

Annual Report 2017-18





Staines Moor



Sunbury Park



Lower Sunbury



Swan Upping

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Dear Residents,

I am pleased to present our Annual Report for 2017-18. It summarises some of our key achievements over the past year, how we are measuring those achievements against our corporate priorities and, ultimately, how we are working to provide and improve upon essential services for residents.

We hope this report will also give an insight into the breadth of services we provide for the small amount of Council Tax that we retain – less than 11p in every £1*. We think that represents value for money but we are not complacent; whilst we continue to feel the squeeze of Government funding cuts we know that it is more important than ever to focus on the right priorities in order to achieve the best outcomes for our residents and businesses.

We have continued to work hard on our four priorities: to strive to meet the housing needs for our residents, to maintain and improve our vibrant local economy, to provide a clean and safe environment and maintain a strong financial footing in which to achieve these aspirations.

Our sound financial strategy means we are able to generate income to help pay for our services and I am delighted that we have managed to balance the budget without the need cut services or make use of reserves, whilst keeping our proportion of Council Tax below the current rate of inflation, and half or less than the percentage increases by Surrey County Council and Surrey Police.

We hope you find this report useful, and that you agree it demonstrates how we are working to ensure Spelthorne continues to be a great place to live, work and do business.

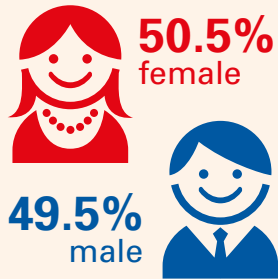
Cllr Ian Harvey
Leader of Spelthorne Borough Council

*based on Band D property

About Spelthorne

Spelthorne has an excellent location immediately to the south of Heathrow and adjacent to the River Thames in the economically buoyant area to the west of London. The Borough has exceptional communication links, supporting a strong economy and many successful international businesses.

Our communities:



(Source: ONS Census, 2011 - neighbourhood statistics for residents aged 16 to 74)



90,390 in 2001



95,598 in 2011

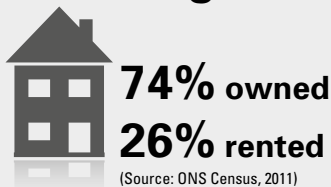
(Source: ONS Census, 2011)



16.6%
expected increase
in over 65s

The population of those over 65yrs is expected to increase by 16.6% from 2014 to 2024 in Spelthorne. (Source: 2014 based ONS Subnational Population Projections)

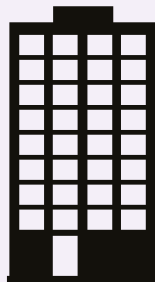
Housing:



Local economy:

5,270 businesses
including BP, Pinewood
(Shepperton Studios), dnata,
Wood Group Kenny

(Source: NOMIS data 2017)



Number 1
for new Business Start-ups

(Source: Bank Search Information Consultancy Ltd- Spelthorne Business Start-Ups 2015)

Your Council:



Gross Budget £85m

2018-19

39 councillors

Conservatives - 30
Ashford and Staines Residents - 4
Liberal Democrats - 3
Independent - 1
Labour - 1



389 staff
June 2018

Environment:



18 parks in the borough

65% of Spelthorne is Green Belt

(Source: Spelthorne Planning Monitoring Report 2015)

12 miles
River Thames
frontage

(Source: Paragraph 4.8, Spelthorne Economic Strategy, 2013)

17%
of the borough
is water

(Source: Spelthorne Planning Monitoring Report 2015)



What we do: council services and duties

Our duties as a Borough Council

- rubbish and recycling collection
- street cleaning
- planning applications, enforcement and planning policy
- local elections and democratic services
- licensing
- land charges
- homelessness
- environmental health and inspection of food premises
- Council Tax collection
- Business Rate and Business Improvement District Levy collection
- cemeteries and allotments
- building control
- abandoned vehicles

We also provide additional services to improve the quality of life for our residents and communities

- parks and open spaces
- leisure development and museum
- garden waste collection
- community transport (Spelride)
- community halls and day centres
- meals on wheels
- community safety
- community alarms
- support to the Business Improvement District in Staines-upon-Thames
- graffiti removal
- supporting economic development
- support health and wellbeing
- Family Support Service

Our corporate priorities

Spelthorne's main role is to deliver services and improve our communities. Given the importance of providing those services that are relevant to our communities we have corporate priorities covering four key areas:

- **Housing:** We will strive towards meeting the housing needs of our residents, providing working families and others in housing need within the Borough with suitable accommodation.
- **Economic Development:** To maintain vibrancy in the economy we will look to stimulate more investment, jobs and visitors to Spelthorne to further the overall economic wellbeing and prosperity of the Borough and its residents.
- **Clean and safe environment:** Providing a place where people want to live, work and enjoy their leisure time and where they feel safe to do so will help develop sustainable communities.
- **Financial Sustainability:** We will continue to ensure that the Council can become financially self-sufficient in the near future so as to maintain services for our residents.



