

Runnymede Borough Council

Service Area Plan 25/26

Community Services

FINAL COMMITTEE APPROVED

Approvals

Approved by CLT: 4/12/2024

Approved by Service Cttee: 18/01/2025



Service Area Plan for Financial Year 2025/26

Service Area: Community Services

Corporate Head of Service: Darren Williams

Supported by: Community Services Wider Management Team

Version: FINAL

The priority and focus for service areas for 2025/26 must be demonstration of ongoing continuous improvement, delivery of savings or income generation opportunities and realisation of benefits to align with the MTFs and address the Council's budget gap. This is alongside delivery of core activity.

Initiatives that are agreed to come forward from the Savings and Efficiency programme and the rolling programme of Service Reviews will be prioritised in relevant service area plans and progress monitored during the year.

Mission statement

The Community Services Business Unit provides a range of services that support residents in continuing to live active lives within their local community, as well as being able to live independently within their home. The business unit has a semi-commercial outlook to its services, combined with ensuring services provide a social value to residents and the communities served.

The business unit provides a range of functions that all contribute to supporting residents to live safely at home, or to remain active within their local communities, two of the four priorities of the Council's Health and Wellbeing Strategy. All service areas have the ability to positively impact the Wider Determinants of Health within the borough, as well as support other corporate strategies including Climate Change and Empowering Communities.

Within Community Services are a range of prevention services that support vulnerable residents to live independently at home or access their community. These long established services include Meals at Home, Community Alarms and Technology Enabled Care, the provision of day centre facilities and Community Transport. These services enable vulnerable residents to live safely and with confidence at home, knowing that support is available via the Council, that there will be regular interaction with council representatives and that when individual situations change, there are staff available to support and advise. Prevention services are very much seen as enabling tool for residents to live confident,

active lives and are highly valued by the residents who receive the services, as well as their next of kin, friends and relatives.

Linked strongly to the prevention agenda, the delivery of a tenure neutral Home Improvement Agency is led by Community Services, providing access to support, information and advice, as well as grants through Disabled Facilities Grant funding, to undertake adaptations to homes, to enable continued independent living for residents vulnerable, or unable to live a normal daily routine/life, as a result of ill health and/or disability. The Home Improvement Agency supports residents of all ages, including children where mandatory grants are made available.

Community Development focuses on working with residents and local voluntary, community and faith organisations to make positive change within communities, from empowering others to develop opportunities that serve local residents, to delivering initiatives and projects themselves, around sport and leisure, arts, young people and other areas. In addition, the distribution of grant funding to voluntary sector partners is also coordinated from within this team. In addition, the introduction of Citizens' Engagement Panel in Runnymede extends the remit of this area into Community Engagement, working with other teams across the council.

Linking to the empowerment and development of communities, Community Services is also responsible for the coordination and delivery of grant funding in the borough. This includes managing existing arrangements, coordinating opportunities for grant funding with voluntary and community sector organisations, and reviewing the future provision of grant funding when appropriate.

A small Open Space Development team will focus on the development of initiatives, projects, and enhancements in these green spaces. This ranges from development of the natural environment, enhancing the offer to encourage residents to use their local parks and open spaces, as well as developing play space and other recreational facilities in parks across the borough. This function has a strong overlap with the remit of Community Development and Community Engagement, and it is expected that work in this area will cut across both functions in the future.

In relation to heritage and culture, with the Council providing a borough wide museum, located in Chertsey but delivering a range of community activity, outreach and education services. The Museum is held in high regard by residents and those within this area of cultural services, not least for its partnership with Olive Matthews Trust.

Community Safety is a prominent part of the Community Services Business Unit. The Council embraces its statutory responsibilities in relation to Community Safety and has recently committed to developing a larger team to undertake greater work in this area, engage more with communities and work in close partnership with the local neighbourhood Police teams and others to make positive change in communities and enhance feelings of safety, and supporting the reduction of crime and anti-social behaviour in the borough.

