



Runnymede Borough Council Annual Report 2017/18



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Forewords

Foreword from the Leader of the Council



Cllr. Nick Prescott

In the second year of being Leader of the Council, the pace and velocity of change and improvements continue. Addlestone One shows real promise to transform and enliven Addlestone and plans are afoot to create a similar impact in Egham. We also commenced construction for the first new social housing units in Runnymede for over 20 years and invested in technological change to better serve our residents both now and in the future. We are one of the very few councils which have not had to make cuts to services and I commend the officers for the fiscal prudence in this case.

This year has also been a challenging one, and I am thrilled that members and officers have risen to the challenges with a sense of dedication and purpose. Whether it be the Local Plan or the boundary review; all those involved have undertaken these 'once in a generation' tasks with professionalism and humility.

With the immense amount of change currently being undertaken, I look forward to reporting back next year with a record of improved successes and how the council is being able to 'punch above its weight' as shared working and joint initiatives are matured.

There is little doubt that Runnymede is a leading borough in the South East both to live in and work in. The challenges of infrastructure are ever present, and the focus is to balance the corporate opportunity with the community need. The implementation of a third runway at Heathrow and new transport links must be aligned with the environmental impact; I am confident that members and officers will work hand-in-hand to ensure this is the case.

The work of the council cannot be done unless there is a good level of trust and confidence from both the members and the officers. I am glad to state that there is a strong working relationship between the officers and the members and as a result, progress on all fronts is being made. However, the working mechanisms of the council must be efficient and productive, this is being achieved through progressive changes that allow and prepare Runnymede to be more robust in the future.

Foreword from the Chief Executive



Paul Turrell

Although a small borough in terms of geographical size, a lot happens in Runnymede. This has been a year of significant progress with the first phase Addlestone One opening and a start being made on the new leisure centre in Egham, The Orbit.

Regeneration, like a lot of change initiatives takes patience, tenacity and dedication. I am grateful to my team and to the Members of the Council who have worked hard together to achieve some of our aspirations.

Much of course goes on behind the scenes. The Council is no longer supported by the Government through Revenue Support Grant and the monies lost have had to be replaced. We are still in that process. We are on course to achieve our financial goals by 2020 and this will enable us to improve some of our services such as street cleaning and fly tipping.

Be assured Officers and Members will work tirelessly to bring about improvements and offer you the best possible value for money.



About Runnymede

Runnymede is a borough covering 7,804 hectares, of which 6,078 hectares are Green Belt (Census, 2011). It includes the settlements of:

- Addlestone
- Chertsey
- Egham
- Englefield Green
- Longcross
- Lyne
- New Haw
- Ottershaw
- Row Town
- Thorpe
- Virginia Water
- Woodham

The borough boundary can be seen below.



Key statistics related to the borough of Runnymede are shown below.

	Runnymede Values	Surrey Rank	Surrey Average
► HOUSING, INFRASTRUCTURE AND ENVIRONMENT			
1. Persons per hectare DataSet, 2016	11.13	6 (11)	7.08
2. % of social housing Calendar Year, 2016	13%	2 (11)	12%
► ECONOMY			
3. Index of Multiple Deprivation average score Indices of Deprivation (3 years), 2015	10.94	10 (11)	9.46
4. % of population aged 16-64 claiming working age benefits Calendar Quarter, 2016 Q4 (Oct-Dec)	5.7%	5 (11)	6.1%
5. % of 25-64 year olds with no or low qualifications 2011 Census	26.6%	10 (11)	22.8%
► HEALTH AND WELLBEING			
6. Male life expectancy - years 3 Year Pooled Data, 2014-2016	81.2	6 (11)	81.4
7. Female life expectancy - years 3 Year Pooled Data, 2014-2016	84.6	7 (11)	84.6
8. Rates of premature deaths (aged under 75) 5 Year Pooled Data, 2008 - 2012	84.4	10 (11)	77.4
9. % of people with a limiting long-term illness (all) 2011 Census	13.9%	6 (11)	13.5%
10. % of people with Long Term illness or disability with day to day activities limited a lot 2011 Census	5.9%	7 (11)	5.7%
► CHILDREN AND YOUNG PEOPLE			
11. % of children living in poverty - all children Calendar Year, 2015	10.6%	10 (11)	8.6%
12. No of young people Not in Education, Employment or Training (NEET) Month, Mar 2013	60	3 (11)	89
13. Average number of children per household (for those with children) 2011 Census	1.74	10 (11)	1.79
► SAFER AND STRONGER COMMUNITIES			
14. Number of recorded notifiable offences (crime), per 1000 of population Month, May 2017	6.28	11 (11)	5.30
15. Number of recorded incidents of anti-social behaviour, per 1000 of population Month, May 2017	2.37	9 (11)	2.00

