



## Neighbourhood Services committee

### Membership

**Chair Cllr Amar Brar**

**Vice Chair Cllr Veena Siva**

Cllr Sinead Mooney

Cllr Vivienne Leighton

Cllr Jim McIlroy

Cllr Tony Mitchell

Cllr Bernie Spoor

Cllr Richard Dunn

Cllr Sandra Dunn

Officer Jackie Taylor Group Head of Neighbourhood Services

Committee Officer Christeen Abee

### Functions

<p><b>1. Street cleansing services</b></p>	<p><b>Focus on making sure that the borough remains clean &amp; attractive for both visitors &amp; residents</b>          Provision and emptying of litter bins          Litter clearance          Removal of fly tipping          Mechanical sweeping of road channels &amp; footways          Graffiti removal          Dog fouling in public places          Removal of dead animals          Removal of drug related paraphernalia          Leaf clearance</p>
<p><b>2. Streetscene</b></p>	<p><b>Focus on what makes the borough remain clean &amp; attractive for both visitors &amp; residents</b>          Street cleansing services          Floral decorations, Spelthorne in Bloom (SIB)          Street furniture          Posters, signage &amp; banners</p>
<p><b>3. Parking Services</b></p>	<p><b>Management of both on &amp; off-street parking including enforcement of On Street parking restrictions</b>          39 Spelthorne borough regulated car parks          34 pay &amp; display machines &amp; 6 pay on foot          Enforcement of on street parking restrictions undertaken on behalf of SCC under an agency agreement          Manage the issue of parking permits &amp; season tickets and parking</p>

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	<p>suspensions</p> <p>Maintenance of pay &amp; display machines, web hosting &amp; pay &amp; card payment</p> <p>Enforcement &amp; charges for SBC car parks are set under the parking order</p> <p>The Civil Enforcement Officers (CEOs) work out of the parking office in Elmsleigh Car Park and cover all areas of the borough</p>
<p><b>4. Customer services &amp; Consultation</b></p>	<p><b>A local government customer services officer is the first point of contact for members of the public asking for information about the services offered by a local authority.</b></p> <p>Enquiries might relate to matters such as council tax, housing benefit, leisure facilities, environmental issues, planning applications or electoral registration. In some cases, the customer may be making a complaint. Customer service assistants can be found in many areas of the council.</p> <p><b>Consultations</b> Our consultations are aimed at improving the way we deliver our services for customers, agreeing standards for the way we provide our services, and finding out what customers think about our strategic plans. We use a variety of methods to consult with customers, including: -</p> <ul style="list-style-type: none"> <li>• face-to-face meetings (currently limited due to Covid restrictions)</li> <li>• paper questionnaires</li> <li>• email, web and social media surveys</li> </ul>
<p><b>5. Building Control</b></p>	<p><b>Regulation of the built environment</b> - The Building Regulations are minimum standards for design, construction and alterations for virtually every building. The Regulations are developed by the UK government and approved by Parliament.</p> <p>Building Control ensures that what is built is structurally safe and meets the minimum technical standards in relation to health and safety, energy performance and accessibility for people with disabilities. The Building Regulations 2010 cover the construction and extension of buildings and these Regulations are supported by Approved Documents. Approved Documents set out detailed practical guidance on compliance with the Regulations. Building Regulations approval is different from planning permission and both may be necessary for a project.</p> <p>Anyone undertaking relevant building work can choose to use either their Local Authority Building Control (LABC) team or a private sector Approved Inspector to confirm compliance with the Regulations.</p>

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	<p>Spelthorne's BC Team also deal with:</p> <p><b>Dangerous structures</b> – ensuring these are made safe. This includes providing advice in support of emergency services in situations where fires and other accidents have potentially affected the structural integrity of a building.</p> <p><b>Street naming and numbering</b> – ensuring that new developments are appropriately named and numbered and do not cause confusion for postal and emergency services.</p>
<p><b>6. Cemeteries</b></p>	<p>The Council owns and manages two cemeteries and two burial grounds: - Staines Cemetery, Sunbury Cemetery, Ashford burial ground &amp; Stanwell burial ground.</p> <p>All of the Cemetery and Burial Grounds are opened every day of the year. The Cemetery Office deals with bookings of burials, transfer of ownership, memorial permits, upkeep of burial records and enquiries from members of the public.</p> <p>All cemeteries have a traditional or lawn section for a full burial or the Garden of Remembrance for cremated remains. Sunbury Cemetery also offers a 24-hour burial section.</p> <p>The cemeteries are regular achievers in both Green Flag and the South &amp; South East in Bloom awards, regularly winning Silver Gilt and Gold awards. Staines Cemetery also has a Green Flag.</p>
<p><b>7. Community safety, crime &amp; disorder</b></p>	<p><b>Statutory requirement for local authorities &amp; others to work in partnership to reduce crime &amp; Anti-Social Behaviour (ASB)</b></p> <p>Partners include: - Surrey Fire &amp; Rescue, Clinical Commissioning Group, probation, Surrey County Council &amp; Surrey Police</p> <p>Tackles persistent crime &amp; disorder issues adversely affecting the quality of life of local people.</p> <p>Crime &amp; disorder falls within the remit of the police</p> <p>Spelthorne Safer Stronger Partnership (SSSP) is responsible for convening a strategy group of all responsible authorities, prepare an assessment of local crime &amp; community safety priorities and agree an action plan to meet priorities.</p> <p>Community Safety (CS) Team at Spelthorne takes responsibility for co-ordinating activities and events and driving performance.</p> <p>Events include Junior Citizen &amp; Police Action Days (PAD).</p> <p>CCTV across the borough: The CS team also manage all aspects of the provision of CCTV including the CCTV monitoring contract &amp; water safety.</p>
<p><b>8. Civil enforcement, Joint Enforcement</b></p>	<p><b>The Joint Enforcement Team is a collaboration between Surrey Police and Spelthorne to help agencies work more efficiently</b></p>