The Council also delivers a 24/7 CCTV monitoring centre, supporting residents and police colleagues through its network of CCTV cameras across the borough. The role of CCTV in the borough is seen as an important tool in supporting the deployment of police resources and to officers in the course of their work, as well as supporting the borough and its residents in a range of ways from assisting to keep the local roads moving, to identifying residents at potential risk and ensuring support is mobilised where necessary. The benefits of CCTV are wide and varied, evidenced by the range of incidents the function supports, and therefore the commitment of the Council to CCTV as a tool for enhancing community safety is valued by residents.

Whilst many of the services within the Community Services Business Unit are discretionary, there is no lack of ambition to provide more, different, and better for residents and communities. However, it is recognised that the Borough Council cannot do this alone and therefore are committed to working in partnership with others to achieve success.

Importantly, the Council is a member of the North West Surrey Health Alliance and works with a range of health and care partners to make positive change within communities and health and care services for residents. Through this partnership approach, the Council delivers Social Prescribing in the Borough and also works with three other boroughs in supporting health pathways, notably hospital discharge through the provision of Homesafe Plus, step down accommodation and supporting the discharge planning process at hospitals.

Prevention services are delivered in partnership with Surrey Heath Borough Council working together to both deliver and develop services. The council is the lead partner in this arrangements.

There are many other partnership relationships and examples of where services work together with others to make a difference to residents and communities and this is seen as critical to the future success of the business unit. It is for this reason that the third priority within the Councils Health and Wellbeing Strategy is to work in partnership to reduce health inequalities.

Service Information

Service Area: Community Services

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Service Area 2:	Community Services Administration
Service Area 3:	Community Transport
Service Area 4:	Day Centres/Social Centres
Service Area 5:	Emergency Planning and Vulnerable Resident Data
Service Area 6:	Handyperson Services
Service Area 7:	Health and Social Care Representation
Service Area 8:	Home Improvement Agency
Service Area 9:	Hospital Discharge Services
Service Area 10:	Meals at Home
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Service Area 12:	Open Space Development
Service Area 13:	Safer Runnymede
Service Area 14:	Community Development

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Service Area 16:	Community Halls
Service Area 17:	Chertsey Museum
Service Area 18:	Community Safety
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Description of Service (1) Community Alarm & Telecare

Main Purpose: Provide the installation, maintenance and repair of community alarm and telecare equipment into the homes of vulnerable residents. In addition, provide the administration and installation of GPS location devices and RBC lone worker devices. The team undertake routine visits each service user, maintaining equipment, updating records, reviewing suitable technology against changes in need and completing a general welfare check within the home. The team also play a key role in the delivery of the Homesafe Plus hospital discharge service.

Description of Service (2) Community Services Administration

Main Purpose: The Community Services Administration team has previously been grouped with the Community Alarm service. However, given that their remit is to support several aspects of Community Services it is felt important to recognise it as a function of its own. The administration team will provide support across the partnership, primarily for the Community Alarm service through the receipt of referrals, fault notifications, service termination requests etc. and by coordinating the team of installers in visiting properties, being responsive to the need of residents etc. The administration team support with the receipt of general enquiries in relation to all other service areas, acting as the first point of contact with the ASC Locality Team within the Civic Offices and undertaking a range of other tasks that contribute to the smooth delivery of services.

Description of Service (3) Community Transport

Main Purpose: Provides core transport services to residents through its Dial-a-Ride and day centre services, as well as voluntary and community groups requiring support with transport for service users and group members. In addition, contract transport services are operated including to NHS as part of the Surrey Non-Emergency Patient Contract, Surrey County Council through undertaking special educational needs schools transport and adult social care transport. The service is operated with a combined fleet of 15 vehicles across two boroughs, coordinated and managed by an office support team.