Source: Surrey-i



What we do

Council services and responsibilities

Runnymede Borough Council forms part of a two-tier local government system with Surrey County Council. The roles and responsibilities of Runnymede Borough Council and Surrey County Council are shown on this page and the next.

As a Borough Council we are responsible for:

- Abandoned vehicles
- Allotments
- Building Control and dangerous buildings or structures
- Business Rate collections
- Cemeteries
- Council Tax collections
- Emergency planning and business continuity
- Environmental Health and inspection of food premises
- Homelessness
- Land Charges
- Licensing
- Local Elections
- Off-street car parks and parking enforcement
- Planning applications, enforcement and Planning Policy
- Refuse and recycling collection
- Street cleaning

We also provide the following additional services to help improve the lives of our residents and communities:

- Administrative support for the Runnymede Business Partnership
- American-style Yellow School Bus transportation scheme
- Centres for Older People
- Community Alarms
- Community Halls
- Community Meals
- Community Safety and CCTV open space surveillance
- Community Transport
- Economic Development
- Garden waste collection
- Graffiti removal
- Leisure Development and Parks and Open Spaces
- Museum
- Managing the Council housing stock
- Regeneration of town centres
- Managing a portfolio of property assets

On behalf of Surrey County Council we cut grass on highway verges, maintain highway shrubs and also carry out on-street parking enforcement.

Surrey County Council's responsibilities are:

- Education
- Fire and public safety
- Lead Local Flood Authority
- Libraries
- Social care
- Trading Standards
- Transport, Traffic and Highways
(including highways maintenance and improvement, street lighting, trees and shrubbery overhanging highways and winter maintenance)





Our Vision, Corporate Values, Corporate Goals, and Corporate Themes

Our Vision

Our Vision is to be: *“A vibrant Borough with a high quality environment, where we maximise opportunities with partners to provide services which are highly regarded by local people.”*

Our Corporate Values

We have a set of Corporate Values which form the foundation on which we perform work and conduct ourselves. We will work in such a manner that shows we are:

- **Customer-focussed:**
We will put our customers at the heart of what we do and they will be able to interact with us easily in the way they want.
- **Passionate:**
We will empower our staff to be passionate about all we do.
- **Performance driven:**
We will strive for excellence in all we do.
- **Innovative:**
We will aim to creatively improve our services.
- **Promoting equality and diversity:**
We believe in fairness as well as creating a diverse workforce so we can draw upon a wide range of views and experiences to meet the changing needs of our customers.
- **Delivering excellent value for money:**
We will strive to be as efficient and effective as possible.



Our Corporate Goals

Our Corporate Goals are our broad guiding principles which will help us to achieve Our Vision. These principles are:

- We will deliver cost effective services.
- We will have very satisfied customers.
- We will train, develop and motivate our staff.
- We will be financially stable.
- We will have sound leadership and governance.
- We will have a clear performance management system.
- We will provide customers with a range of channels to interact with us.
- We will be a more agile organisation responsive to changing circumstances.

Our Corporate Themes

We recognise that a fundamental role of the Council is to provide a voice for Runnymede to help improve the quality of local people's lives. This can be achieved through working with others to direct support for people, improving the environment in which we live, work and play, and also helping ensure we have a vibrant economy.

