 2026/27	Housing Options	Average length of stay in temporary accommodation	Average length of stay 78 weeks by March 2027	54	Based on averaged length of stay for households currently in Temporary Accommodation. New KPI for 2026/2027
H17	Q1 2026/27	Housing Options	Number of families in shared accommodation for more than 6 weeks	0	0	Families are rarely placed in shared accommodation, but when they are weekly checks are carried out to ensure that families are move into self contained accommodation as soon as possible and do not exceed 6 weeks.
	Q1 2026/27	Housing Options	Number of homelessness cases prevented or relieved in quarter (year to date figure in brackets).	150 (per year)	121	87 prevention cases did not progress to relief stage and 35 cases did not progress to Main Duty.
	Q1 2026/27	Housing Benefits	Average number of days taken to assess new Housing Benefit and Council Tax Support claims - cumulative year to date	25 Days	16.92	Target met successfully in the busiest time of the year for new benefit applications received due to residents receiving their new bills for the new financial year
	Q1 2026/27	Housing Benefits	Average number of days taken to assess change in circumstances for Housing Benefit and Council Tax Support claims - cumulative year to date.	7 Days	1.40	Target met at the busiest time of the year when claimants are notifying us of their new rates of income/benefits for the new financial year
IL1	Q1 2026/27	Independent Living	Maintain the current number in the Older People Actively Living support groups	Margin of > - 5%	-1.58%	Unfortunately we have had 4 clients pass away, and 7 have either moved in to full time care or away. We are working very closely with ASC and other for referrals, and do have some lined up
IL2	2026/27	Independent Living	DFG Applications completed within 6 months	95%	N/A Annual KPI	
IL3	Q1 2026/27	Independent Living	Social Prescribing Clients contacted in 5 days of referral	95%	97%	We hit our target and went a little over
IL4	2026/27	Independent Living	Maintain current numbers using the Meals On Wheels service	Margin of > - 10%	N/A Annual KPI	
L1	Q1 2026/27	Leisure and Community Development	Run at least 50 community leisure activities in our less advantaged areas, working with community groups to deliver & promote these. Eg Club 4, Xplorer events, Walking for Health, free outdoor gym sessions, cultural lantern parade, arts workshops.	At least 50 Community Leisure Activities delivered annually in target communities	20	As of 26.6.26, twenty community leisure activities had been delivered in target communities. Surrey Community Games x15; Cycling for Health x1; Walking for Health x2; Xplorer x2. Additional quarterly data regarding Arts initiatives is pending and will be updated 1 July.
L3	2026/27	Leisure and Community Development	Grant funding awarded within budget and in a timely manner as agreed by the Funding Panel	Funding paid out by May 2025	N/A Annual KPI	
L4	2026/27	Leisure and Community Development	Actively manage the leisure operator contract ensuring monthly and quarterly meetings take place.	Monthly and Quarterly meetings and annual report to Committee	N/A Annual KPI	

* KPIs in bold are Corporate KPIs

This page is intentionally left blank

Spelthorne Borough Council Services Committees Forward Plan

This Forward Plan sets out the decisions which the Service Committees expect to take over the forthcoming months.

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

Spelthorne Borough Council

Service Committees Forward Plan for 1 May 2026 to 31 March 2027

Anticipated earliest (or next) date of decision and decision maker	Matter for consideration	Non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Community Wellbeing and Housing Committee 29 09 2026	Disabled Facility Grant Policy Update	Key Decision	Public	Stephen Mortimer-Cleevely, Strategic Lead, Independent Living
Community Wellbeing and Housing Committee 29 09 2026	Leisure Operating Contract Review April 2025-March 2026	Key Decision	Public	Kamal Mehmood, Strategic Lead for Leisure and Community Development
Community Wellbeing and Housing Committee 29 09 2026	Review of Community Safety	Key Decision	Public	Will Jack, Community Safety Manager
Community Wellbeing and Housing Committee 29 09 2026	Housing Needs - Governance Assurance	Non-Key Decision	Public	Karen Sinclair, Group Head - Community Wellbeing
Community Wellbeing and Housing Committee 29 09 2026	Procurement Framework for Nightly-Paid Accommodation	Key Decision	Public	Emily Corfield, Strategic Housing Lead
Community Wellbeing and Housing Committee 29 09 2026	Community Grants Mapping Across Surrey Authorities: Section 24 Position and Decisions Required from Sovereign Authorities	Key Decision	Private	Stephen Mortimer-Cleevely, Strategic Lead, Independent Living

Date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
	Review of ASB PSPO	Key Decision	Public	
Community Wellbeing and Housing Committee 29 09 2026	Community Wellbeing and Housing Committee KPI Update	Non-Key Decision	Public	Karen Sinclair, Group Head - Community Wellbeing, Timothy Snook, Sustainability & Resilience Lead
Community Wellbeing and Housing Committee 17 11 2026	Community Wellbeing and Housing Committee KPI Update	Non-Key Decision	Public	Karen Sinclair, Group Head - Community Wellbeing, Timothy Snook, Sustainability & Resilience Lead
Community Wellbeing and Housing Committee 12 01 2027	Misuse of Public Land PSPO	Key Decision	Public	Tristan Gardner, Law Enforcement
Community Wellbeing and Housing Committee 12 01 2027	Housing Needs - Governance Assurance	Non-Key Decision	Public	Karen Sinclair, Group Head - Community Wellbeing
Community Wellbeing and Housing Committee 12 01 2027	Community Wellbeing and Housing Committee KPI Update	Non-Key Decision	Public	Karen Sinclair, Group Head - Community Wellbeing, Timothy Snook, Sustainability & Resilience Lead