Achievements in 2017-18: **Housing**

Redevelopment of Churchill Hall to provide **affordable housing**. Target completion date is December 2018.



Purchased Benwell house and progressing conversion of office accommodation into private rented flats.

Redeveloping the Bugle Returns Public House site for private rented accommodation to bring in an on-going income stream to be used for affordable housing purposes elsewhere in the Borough. Target completion date is early 2019.



Reviewed Disabled Facilities Grants resulting in considerably improved turnaround times for approval with overall averages less than **1 week and spent £947k**.

Total value of grants awarded to voluntary sector for 2017/18 is £208,600 for sports/community activities. Includes 6 key partners to help deliver services to residents.




271 people were provided with **meals on wheels** and 1,204 people were helped by the **SPAN alarm system** which provides assistance if needed through issues such as a fall, to help them continue to live independently in their own homes.



The family support programme had a target of supporting **72 families** but exceeded this by helping **84**.




Prevented **150 families** from becoming homeless.



The Borough has continued to support the 3rd runway at Heathrow given its importance to the local economy but has submitted **10 key demands to protect the interests of its residents** in response to the Heathrow Airport Consultation on expansion of the airport. To protect residents in Stanwell Moor and Stanwell we have written to Heathrow setting out why these communities need **property compensation** and we are **lobbying government hard** to ensure our voice is heard.

Successfully secured Business Rate retention pilot scheme to commence in 2018/19 to be used to develop support for businesses through various initiatives such as a **'business incubator' for start-up businesses.**



Supported the **Staines-upon-Thames Business Improvement District**, with a 99% collection rate of the levy which assists with town centre enhancements and improving the vitality of the town centre.




Encouraged businesses through their role in Corporate Social Responsibility to engage with charities and so far **five businesses have supported local charities** working in the community.

Launched Spelthorne Means Business Awards with seven categories sponsored by local businesses to support the celebration of the achievements of our business community.



200 copies of a guide to 'Starting a Business in Spelthorne' published and distributed **free to new entrepreneurs** in the Borough.




17 events organised by the Spelthorne Business Forum to support local businesses.




Over 500 attendees and 63 stands at the **Spelthorne Skills and Careers Fair at Kempton Park** showcasing employment opportunities to local students and adult job seekers.



Spelthorne Skills & Careers Fair



x8

8 Electric Vehicle Charging points installed in Tothill and Elmsligh Centre multi-storey car parks to support low carbon travel. To date used over 300 times, saving 1,500kg of carbon.



Invested in **new street cleaning equipment** to ensure the Borough's streets can be cleaned easily.



Tackled anti-social behaviour and fly tipping by stronger enforcement and prosecutions. **Removed 95% of fly tips on Council land within 48 hours.**

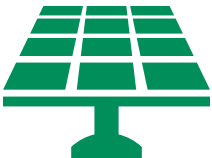


Launched and promoted a new rubbish and recycling service to reduce waste and increase recycling. **Achieved a recycling rate of 48%** and continued to decrease the rubbish element per household.


Continued to support the **development of community resilience plans** in local areas. Enacted the emergency planning process to deal with a major anti-terrorist incident in the Borough.




Continue to **reduce the Council's carbon emissions** and installed energy efficiency measures and solar PV panels on our properties.




Building Control undertook **3,630 site visits** and determined all applications within statutory timelines.



Achieved **425 food inspections** and 87% of food businesses are rated 5.

Planning Enforcement investigated **331 queries** and served **22 enforcement notices.**



Dealt with 417 preliminary planning enquiries.



Determined **833 planning applications received**, including 22 major applications and exceeded our 80% target re determination timelines.

Continued to **protect green belt and maintain our parks and open spaces.** New equipment installed at Hengrove Park.




Continue to **upgrade play facilities** and provide summer opportunities such as 'The Beach' at Laleham.



Environmental Health dealt with **635 noise complaints** and picked up **45 stray dogs.**



Monitored **air quality at 44 Borough locations.**
www.spelthorne.gov.uk/air-monitoring

Acquired a number of properties with **sustained on-going income streams** to help support the provision of Council services. Includes the acquisition of World Business Centre 4 at Heathrow, 3 Roundwood Stockley Park, and 12 Hammersmith Grove, Hammersmith.



Continued with **effective portfolio management**. Average interest earned on the Council's core pooled investments for 2017-18 was 4.97% and total investment income of £1.015m generated to support the provision of services.



Continued to achieve **good collection returns for Council Tax (98.5%) and Business Rate (98.7%)**.

Property Investment

Investing in commercial properties which have existing tenants provides Spelthorne Council with an ongoing income stream to pay for vital services for residents and enables the Council to invest in delivery additional housing across the Borough.