Given the importance of each of the above elements in achieving a high quality of life, we have chosen to categorise our Corporate Priorities in to four themes:

Supporting Local People



This theme involves improving the quality of people's lives through developing healthier and safer communities, improving life chances, as well as listening to and representing local people.

Improving Our Economy



This theme involves maintaining and developing more prosperous and vibrant communities, attracting infrastructure improvements, and supporting and nurturing our businesses.

Enhancing Our Environment



This theme involves developing a more sustainable environment, preserving our built and natural environment, and revitalising areas in need of physical improvement.

Organisational Development



This theme involves developing our organisation internally in order to help support the achievement of all the Corporate Priorities as effectively as possible.



Achievements in 2017/18

The Council's key achievements in the 2017/18 financial year are shown below. It should be noted that a number of the achievements below support the progress of more than one Corporate Theme but have only been listed under one to avoid duplication.

Supporting Local People achievements

This theme involves improving the quality of people's lives through developing healthier and safer communities, improving life chances, as well as listening to and representing local people.

Older and vulnerable people

- We supported the Forest Estate Community Hub by providing funding and signposting to other funding sources and it subsequently became a Queen's Award for Volunteering Winner.



Denise Brannan (Hub Manager) and the volunteers are pictured left receiving their award from the Lord Lieutenant of Surrey Michael More-Molyneux.

- We delivered a Living Well Week in September which offered 77 activities to 478 participants.
- We introduced a Wellbeing Prescription service where a Runnymede Wellbeing Adviser helps residents access a wide variety of local services to help improve their wellbeing.
- We supported the set up of a Runnymede Local Dementia Action Alliance and produced a leaflet for Dementia Awareness Week 2017 for businesses and shops, which has since been copied by three other boroughs.
- We expanded the Meals at Home service by offering a wider range of cultural meals as well as other dietary requirement options for our customers.
- We worked collaboratively with St Peter's Hospital to secure £15,000 of funding from health partners in order to deliver a Homesafe service which has supported the discharge of patients from hospital.
- As part of the Community First programme we delivered mental health training for parents, set up a multi-sports club, provided funding for the first Frogs Island Fair, and delivered a range of events as part of the Runnymede Rivers and Waterways Celebration programme.
- We delivered a pilot of social trips for older people, providing access to local leisure facilities and destinations, aiding the creation of new social networks to help reduce social isolation.
- We piloted lunch clubs within the five Independent Retirement Living schemes to provide opportunities for social interaction and participation amongst Independent Retirement Living residents.
- We supported the Runnymede Job Club provided by King's Church, Addlestone which helped eight people a week on average.

Family support

- We funded mental health initiatives for children and families at Magna Carta School which have since been reported as best practice in the Houses of Parliament.
- We delivered year three of the Family Support Programme in partnership with Surrey Heath Borough Council, providing support services to over 100 families.
- We supported the set-up of a multi-agency Early Years board which integrates the work of all services working with children, young people and families.
- Through the Health & Wellbeing Task Group Action Plans we delivered a speech and language support pilot for 5-7 year olds, activities to strengthen the voluntary sector, and health awareness campaigns for tooth decay and hydration.
- We settled two Syrian refugee families in the Borough.



