

Community

	ACTION	DELIVERABLES
1	Take a proactive, partnership-led approach to reducing anti-social behaviour (ASB), ensuring residents feel safe in their communities.	<ul style="list-style-type: none"> • Issues will be addressed effectively and consistently, in a timely manner, using the full range of available enforcement powers including Public Spaces Protection Orders, Community Protection Notices and injunctions. • Work with partners to establish a data sharing agreement with the Home Office to manage risks effectively.
2	Provide additional community facilities which support more active lifestyles and improved health and wellbeing for residents of all ages to provide a lasting legacy into the new West Surrey Council.	<ul style="list-style-type: none"> • Progress plans for a Multi-Use Games Area and deliver a new, inclusive playground in Staines-upon-Thames. • Complete installation of new play areas in Halliford Recreation Ground and Staines Park, and upgrading play areas in Orchard Meadow, Spelthorne Grove and Greenfield Recreation Ground.
3	Support communities to take pride in where they live by encouraging residents to help protect and care for the borough.	<ul style="list-style-type: none"> • Deliver a further phase of the Love Where You Live campaign. • Encourage groups to respect their place and act to look after their neighbourhood. • Promote the 'report it' tool on the website.
4	Promote awareness and understanding of the needs, opportunities and contribution of Spelthorne's communities to West Surrey Council.	<ul style="list-style-type: none"> • Prepare information material which describes Spelthorne's features and distinctive issues. • Design and deliver a promotional campaign featuring issues and proposals to West Surrey Council to inform future plans.

Addressing Housing Need

	ACTION	DELIVERABLES
1	Accelerate housing delivery to meet identified local need	<ul style="list-style-type: none"> • Develop an affordable housing supplementary planning document (by 30 June). • Review the future of Knowle Green Estates (KGE) as a housing provider. • Ensure the Council's 5-year land supply is robust and develop a five-year programme to deliver the housing numbers set out in the adopted Local Plan. • Develop and implement a plan to deliver affordable housing, including use of the Council's regeneration sites and surplus sites. • Strengthen partnership working with Registered Providers and ensure nominations agreements are put in place and fully accessed.
2	Regulate the quality and spread of Houses in Multiple Occupation (HMOs)	<ul style="list-style-type: none"> • Following the implementation of the new HMO Supplementary Planning Document (SPD), and borough-wide licensing, ensure that robust enforcement action is taken where necessary. • Review progress and operations by September 2026. • Review options for further development of the Council's HMO licensing scheme to provide greater alignment with the Council's HMO SPD.
3	Reduce reliance on temporary accommodation and associated costs by taking a proactive and preventative approach to homelessness.	<ul style="list-style-type: none"> • Increase access to sustainable housing solutions. • Reduce the number of households in nightly paid temporary accommodation to 50. • Reduce the average number of days for households in temporary accommodation from 215 days to 120 days by the end of 2026/27.

Resilience

	ACTION	DELIVERABLES
1	Deliver financial recovery and long-term sustainability by responding to Government Directions.	<ul style="list-style-type: none"> • Reduce debt by £170m in 2026/27 by implementing a programme of asset rationalisation, in accordance with the Council's Medium Term Financial Strategy. • Deliver the savings and efficiencies identified in the budget for 2026/27.
2	Support local economic growth.	<ul style="list-style-type: none"> • Assisting 80 start-up and early-stage businesses through the Business Hub and targeted training programmes. • Facilitate the establishment of an Ashford Business Improvement District. • Engage with the major local businesses to facilitate their long-term plans, their continuing support for community and civic activities and the careful transition of key relationships during LGR.
3	Develop an engagement programme to ensure local community groups and business networks are aware of transition issues from SBC to WSC.	<ul style="list-style-type: none"> • Promote the case for a transitional arrangement to West Surrey Council to ensure continuity of support for community organisations (including the voluntary sector) and small grants schemes.

Environment

	ACTION	DELIVERABLES
1	Support Spelthorne's long-term interests in the development of Heathrow expansion proposals and the River Thames Scheme.	<ul style="list-style-type: none"> • Effective political and officer engagement with Heathrow Airport Limited. • Ensure sufficient resourcing available to engage and respond effectively to all aspects of the Development Consent Order (DCO) process. • Continue to work with the Environment Agency and other partners to support progress of the DCO for the River Thames Scheme.
2	Commence the required review of Spelthorne's Local Plan, the Staines Masterplan and other ancillary planning policy documents.	<ul style="list-style-type: none"> • Progress the review of the Local Plan and complete Gateway 1 requirements outlined in Local Plan regulations by mid-October 2026. • Apply for PropTech Innovation Fund Round 6 funding to accelerate the adoption of digital planning tools to fast track the plan-making process. • Complete consultation with residents on Staines Masterplan proposals and deliver site briefs by end of June 2026 with a target of September for adoption of the Masterplan. • To adopt a new Climate Change SPD by end of June 2026.
3	Reduce the Council's environmental footprint.	<ul style="list-style-type: none"> • Transitioning the Council fleet from diesel to biodiesel, reducing fleet emissions by up to 98.5%. • Plant 70 new trees.

Services

	ACTION	DELIVERABLES
1	Continue to deliver high-quality services that meet residents' expectations.	<ul style="list-style-type: none">• Track, collate, and report on customer satisfaction by analysing data from consultations, feedback exercises, and complaint responses.• Use data to inform a structured programme of customer satisfaction and feedback actions, with clear priorities, ownership, and regular monitoring to drive continuous service improvement.
2	Champion Spelthorne's service needs, strengths and partnerships while engaging constructively in Local Government Reorganisation.	<ul style="list-style-type: none">• Ensuring local priorities are understood and reflected as part of a successful transition to West Surrey Council.
3	Support and prepare staff for transition into West Surrey Council.	<ul style="list-style-type: none">• Rebuilding confidence through training and development, strong leadership, clear priorities and effective, consistent communication.