Description of Service (4) Day Centres/Social Centres

Main Purpose: Open Monday to Friday, the social centres provide a range of services and activities for older residents of Runnymede and Surrey Heath. These include services such as foot care, hairdressing, advice surgeries, beauticians etc. Activities include exercise classes, dance classes, arts and craft and other lighter touch activities such as quizzes etc. Hot lunch provision is available. In addition to a coffee shop providing lighter snacks, with paid staff supported by volunteers. Special events and other celebrations are held throughout the year, with entertainment provided. The service operates across four sites, three in Runnymede and one in Surrey Heath.

The Saturday Club is delivered at Windle Valley Centre in Bagshot, with the primary focus being on providing social interaction and support to both formal/informal care givers, as well as to the person who is cared for. The Saturday Club coordinates a number of trips and outings, as well as organising a range of activities that are provided at Windle Valley Centre.

Description of Service (5) Emergency Planning and Vulnerable Resident Data

Main Purpose: Whilst not formally responsible for emergency planning at either Council, Community Services plays two key roles in responding to borough emergencies. In the event of a borough emergency Councils are required to provide details of their identified vulnerable residents. These are identified in the main from those accessing Community Services. As a result, there is a requirement of Community Services to manage and upload vulnerable resident data.

In the event of a borough emergency, Community Services staff are responsive in providing support through the setting up of rest centres, often based at day centre buildings and managing these facilities whilst supporting residents. In addition, the Community Transport team provide support in the event of an emergency by providing transport to evacuate residents from an affected area, provide transport to rest centre facilities and onwards to any identified accommodation if unable to return home. Coordination and delivery of welfare calling and systems for supporting residents are often initiated from within Community Services, also.

Description of Service (6) Handyperson Services

Main Purpose: The Homelink service operates across Runnymede & Surrey Heath, coordinated as part of the NW Surrey HIA Cluster, partnering with Spelthorne and Woking Borough Councils. The Handyperson service provides quick access for residents requiring minor adaptations etc. in their homes. The Handyperson service also supports the Home from Hospital service currently provided.

Description of Service (7) Health and Social Care Representation

Main Purpose: The Community Services Business Unit is required to work more and more as part of the wider Health and Social Care system and as a result leads in many areas of this. The Community Services Partnership covers the following health footprints:

Runnymede (excluding Englefield Green):	NW Surrey Alliance and Surrey Heartlands Integrated Care Board.
Englefield Green:	Frimley Integrated Care Board (Grouped within Windsor & Maidenhead at Place level)
Surrey Heath (excluding parts of Chobham):	Frimley Integrated Care Board (Grouped within Surrey Heath at Place level)
Areas of Chobham not in Surrey Heath CCG:	NW Surrey Alliance and Surrey Heartlands Integrated Care Board

The above shows that whilst the borough boundaries do not align completely with the recognised health footprints, the Community Services Partnership is able to provide full coverage of all areas and representation as appropriate. Specific to the role of Community Services, the following integrated health and care representation and working is undertaken:

Description of Service (8) Home Improvement Agency

Main Purpose: Provides advice, support and assistance to elderly, disabled and other vulnerable residents who live within the borough and who have a need for repairs, adaptations etc. to continue to live independently within their own home. Financial support is available to residents via Disabled Facilities Grant funding received annually by the Council, allocated to mandatory grant applications and on a discretionary basis as set out in the policy agreed by Councillors, for Runnymede.

Description of Service (9) Hospital Discharge Services

Main Purpose: A service which delivered across five Borough Council areas in total, providing support to hospital teams at the point of patient discharge, through rapid access to borough council services. The coordination of this service is via a single point of access e-form, on which health and social care professionals can refer to all borough council services. As a result of doing so, service teams will provide required support either immediately or within the agreed time frames. The service embeds borough services within formal hospital discharge processes.

Description of Service (10) Meals at Home

Main Purpose: Deliver a hot lunch time meal service to all areas of Runnymede and Surrey Heath seven days a week, offering a choice-based menu to all residents, including to those with a range of dietary and cultural requirements. In addition, a tea service is offered, providing residents with a smaller meal for the evening. In delivering the service, the staff team undertake a daily welfare check on each service user and report back any concerns, changes in appearance, health etc. to be followed up either with next of kin, adult social care, care agency etc. Where an emergency is identified, staff will make requests for ambulances to attend.