Housing

- We commenced construction for the first new social housing units in Runnymede for over 20 years (there are 12 houses due for completion in July and August 2018).
- We reduced the average number of days to re-let routine property voids from 24 in 2016/17 to 22 in 2017/18.
- We supported 81 households into new tenancies since the launch of our Magna Carta Lettings service.
- We undertook a staffing restructure and implemented a new IT software package to prepare for our duties under the new Homelessness Reduction Act (the biggest reform of homelessness legislation for nearly 20 years).
- We created a new Discretionary Housing Payment Policy with an emphasis on obtaining and sustaining suitable accommodation.
- We carried out a review of the Home Improvement Agency and entered into a partnership with Woking Borough Council to increase provision of handyman services and more efficient management of Disabled Facilities Grants.
- We progressed partner discussions with a view to jointly providing additional Affordable Housing through the Council-led Runnymede Housing Development Partnership.
- We successfully negotiated with developers to achieve 41 additional units of Affordable Housing of the size and tenure most needed by homeless households and people on the Housing Register.
- We responded to residents' concerns arising from the Grenfell Tower fire, by implementing an appropriate Fire Risk Assessment regime and re-confirming there is no cladding within our housing stock.
- We completed a review of Temporary Accommodation which will increase income and reduce costs to the Council.
- We mitigated the loss of £96,000 from Supporting People funding through a review of service charges for Independent Retirement Living schemes, ensuring no resident had an increased charge as a result of funding cuts.
- We delivered a shared house model pilot for single homeless people with a Registered Provider partner, Transform Housing and Support.

Community Transport

- We commenced the delivery of a non-emergency patient transport service, operating services across Surrey by working in partnership with health partners and South Central Ambulance Service.
- We delivered the first year of the Addlestone Connect bus service, linking residents at the Strawberry Fields development and other areas of Addlestone, Rowtown and New Haw, with services and amenities across the Borough.
- We commenced a demand-responsive transport service to residents of Longcross Garden Village, working in partnership with Surrey County Council and Crest Nicholson.

Partnership working

- We successfully delivered the first year of a formalised Community Services Partnership with Surrey Heath Borough Council, delivering joint Community Services to residents across both boroughs which has resulted in operational efficiencies for both partners.

Leisure development

- We delivered a Get Active 50+ programme across 10 sports to 460 new participants who were previously inactive.
- We facilitated 404 children/young people taking part in the Surrey Youth Games training programme with 170 participants going on to represent Runnymede at the event.
- We worked with Achieve Lifestyle to facilitate the opening of a new gym in Addlestone town centre.
- We have supported and organised a wider range of events in the parks and open spaces including the new Frog Island Fair, three Silent Cinema screenings, a singing picnic and seven xplorer sessions (navigation challenge activities for families).
- We delivered four new exhibitions at Chertsey Museum and worked with 80 schools to deliver a range of activities and events.
- We commenced the River Thames Celebration with a series of events over the summer of 2018. This involved creating a new website, showcasing an exhibition at Chertsey Museum, and commissioning a film to support the event.
- We produced a Playing Pitch Strategy which identified likely future needs and subsequently an action plan to help plug gaps.



Community safety

- We deployed two new mobile CCTV systems into the community and installed new fixed CCTV in Addlestone One in order to further enhance community safety.
- We delivered the Junior Citizen scheme with a range of safety workshops to over 700 Year 6 primary school pupils across Runnymede.
- We launched the northern tri-borough 'Respect the Water' initiative in partnership with Surrey Fire & Rescue Service which taught people water safety skills.
- We continued to implement the National Food Hygiene Rating Scheme to assist our residents and visitors in understanding the assessed hygiene levels in places they eat.
- We delivered Prevent counter-terrorism training to staff and Members.
- We worked in partnership with the Police, Mediation North Surrey, and specialist support agencies to effectively tackle a wide range of anti-social behaviour issues including modern slavery and human trafficking, child neglect, supply of Class A drugs, as well as obtaining a closure order on a property used for the unlawful dealing of drugs, in order to assist the community in feeling safer.

Elections

- We successfully delivered a Local Election in May 2017 and a Parliamentary Election in June 2017.

Local Plan

- We made significant progress with the preparation of the Local Plan which will set the spatial strategy for the Borough up to 2030 and provide the policy framework to support sustainable growth to meet the needs of those who live work and visit Runnymede.

Supporting the ambitions of residents and businesses

- We processed 1913 planning applications and completed 266 pre-application enquiries.
- We continued to support Thorpe Neighbourhood Forum in progressing their neighbourhood plan.



