

# Community

	<b>ACTION</b>	<b>DELIVERABLES</b>
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"> <li>• 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.</li> <li>• Work with partners to establish a data sharing agreement with the Home Office to manage risks effectively.</li> </ul>
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"> <li>• Progress plans for a Multi-Use Games Area and deliver a new, inclusive playground in Staines-upon-Thames.</li> <li>• 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.</li> </ul>
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"> <li>• Deliver a further phase of the Love Where You Live campaign.</li> <li>• Encourage groups to respect their place and act to look after their neighbourhood.</li> <li>• Promote the 'report it' tool on the website.</li> </ul>
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"> <li>• Prepare information material which describes Spelthorne's features and distinctive issues.</li> <li>• Design and deliver a promotional campaign featuring issues and proposals to West Surrey Council to inform future plans.</li> </ul>

# Addressing Housing Need

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

# Resilience

	<b>ACTION</b>	<b>DELIVERABLES</b>
1	Deliver financial recovery and long-term sustainability by responding to Government Directions.	<ul style="list-style-type: none"> <li>• Reduce debt by £170m in 2026/27 by implementing a programme of asset rationalisation, in accordance with the Council's Medium Term Financial Strategy.</li> <li>• Deliver the savings and efficiencies identified in the budget for 2026/27.</li> </ul>
2	Support local economic growth.	<ul style="list-style-type: none"> <li>• Assisting 80 start-up and early-stage businesses through the Business Hub and targeted training programmes.</li> <li>• Facilitate the establishment of an Ashford Business Improvement District.</li> <li>• 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.</li> </ul>
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"> <li>• 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.</li> </ul>

# Environment

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

# Services

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