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<p><b>Team (JET)</b></p>	<p><b>together.</b> The Enforcement team provide a quicker, more visible and robust response to anti-social behaviour on behalf of Spelthorne Council and tackle a range of problems including abandoned vehicles, dog fouling, fly posting and graffiti, fly tipping, litter, fly posting, beggars, Anti-Social Behaviour (ASB) and unlawful encampments. The uniformed JET officers have limited powers devolved to them by the Police &amp; Crime Commissioner (PCC). Creating and managing public space protection orders (PSPOs) such as the PSPO for the use of NOS canisters not for their intended use and also the PSPO dog control order.</p>
<p><b>9. Environmental protection</b></p>	<p><b>Sites of Special Scientific Interest (SSSI) are areas of land and water protected by law to conserve wildlife and geology</b></p> <p><b>Staines Moor (SSSI)</b> Designated a SSSI because of its important floral species, wintering wildfowl and waders. The River Colne flows through the site which is great for bird watching.</p> <p><b>Shortwood Common (SSSI)</b> A grassland site which boasts rare species of plants such and incorporates a pond which falls within the SSSI remit and holds a nationally rare plant along with being a haven for fish, birds and amphibians.</p> <p><b>Dumsey Meadow (SSSI)</b> is an area of unimproved grassland situated on the floodplain of the River Thames; such habitats are now very uncommon in the south-east of England. Dumsey Meadow is the only remaining grazed unimproved Thames-side meadow in Surrey. The grass is cut for hay in August and then grazed.</p> <p><b>Sunbury Park (Ecological)</b> This Park has a historic background and offers traditional methods of management resulting in a naturalised setting. The site is seasonally grazed allowing desirable floral species such as wildflowers to establish.</p> <p><b>Studios Walk (Ecological)</b> The site runs parallel to the River Ash and incorporates mature Oak trees which hold significant value for varying bat species. A joint river enhancement project saw the channel re-opened as a fish bypass and brings hydrological and ecological benefits to the site.</p> <p><b>Included in this section is also Pollution control/monitoring (undertaken by Environmental Health - EH)</b> investigation and regulation of a range of polluting processes; pollution complaints; and contaminated land. The monitoring, improving, and reporting on air quality.</p>
<p><b>10. Food safety &amp; enforcement</b></p>	<p>The work of Environmental Health (EH) is in the main statutory enforcing the regulation of over 170 separate pieces of legislation. <b>Food safety</b> (undertaken by EH) – inspection and regulation of food</p>

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	premises including the provision of advice, training, and support to businesses; investigation of food complaints; microbiological food sampling.
<b>11. Health &amp; Safety enforcement</b>	<p><b>Health and safety at work</b> (undertaken by EH) – inspection and regulation of premises in relation to health and safety (H&amp;S) at work premises including the provision of advice, training, and support to businesses; accident investigation.</p> <p>Environmental Health provide a 24/7 response to emergency situations including accidents/fatalities under the H&amp;S at Work Act, polluting events, and infection disease control</p>
<b>12. Consumer protection, licensing, trading standards &amp; environmental health</b>	<p><b>Consumer protection</b> falls to Surrey County Council’s trading standards team.</p> <p><b>Noise control/monitoring</b> (undertaken by EH) – investigation and regulation of noise complaints; monitoring noise from commercial activities; monitoring noise at work.</p> <p><b>Public health</b> (undertaken by EH) – investigation and regulation of a range of nuisances and public health issues, including drainage, accumulations, odour, smoke, light pollution; pest control/stray dogs; filthy/verminous premises: welfare burials</p> <p><b>Licensing and planning application referrals</b> (undertaken by EH) – commenting and advising on the environmental health aspects of licensing applications (some of this is as a statutory consultee) and some of this is for land redevelopment planning applications (non-statutory work).</p>
<b>13. Planning enforcement</b>	<p><b>Planning Enforcement is part of the Development Management Service, and the role of the Planning Enforcement Officers is to ensure that development is being built in accordance with approved planning application plans, and that the conditions attached to planning permissions are complied with.</b></p> <p>Enforcement Action is discretionary, but the duty to investigate an alleged breach of planning control is not.</p> <p>The Council’s Local Enforcement Plan provides guidance on managing Enforcement proactively and appropriately, with the intention being that, as far as is possible and reasonable, enforcement action is remedial rather than punishable.</p> <p>The planning enforcement officers carry a high number of varied cases including, but not limited to - incorrectly sited outbuildings, buildings not being constructed in accordance with the approved plans, use of inappropriate/unapproved, materials, deteriorating Listed Buildings, Tree Preservation Orders, Listed buildings, and the associated court cases and appeals that may arise from any of the above.</p>