Enhancing Our Environment achievements

This theme involves developing a more sustainable environment, preserving our built and natural environment, and revitalising areas in need of physical improvement.

Regeneration

- We completed Phase One of Addlestone One with Premier Inn and Waitrose in occupation and 70 residential dwellings available for occupation. Phase 2 was 85% complete, taking the residential dwellings up to 213, along with a six screen cinema and a range of commercial units (completion date July 2018).
- We developed schemes for Egham town centre covering the West and East ends of the High Street and consulted with the community on two occasions on plans for Egham Gateway West.
- We developed a viable business case for improvements to Runnymede Pleasure Ground consisting of improved play spaces, holiday lets, and a new cafe.



Infrastructure and flood management

- We were one of 45 areas which has been shortlisted for a Housing Infrastructure Bid after submitting a £100 million bid for the A320, in conjunction with Surrey County Council and Woking and Surrey Heath Borough Councils.
- We successfully lobbied to retain a direct train service from our Borough to and from London through the South West Railways timetable consultation (after it was originally proposed to have a shuttle service between Virginia Water and Weybridge which was not popular with local residents and businesses).
- We supported an update of the Surrey Infrastructure Study which was produced for Surrey County Council by Aecom.
- We supported a South West Quadrant M25 Motorway Study which investigated alternative ways to reduce pressure on this section of the motorway.
- We were shortlisted for the Best Business Model category at the LGC Awards for our Emergency Planning and Business Continuity services mutual in partnership with Spelthorne Borough Council.
- We further developed relationships with our Community Resilience Network to assist an emergency response.
- We continued to work with the Environment Agency and affected local authorities to develop an outline business case for the River Thames Scheme.

Enforcement

- We commenced an on-street enforcement initiative for litter and dog fouling.
- We undertook 215 investigations of potential breaches of planning control and building regulation.
- We dealt with 99 incidents of fly-tipping and 237 reports of abandoned vehicles.
- Following nine successful convictions, we were granted a confiscation order under the Proceeds of Crime Act amounting to just over £1m for the benefit of law enforcement agencies. The landowners are currently serving their respective sentences in default of paying those sums.

Leisure provision

- We project developed and acted as the funder to construct a new leisure centre in Egham, The Orbit, which will bring enhanced sport and leisure facilities to local people including a new community swimming pool.
- We installed two new play spaces in Marshall Place and Fernlands.
- We created an Ottershaw Woodland Trail.

Property standards and maintenance

- We effectively responded to 5,954 annual requests for Demand Maintenance.
- We maintained and surveyed 140 Runnymede and Spelthorne Borough Council corporate properties.

Energy management

- We reduced carbon emissions from local authority operations by 12.2%.
- The Addlestone ONE Energy Centre commenced its operations in June 2017.



Waste management

- We implemented a new in-cab technology system for the Waste & Recycling, and Street Cleaning services which enables Customer Service to provide quicker and more accurate feedback to customer queries.
- We co-ordinated an annual litter pick by local residents/Ward Councillors/Officers at Chertsey Meads.
- We played a significant part in securing a new agreement on waste recycling credits between Surrey CC and the district/borough councils.

Air quality

- We initiated the set up of the Surrey Air Alliance (SAA) Group, a partnership between the 11 Surrey district and boroughs and Surrey County Council in order to coordinate air quality work across the county.
- We produced Borough wide air quality modelling which investigated the likely implications for air quality in the future (up to 2036).
- We continued to deliver the Yellow Bus Scheme to four schools in order to reduce local road congestion and improve air quality.

Other

- We secured £145,000 of design quality grant funding which will allow the Council to undertake reviews of its heritage assets and produce an updated Supplementary Planning Document on Design in consultation with local communities and interest groups.
- We secured £230,000 capacity funding to support the development of the Garden Village in Longcross.



Improving Our Economy achievements

This theme involves maintaining and developing more prosperous and vibrant communities, attracting infrastructure improvements, and supporting and nurturing our businesses.