Stockley Park



World Business Centre 4



Hammersmith Grove

Other achievements in 2017-18

Worked to meet new data protection requirements under the General Data Protection Regulations implemented from 25 May 2018.



Maintained efficiency of democratic processes to ensure good governance. We had **100% publication of Committee agendas** on time and serviced **51 Committee meetings** involving Councillors.



Get Active 50+ project encouraged **555 residents to take part in sports and active lifestyle** opportunities.



There were **15,071 attendances** at leisure services activities, sessions and events.



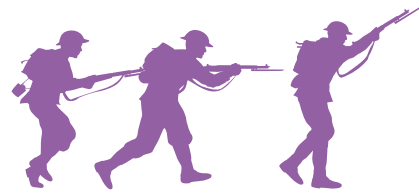
Fit and fed project worked with **40 vulnerable people** at youth centres in the Borough.



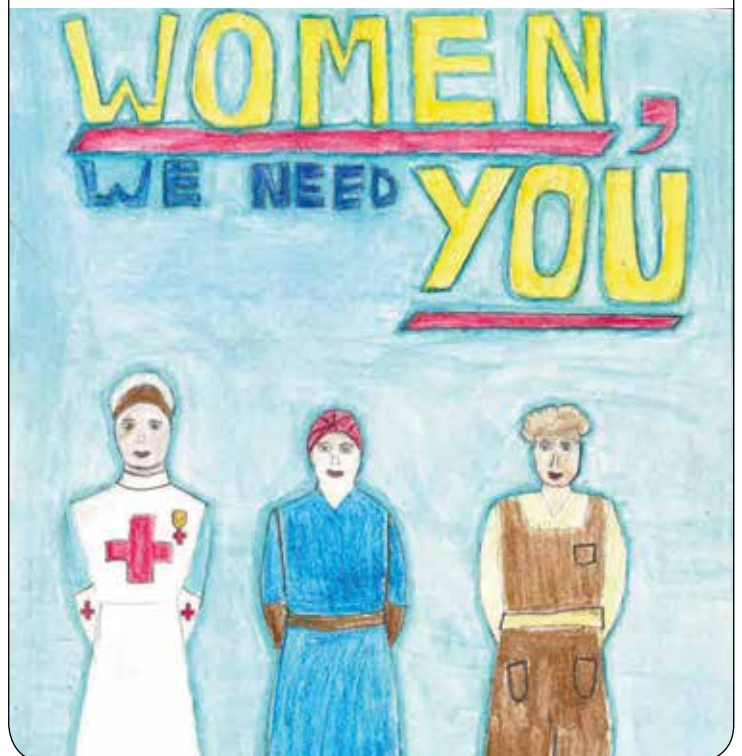
Our leisure team are co-ordinating a **new well-being prescription scheme**.



The leisure centres (Sunbury and Spelthorne) received **917,000 visitors**.



World War 1 arts project engaged with **254 people** in re-enactments and had **121 entries** into WW1 poster competition.



Surrey County Council Cuts



Earlier this year, Surrey County Council announced that they need to make savings of £66m to balance their budget for 2018/19.

Full details of how Surrey's cost saving programme will affect Spelthorne residents are not yet known but it is likely to affect the services provided, or funded, by Surrey. Some of Surrey's saving initiatives, such as changes to fire stations, were announced last year but further significant reductions are on the horizon. Here are some of the reductions which have recently been announced:



Service	Surrey County Council's proposed reduction/changes	How is Spelthorne Council responding?
Telecare support for patients being discharged from hospital	In 2017/18 Surrey withdrew Telecare services such as smoke alarms and bed sensors for clients who failed to meet a new threshold meaning an estimated 98% clients will no longer receive free Telecare	Spelthorne stepped in to continue funding part of the service
Support to help vulnerable people stay in their rental property	Surrey has reduced the funding given to Spelthorne Council by £20,000 per year	Spelthorne has funded the deficit to try to prevent vulnerable people becoming homeless
Recycling	This funding given by Surrey to Spelthorne for recycling is being reduced from £387,000 in 2017/18 to £104,000 in 2020/21	Spelthorne will have to absorb this loss of income by making savings whilst continuing to encourage people to recycle more
Highway verges	Spelthorne has been managing highway grass cutting on behalf of Surrey. For 2018/19 Surrey reduced the amount it pays Spelthorne for the service by 36% or £47,000	Spelthorne has had to cover this deficit to maintain standards

At Spelthorne Council we are closely monitoring the situation and doing all we can to minimise the impact on our residents but the scale of the cost savings which Surrey need to achieve mean it is unlikely to be possible for Spelthorne to step-in in every single instance.

Surrey will be making more announcements about their savings programmes in the coming months so sign up to their e-newsletters, and check their website and social media channels to find out more and take part in their consultations.

Look out for Surrey County Council consultations on their website at www.surreycc.gov.uk