Description of Service (11) Social Prescribing and Personalised Care Planning

Main Purpose: Social Prescribing provides advice, support and sign posting services to residents of the borough who are not medically ill, but in need of other kinds of support to tackle loneliness, social isolation, support independent living and to re-engage with their local community. Social Prescribing will link residents to local statutory, borough, voluntary and community sector services that meet the identified needs.

Social Prescribing is delivered by Community Services in both borough areas, working in partnership with the local Clinical Commissioning Group and Primary Care. In Surrey Heath, is a partner in the delivery and development of Social Prescribing.

Description of Service (12) Open Space Development

Main Purpose: A small, focussed team that works on areas of strategy and development of green spaces, including both the horticulture, preservation and development of sites, as well as the development of physical infrastructure within parks and open spaces including play spaces, recreational facilities and maximising the potential of pavilions and other parks buildings. Lead responsibility is held for Runnymede Pleasure Ground and Cabrera Trust sites, as well as for the SANG sites across the borough. The Open Space Development team will lead the delivery of enhanced meadow sites in the borough. All of the elements of work referenced, are undertaken with close working with Environmental Services, who lead on the delivery of grounds maintenance services.

Description of Service (13) Safer Runnymede

Main Purpose: This service area contributes to the community safety agenda by working in partnership with Surrey Police and other agencies. The CCTV centre is open 24 hours a day, 7 days a week throughout the year. The service monitors open space CCTV camera assets across boroughs and in other areas including Spelthorne, Hart and Rushmoor council areas. Evidential footage is provided to Police in support of investigations and potential prosecutions. Automatic Number Plate Recognition services provided to the Wentworth Estate. The service also monitors re-deployable cameras that can be moved around locations as required and have also been provided to third parties for a monitoring fee.

Safer Runnymede provides community alarm monitoring services for residents in Runnymede, Surrey Heath and Woking. A number of other out of hours and facilities management related functions, as well as provision of support in the event of borough emergencies is also delivered through

Description of Service (14) Community Development

Main Purpose: The Community Development team consists of three members of staff whose remit it is to work in a wide range of areas including health and wellbeing, sport and health and arts development. Linking in with a number of local clubs and organisations, partners worked with include Active Surrey, Schools, Children's Centres, Youth Service, Royal Holloway University, Surrey Arts Partnership, and Achieve Lifestyle. There are a number of annual events and activities delivered including the Surrey Youth Games, Living Well Week, Sportability Festival, summer holiday programme and parks events such as Xplorer.

Description of Service (15) Leisure Centres

Main Purpose: The Community Services business unit will work with leisure providers across the borough in supporting initiatives and activity that engages residents of all ages with sport and physical activity. In addition opportunities for partnership working between the Council and leisure partners in the delivery of new sport and recreational projects and services will be worked towards, in order to meet the priorities of the Health and Wellbeing strategy.

Description of Service (16) Community Halls

Main Purpose: The two Community Halls; Chertsey Hall and the Hythe Centre are managed by three full time staff with a halls manager. The halls provide for a range of activities and uses including regular activities for older people, people with disabilities, private functions, sports activities, meetings and local organisations.

Description of Development (17) Chertsey Museum

Main Purpose: Chertsey Museum operates with one full time and seven part time members of staff. The Museum is located in The Cedars in Chertsey which is owned by the Olive Matthews Trust with whom there has been a long standing relationship. The Olive Matthews Collection is managed by the Museum and it forms a significant part on the annual exhibition.

The Museum delivers a range of education sessions both at the Museum and at schools and there are 60 schools from both inside and outside the Borough that use this service each year.