Business support

- As a partner of the EZ3 multi-site Enterprise Zone, we successfully achieved Enterprise Zone status for Longcross Park in April 2017 for 25 years. As a result it is projected this site will contribute an extra £60 million in business rate growth which will be reinvested in the local area over the 25 year period.
- We were a partner for the successful Enterprise M3 Innovation Support Programme ERDF bid submitted by Southampton University to provide additional incubation/innovation advice for local businesses at Royal Holloway University and other sites in the EM3 LEP area.
- We continued to administer the Runnymede Business Partnership and Egham Town Team.
- We organised and hosted an exporting event in the Borough in conjunction with the Department for International Trade and Spelthorne and Elmbridge Borough Councils.
- We delivered a business dinner to business leaders to give them an opportunity to engage with the Council and discuss any support they may need.
- We visited a number of businesses in the Borough to discuss their needs and lend them support.

Skills

- We created nine new apprenticeship opportunities within the Council.
- We signed up to the Armed Forces Covenant during a business breakfast with Philip Hammond MP to encourage local companies to employ reservists.



Alan Bostock captures left to right: Cllr Tom Gracey RBC's Armed Forces Champion, WO2 John Rock MBE Regimental Outreach Advisor 151 Regiment The Royal Logistics Corps, Rt. Hon. Philip Hammond CP MP Chancellor of the Exchequer & MP for Runnymede & Weybridge, and WO2 Dave Fletcher Regimental Recruiting Warrant Officer 151 Regiment Royal Logistics Corp

Organisational Development achievements

This theme involves developing our organisation internally in order to help support the achievement of all the Corporate Priorities as effectively as possible.

Digital and telephony improvements

- In independent assessments of all council websites for quality of services and usability, the Council's website was rated in the top 10 per cent across the country.
- We created a new responsive Council website which adapts the visible screen size to all devices.
- We procured a new Citizens Account portal which will enable customers to view their Council Tax accounts on-line, sign up for e-billing and set up Direct Debit payments online.
- We managed 99,044 incoming calls through Customer Services over the year. This was a 27% reduction compared to the previous year and it is believed a key reason for this was due to the closer joint working between Customer Services and the Communications Team to improve the website.
- We implemented a number of telephony improvements including call recording, assisted voicemail facility, an improved call routing system and queue busting facility.

Business continuity

- We completed Service-level Business Continuity Plans across the Council and delivered associated training to staff in order to be better prepared for any future business continuity incident.

Project management

- We created a Project Management toolkit and delivered associated training to staff.

Income generation and funding

- The Council has created a net of £3.5 million per annum in ongoing revenues from property acquisitions to support council services.
- We were a partner in the successful bid to Government to be part of the Surrey Business Rate Retention Pilot.



Our 2017/18 accounts in summary

Each year Runnymede Borough Council publishes a set of accounts. The accounts are an important element in demonstrating how we manage our finances. They show the resources available to the Council and how they are used in providing services to the community.

The document that contains our full accounts for 2017/18 is called the Statement of Accounts and has to comply with accounting rules which dictate how the accounts should look and what information they should contain. A full copy of the Statement of Accounts can be seen on the Council's website at www.runnymede.gov.uk/finance

