

APPENDIX A – Summary of progress with Key Actions under the Corporate Plan 2024-28 (January 2025 update)

Priority/Theme	Date completed
COMMUNITY	
Clean and safe Borough	
<p>Implemented a Public Space Protection Order (PSPO) covering the misuse of public land for taxis, tents and BBQs following a residents’ consultation. Press releases and new warning signs installed to support enforcement by our Joint Enforcement Team officers.</p> <p>Currently in the process of introducing a further PSPO covering dangerous riding of devices (e.g. E-scooters), concealing identity to cause distress (e.g. wearing face coverings such as balaclavas) and possession of potential weapons (e.g. catapults).</p>	<p>May 2024</p> <p>Consultation completed. Implementation ongoing</p>
<p>Launched the Keep Spelthorne Clean initiative, with local schools designing new banners and posters displayed in our parks and streets.</p>	<p>June 2024</p>
<p>Trialling the use of QR codes on bins in key shopping areas, so that residents can report full bins/litter concerns.</p>	<p>Launched April 2024 - Ongoing</p>
<p>Secured funding and installed CCTV cameras to manage fly-tipping hotspots.</p>	<p>Launched April 2024 - Ongoing</p>
<p>Responding to requests to remove public facing and offensive graffiti within 48 hours and removing chewing gum from pavements in key shopping areas.</p>	<p>Ongoing</p>
Healthier communities	
<p>Opened the new Eclipse Leisure Centre in Staines-upon-Thames, the world’s largest Passivhaus Leisure Centre.</p>	<p>October 2024</p>
<p>Installed 3 new inclusive play areas in parks across the Borough with funding secured for further 2 to be installed in 2025.</p>	<p>October 2024</p> <p>July 2025</p>
<p>Continued to lead the Spelthorne Healthy Communities Partnership (SHCP), working with partners to identify funding, share best practice and identify new initiatives to support residents facing health concerns. Launched the Food and Welfare Network and secured over £300k via the SHCP to support residents facing health concerns.</p>	<p>Ongoing</p>

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Empowered communities	
Created a new Citizens' Panel to help shape the Council's Planning Design Code.	Two events held in Oct/Nov 2024 and one scheduled for March 2025.
Held School democracy event in the Council Chamber with the Mayor (with two more planned)	March 2024 Feb/March 2025
Held the Spelthorne Youth Awards	April 2024
Continued to increase membership of the Community Centres, introducing new activities and raising awareness of the existing opportunities. New open plan cafe area introduced in the Greeno Centre.	As of October 2024, 7% uplift achieved in activities in the centres. Ongoing.
Continued to open warm hub and Saturday Community Centre opening for residents.	Further extension agreed by Community Wellbeing and Housing Committee on 7 January 2025.
ADDRESSING HOUSING NEED	
More homes/better quality	
Prevented 351 households from facing homelessness	Figures for 2023/24 to Q1-Q2 2024/25. Work ongoing
Completed the delivery of 82 homes for either resettlement accommodation or as Temporary Accommodation (TA), under the Local Authority Housing Fund and support provided by the Family Support Team to refugee families settling in their new homes. This was the largest LAHF and TA/resettlement housing programme of any District or Borough Council in the UK. Coordinated £1.2m grant funding to support Homes for Ukraine programme.	December 2024
Adopted a Development Delivery Strategy with a council-owned site prioritisation order for focus and delivery of housing opportunities.	October 2024
Continued to provide homeless support schemes offered at the White House and Harper House. The Community Wellbeing and Housing Committee voted to bring the service at White House and Harper	Ongoing September 2024

Priority/Theme	Date completed
House in house from 1 April 2025. The handover of the service from MTVH to the Council is in progress.	
Introduced a new risk-based licensing scheme for Houses in Multiple Occupation, and explored potential to extend Article 4 coverage to other parts of the borough.	August 2024. Decision to confirm an Article Direction for 3 wards, and make an Article 4 Direction for 10 remaining wards agreed by Planning Committee January 2024 (to take effect in 12 months)
Progressing proactive tenancy fraud project. So far 5 properties have been recovered due to tenancy fraud identified through our proactive checks.	Ongoing. Due to complete the review in May 2025.
Worked with Environment Agency to reach a Statement of Common Ground and secured the agreement of the Inspector for the Local Plan to go back to Examination.	Statement of Common Ground agreed 14.10.2024
Affordability	
Progressing work on viability/s106 agreements	Ongoing
Progressing work on securing nomination rights	Ongoing
Living independently	
183 adaptations completed through Disabled Facilities Grants.	Figures for 2023/24 to Q1-Q3 2024/25. Work ongoing
A further 209 smaller adaptations delivered through the handyperson service. Increased responsiveness and bringing this in-house (SBC now credited with being in the top 10.4% of local authorities in the country).	Figures for 2023/24 to Q1-Q3 2024/25. Work ongoing
Continued to provide a range of independent living services to help residents regardless of age to lead an active and fulfilling life.	Ongoing
Continued to support a system-wide approach in relation to hospital discharge and readmission prevention.	Ongoing
Delivering a step-down programme supporting 2,800 residents with hospital discharge.	Ongoing
RESILIENCE	
Financial resilience of the Council	
Developed a new Asset Management Strategy ensuring the management of our investment, regeneration and	September 2024