Description of Development (18) Community Safety

Main Purpose: The Community Safety team work closely with the Police and other agencies on initiatives to reduce anti-social behaviour and criminality in the Borough. This work is carried out through effective partnership working events organised or supported include Junior Citizen, water safety and promoting awareness weeks. This service also co-ordinates the work of Community Safety Partnership, Joint Action Group and CHaRRM. A more proactive approach has recently been developed through the introduction of additional resources, enhancing direct engagement with residents and introducing the use of Community Protection Warnings and Community Protection Notices, where appropriate.

Planned Activities



Community Services

Total number of planned activities

24

Types of Activities

Project

8

Review

6

One-off

7

New Core Activity

3

Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
Not Reported	Barrsbrook Farm Feasibility - Community Benefits	Health and Wellbeing	01 April 2024	01 April 2024	31 March 2026	Paused
Project	Delivery of Citizen Engagement Panel Pilot	Empowering Communities	01 April 2025		31 March 2026	Not started
Project	Development of Volunteering Opportunities Across Parks and Open Spaces	Health and Wellbeing	02 September 2024	31 March 2025	31 March 2026	In progress
Project	Digitisation of telecare services - Equipment	Health and Wellbeing	01 April 2022	01 April 2023	30 September 2025	In progress
Project	Egham Hythe Centre Community Hub - Implementation	Health and Wellbeing	01 April 2025		31 March 2026	Not started
Project	Identify development and income generative opportunities across council owned parks and open spaces	Health and Wellbeing	01 April 2025		31 March 2026	Not started
Project	Increase opportunities for over 55's to access and participate in physical activity	Health and Wellbeing	02 September 2024	15 July 2024	31 March 2026	In progress
Project	Work with NW Surrey Alliance to explore viability of extending Hoarding offer to Runnymede	Health and Wellbeing	01 April 2025		31 March 2026	Not started

Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
Review	Community Buildings Service Review	Empowering Communities	01 May 2024	01 May 2024	30 September 2025	In progress
Review	Determine the viability of sports clubs self managing pitches and facilities in the borough	Health and Wellbeing	01 August 2024	01 July 2024	31 March 2026	In progress
Review	Review of Meals at Home Service	Organisational Development	01 April 2025		30 September 2025	Not started
Review	Review of Prevent Strategy	Health and Wellbeing	01 April 2025		30 June 2025	Not started
Review	Review of Safeguarding Policy	Health and Wellbeing	01 April 2025		30 June 2025	Not started
Review	Vulnerable people policy in relation to emergency planning	Health and Wellbeing	02 January 2025		31 March 2026	Not started

Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
One Off	Delivery of year 1 of the approved Meadow Management Policy	Climate Change	01 April 2025		31 December 2025	Not started
One Off	Community Safety Strategy	Health and Wellbeing	01 April 2022	06 May 2024	30 June 2025	In progress
One Off	Determine the viability of extending the Homelink Service to become tenure neutral	Health and Wellbeing	01 October 2025		30 September 2026	Paused
One Off	Heathervale All-wheeled Facility	Health and Wellbeing	01 April 2023	01 April 2023	31 July 2025	In progress
One Off	Production of Allotment Policy/Strategy	Health and Wellbeing	01 July 2025		31 December 2025	Not started
One Off	Rebrand and evolve the remit of Community Action Groups	Health and Wellbeing	01 September 2024	01 July 2024	31 March 2026	In progress
One Off	Customer Satisfaction Feedback Programme	Organisational Development	02 January 2024	02 January 2024	31 March 2026	Paused

Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
New Core Activity	Completion of first year of Health and Wellbeing Partnership meetings	Health and Wellbeing	01 April 2024	01 April 2024	31 March 2026	In progress
New Core Activity	Launch of Integrated Neighbourhood Teams in Runnymede	Health and Wellbeing	01 April 2025		31 December 2025	Not started
New Core Activity	Roll out of approved voluntary sector revenue grant policy following completion of review of policy (ID number HWB050)	Health and Wellbeing	01 April 2025		31 March 2026	Not started

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