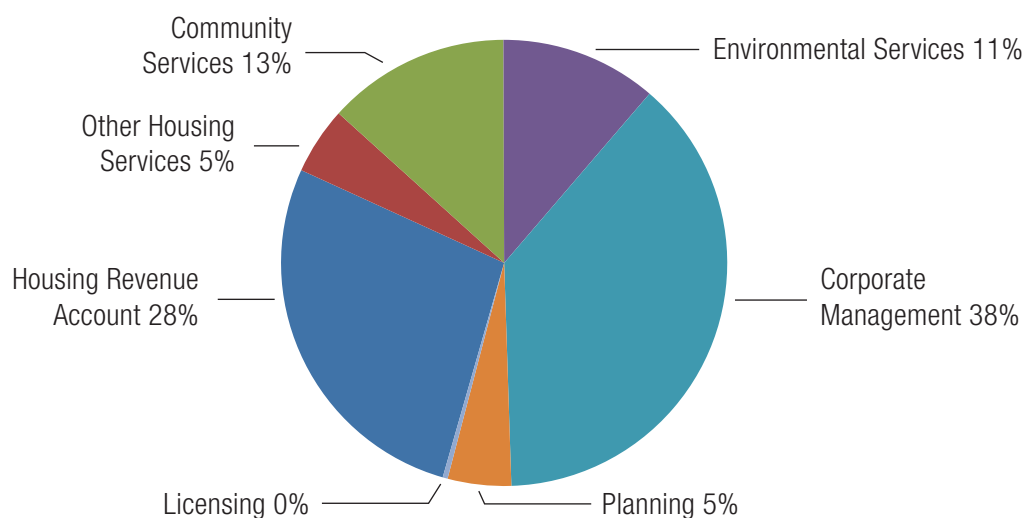
The following paragraphs are simplified versions of the figures contained within our accounts.

Our spending

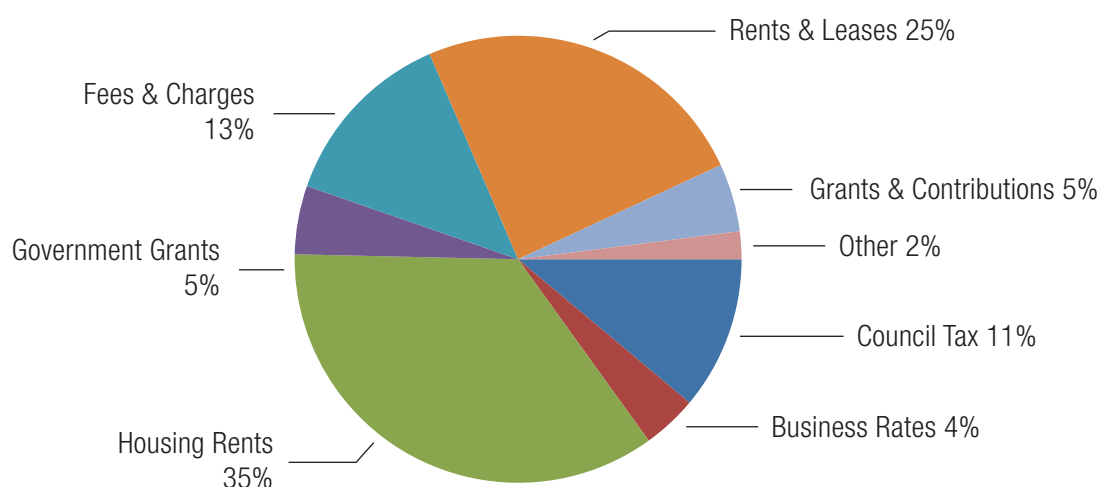
Our spending is classified into capital and revenue. In general terms, our capital-spending pays for the acquisition/creation of a new asset or the enhancement of an existing asset, and our revenue spending pays for day-to-day services and operations.

Revenue spending 2017/18

During the year, the Council spent its money on a wide range of services. This spending came to £44.720million and is split between General Fund services which is funded by the Council Tax, and a Housing Revenue Account which is funded entirely by Housing rental income. The Council's money was spent in the following areas:



This expenditure was financed as follows:



Capital spending 2017/18

We also spend money on buying and improving our land, property and other assets so that we can provide services to the community over the longer term. Capital expenditure incurred in 2017/18 was £169.590 million, and was spent as follows:

	£'000
Investment Properties	142,620
Leisure Centre redevelopment	8,571
Long Term Loan to Council owned company	8,429
Investment in Housing	5,387
Other expenditure on properties	2,312
Grants and other assistance to third parties	447
Investment in Information Technology	396
Community Services	275
Vehicle replacements	292
Environmental and Sustainability initiatives	238
Other schemes	623
Capital expenditure in 2017-18	169,590

