

APPENDIX B - Corporate plan 2024-28 – outline of some of the key achievements to date (14/05/2026)

COMMUNITY

Opened the new **Eclipse Leisure Centre** in Staines-upon-Thames and made significant progress with the modernisation of Sunbury Leisure Centre.

Secured funding and installed **additional covert security cameras** to manage fly-tipping hotspots.

Introduced **PSPOs** covering:

- Dangerous riding of devices, concealing identity, (face coverings such as balaclavas) and possession of potential weapons (e.g. catapults).
- Misuse of public land for taxis, tents and BBQs.

Responded to requests to remove public facing graffiti (including removing offensive **graffiti** within 48 hours). Removed **chewing gum** from pavements in key shopping areas.

Installed 3 new inclusive **play areas** and refurbished 5 other play areas in parks across the Borough.

Created a new **open plan cafe** area in the Greeno Day Centre.

Published an **engagement strategy** for residents.

Introduced regular **Spelthorne Partnership Assembly** meetings 4x per year to give all residents an opportunity to engaged with the Leader and Deputy Leader on the key issues of most importance to our communities.

Created a **Citizens' Panel** to help shape the Council's Planning Design Code and going forward the Staines Masterplan.

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.

Protected discretionary services through continued effective management and making best use of partnership opportunities.

Continued to open **warm hub** and Saturday Community Centre opening for residents.

ADDRESSING HOUSING NEEDS

Delivered 82 homes for either **resettlement accommodation** or as **Temporary Accommodation (TA)**, under the Local Authority Housing Fund. Support provided to refugee families settling in their new homes.

Approved **new Local Plan** following work with Environment Agency (EA) to reach a Statement of Common Ground, supported by Supplementary Planning Documents covering the Spelthorne Design Code and Managing the Development of Houses in Multiple Occupation.

Implemented an **Article 4 Direction** and the new **Supplementary Planning Document** to enable better control of the development of HMOs across the whole borough. Introduced a risk-based licensing scheme for HMOs to focus resources on dealing with HMOs presenting the highest risk.

Provided £290,000 **increased funding in 2026/27 Budget** to provide additional resources to regulate **HMOs**, plus an additional £130,000 to implement the new provisions of the **Renters' Rights Act**.

Continued to provide a range of **independent living services** to help residents regardless of age to lead an active and fulfilling life.

Delivered 317 **Disabled Facilities Grants** (and a further 719 **smaller adaptations** delivered through the handyperson service). Brought this in-house and increased responsiveness (Spelthorne BC credited with being in the top 10.4% of local authorities in the country).

RESILIENCE

Relocated the **Jobs and Skills Hub** to a new home in the Elmsleigh Centre. Allocated Council funding to top up secured external funding to enable continuation of the service through 2026/27. Helped over 900 residents into employment and training.

Allocated Council funding to enable continuation of the **Spelthorne Business Hub** promoting hot-desking space and tailored support, advice and information to new and established businesses.

Continued to work with the Environment Agency and other partners to support progress of the Development Consent Order (DCO) for the **River Thames Scheme**.

ENVIRONMENT

Planted **139 more trees** within our parks & open spaces to improve carbon capture, biodiversity and to reduce the risk of flooding.

Introduced **three electric Spelride community transport buses** to our existing fleet.

Awarded bronze-level **carbon literacy** status for the Council with 114 employees certified as carbon literate. The only Borough in Surrey (with SCC) with bronze status. Progressing to silver accreditation in 2026/27.

Awarded a contract by Surrey County Council to **maintain highway verges and weed control**.

Adopted a revised **Air Quality Management Area** and **Air Quality Action Plan** for the borough.

Continued to promote and grow the Council's **commercial waste service** - Spelthorne Direct Services, assisting businesses to comply with legislation.

Progressed plans for moving the Council vehicles onto an **alternative fuel** (electric/HVO).

SERVICES

Increased the uptake of residents using the Council's **Customer Portal and My Alerts** from 2000 to over 28,000.

Successfully bid for £100k funding for **digitalisation of planning services** to improve digital engagement and community interaction.

Reviewed and updated the Council's **KPIs**.

Implemented an **upgraded website** to exceed government digital accessibility standards.

Developed our workforce by providing **training and apprenticeship opportunities**, including **developing staff for future role in new unitary**.

Publish an **updated Equality, Diversity and Inclusion Strategy**.

Continue to monitor and deal with resident queries on the **Council's Report-it tool**.