Priority/Theme	Date completed
municipal portfolio will achieve best value, maximise income and minimise vacancy rates.	
Developing a long-term Sinking Fund Strategy to ensure the Council maximises its options.	Report to CPRC January 2025
Approved medium-term cashflow support for Knowle Green Estates Ltd, and Developing shareholder strategy including future company options.	July 2024 Task Group agreed December 2024
Continued to explore opportunities for collaborative working with partners where this can deliver cost savings, resilience and/or better services for our residents. This included progressing the single finance team partnership with Mole Valley and appointing a Joint Financial Services Manager as a first step	Ongoing May 2024
Economic resilience of the Borough	
Delivered 100% occupancy of the Spelthorne Business Hub promoting hot-desking space and tailored support, advice and information to new and established businesses.	April 2024 and ongoing
Relocated the Jobs and Skills Hub to a new home in the Elmsleigh Centre. Secured £63k funding from the DWP to support running the hub for a further year. Helped over 900 residents into employment and training.	August 2024 December 2024
Preparing for the effects of climate change	
Continued to work with the Environment Agency and other partners to support progress of the Development Consent Order (DCO) to build the channels and associated infrastructure for the River Thames Scheme, with submission of the DCO application expected in 2025.	Ongoing
Working with Surrey County Council to implement relevant aspects of their 'Climate Change Adaptation and Resilience Strategy' ensuring it meets Spelthorne's requirements.	Ongoing
Continuing to develop a 'Warning and informing campaign' – to advise residents of steps they can take to prepare for emergencies.	Ongoing

Priority/Theme	Date completed
ENVIRONMENT	
Our Council's journey to Net Zero 2030	
Introduced an electric Spelride community transport bus to our existing fleet.	February 2024
Became a certified bronze-level carbon literate organisation with over 100 employees certified as carbon literate. Aiming for silver accreditation in early 2025/26.	December 2024
Developed a NetZero tracker with the Council's reviewed Climate Change Strategy.	January 2025
Carried out audits of Council assets to identify opportunities to retrofit energy efficiency, renewable energy generation and water efficiency; and completed 98% of Energy Performance Certificate surveys for Council sites in the commercial portfolio.	March 2024
Secured funding under Low Carbon Skill Fund (LCSF) 4 managed by Salix Finance to enable the preparation of a heat decarbonisation plan (HDP) for 25 municipal properties.	October 2024
Approved installation of solar canopy on the Eclipse Leisure Centre car park.	Approved December 2024
Protecting and enhancing our environment	
Completed development of a Tree Nursery at Laleham Nursery.	October 2024
Adopted a revised air quality management area and air quality action plan on 3 December 2024.	December 2024
Adopted the Climate Change Supplementary Planning Document, and Published the Council's Climate Change Strategy Progress Report 2024.	February 2024 October 2024
Championing local action	
Running business energy and carbon reduction seminars/audits as part of the Sustain Spelthorne programme for local businesses, offering practical advice and solutions to reduce their carbon and financial costs.	Ongoing programme

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Secured funding under Low Carbon Skill Fund (LCSF) 4 managed by Salix Finance enabling the preparation of heat decarbonisation plan (HDP) for 25 municipal properties.	October 2024
LoCASE grant funding supported 28 local businesses to be greener, saving 188 annual tCO2 (carbon dioxide equivalents) saved.	August 2024
Successfully implemented four growing spaces using Shared Prosperity Funding to encourage development of space for locally sourced community food growing initiatives.	August 2024
Working with local groups to enhance biodiversity through two new wildflower meadows at Long Lane Recreation Ground and Stanwell Moor Recreation Ground. Cedars Recreation Ground and Hawke Park rotivated and re-seeded.	April 2024 & Ongoing
Continued to promote and grow the Council's commercial waste service - Spelthorne Direct Services, assisting businesses to comply with legislation.	Ongoing
SERVICES	
Community focussed services	
Sought residents' views on Council services through a resident's survey with 1,707 responses received.	November 2024
Launched a new Spelthorne Partnership Assembly (SPA) as an open forum to listen to the views of residents.	Launched August 2024 and ongoing
Tracking customer service satisfaction via a range of monitoring tools and response data.	Ongoing
Digitally enabled and accessible services	
Increased the uptake of the Customer Portal to 400% more residents than in old customer portal (now over 18,000 subscribers to the Customer Portal and My Alerts).	September 2024
Dealt with 2010 resident queries on the Council's Report-it tool.	Figure for 2024
Successfully bid for £100k funding for digitalisation of planning services to improve digital engagement and community interaction.	April 2024

<i>Priority/Theme</i>	<i>Date completed</i>
Being a responsible employer	
Undertook a staff survey, the results of which gave the highest levels of staff satisfaction and engagement out of 70 Local Authorities.	July 2024