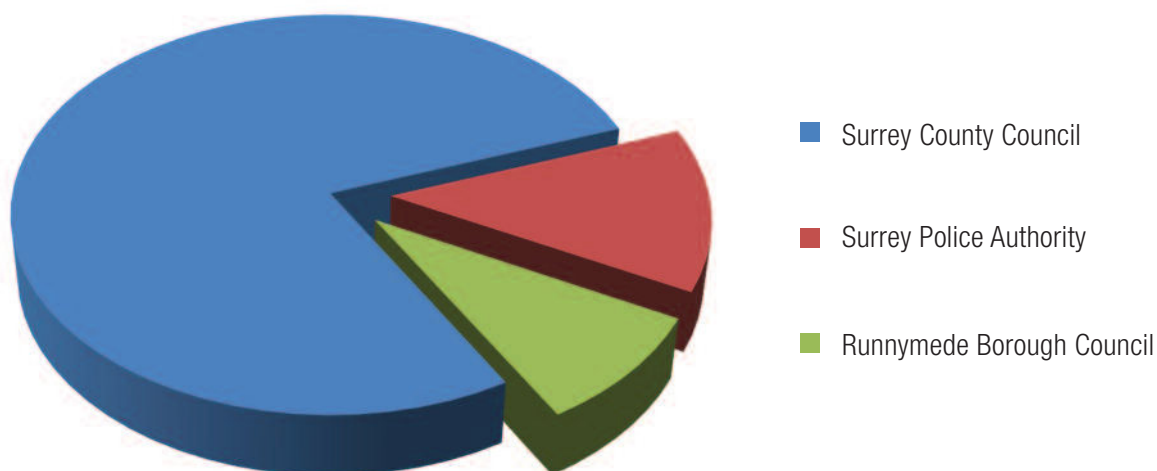
This expenditure was paid for from the following sources of income:

Borrowing (short and long term)	138,541
Capital receipts from the sale of assets and investments	25,641
Revenue and revenue reserves	4,621
Grants and contributions	787
	169,590

Collecting local taxes in 2017/18

Runnymede Borough Council collects the Council Tax in the Borough. We pay Surrey County Council and Surrey Police Authority their share of the Council Tax that they set each year. Runnymede Borough Council has the smallest share of your Council Tax bill. The Band D Council Tax and how this was shared during 2017/18 is as follows:

Council Tax	£	
Surrey County Council	1,331.55	77.84%
Surrey Police Authority	224.57	13.13%
Runnymede Borough Council	154.59	9.04%
	1,710.71	



The Council also collects business rates from all businesses in the borough. Of all the money collected Runnymede keeps 40% and the remainder is divided between Central Government (50%) and Surrey County Council (10%).

In 2017/18 we collected £55.8million of Council Tax due – a collection rate of 98.6%, and £53.2million of the Business Rates due being 98.9% of the total due.



The next year

The planned areas of work for the forthcoming year can be found in our Corporate Action Plan 2018/19 document. Highlights of the forthcoming year include:

- To submit a Local Plan to the Inspectorate by the end of July 2018.
- To have achieved practical completion on Phase 1 of Addlestone One and let most of the commercial units.
- To have progressed Egham Gateway to RIBA Stage 3 (a developed design).
- To have achieved practical completion for the new leisure centre in Egham, The Orbit, for an expected opening in February 2019.
- To have supported the further development of Longcross Park as part of the multi-site EM3 Enterprise Zone and Garden Village.
- To have delivered 16 new social houses (the first new social houses in the borough for over 20 years).
- To have appointed a contractor and have a robust delivery plan for Runnymede Pleasure Ground improvements which will include holiday lets, improved play facilities and a new café.
- To embed a new customer portal which will enable residents to view their Council Tax accounts on-line, sign up for e-billing, and set up Direct Debit payments online.
- To create a new business website to promote Runnymede as a place to do business as well as support our existing businesses.
- To have completed a review of future delivery models for our DSO/Depot services and enhancement of environmental services such as street cleaning.



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