



# Runnymede Borough Council Annual Report 2018/19



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# Forewords

## From the Leader of the Council



Cllr. Nick Prescott

Welcome to Runnymede's Annual Report for 2018/19. We take performance measurement and evaluation very seriously and this report is designed to give residents a flavour of what has been achieved in the last municipal year.

I would like to highlight a few of our key achievements in the year. The new Egham Orbit Centre was completed and opened in February, 2019. The facilities, which include an eight lane swimming pool have been very well received by the community. The project was completed on time and within budget. Significant progress has also been made on the Local Plan which promises to deliver over 450 homes each year until 2030. Homes have already been built at Longcross, which is to be developed into a Garden Village and will eventually provide at least 1700 homes plus community facilities, subject to the adoption of the Local Plan. We also continue to add further to our own housing stock working in partnership with other social landlords and the private sector. For our elderly and vulnerable citizens we have improved our offer and extended our Meals at Home and Careline services.

I hope you enjoy reading our Annual Report. This year looks as exciting as the last; with more commercial tenants coming on board in Addlestone One and the start on site of the Egham Gateway project, which is the first stage in regeneration of the town.

We are always pleased to hear your views and please get in touch if there are local issues which concern you and your families.

## From the Chief Executive



Paul Turrell

The Annual Report demonstrates just how diverse our activities are. My role is to ensure we are making progress right across the Council. It is exciting but challenging. There is never enough money to do everything we would like to do and much of the Council's best work goes unnoticed. I would like to pay tribute to the very many employees at Runnymede who directly go the extra mile for our residents such as in our day centres and delivering meals at home, assisting people with their housing needs, or ensuring that waste collections take place efficiently each week, as well as those in the back office who indirectly assist the community through providing support services.

I am never complacent about our performance and we know it can always be improved. We are going to invest another £500,000 in improving environmental standards such as street cleaning. This money is available through prudent and skillful financial management. We need to complete the Local Plan and increase the housing supply particularly at the affordable end of the market. We have ambitions to further enhance a wide range of community facilities for the elderly and the vulnerable, particularly community transport.

Outside of the Council's activities, we continue to work in partnership with organisations such as the Environment Agency and the County Council to protect the area from flooding and we are playing a full part in assessing the impact of potential Heathrow expansion to exploit economic benefits but mitigate environmental concerns.

This Council punches well above its weight and we will continue to strive to improve the quality of life of all our residents.

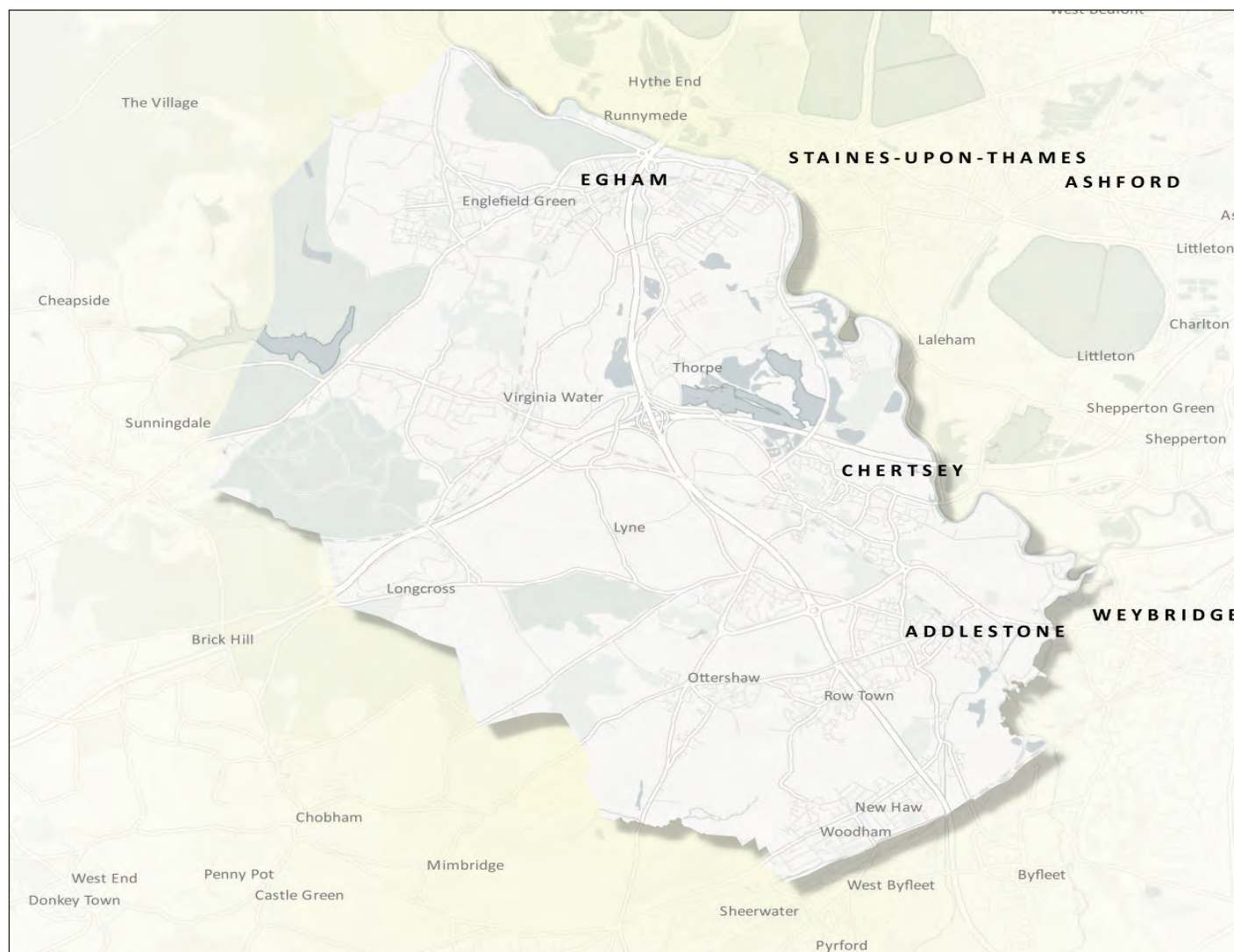


# About Runnymede

Runnymede is a borough in north-west Surrey with a population of 86,900 (ONS, mid-year estimate 2017). It covers 7,804 hectares, of which 6,136 hectares are Green Belt (Runnymede 2030 Local Plan (Emerging)) and 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	England (Average)
<b>► HOUSING AND DENSITY</b>		
<b>1. Persons per hectare</b> (compared to all single tier and district authorities) 2016	11.13	12.21
<b>2. % of social housing</b> 2016	13%	16%
<b>► ECONOMY</b>		
<b>3. Gross Value Added (GVA) per head</b> 2015 (England = median value)	£45,000	£21,861
<b>4. Index of Multiple Deprivation average score</b> (lower score = less deprived) Indices of Deprivation (3 years), 2015	10.9	21.8
<b>5. % of population aged 16-64 in employment</b> 2017-2018	78.2%	75.2%
<b>6. % of 16-64 year olds with NVQ4+ qualifications</b> 2018	52.7%	39.0%
<b>► HEALTH AND WELLBEING</b>		
<b>7. Male life expectancy - years</b> 3 Year Pooled Data, 2015-2017	80.6	79.6
<b>8. Female life expectancy - years</b> 3 Year Pooled Data, 2015-2017	84.3	83.1
<b>9. Smoking prevalence in adults (aged over 18) current smokers</b> 2018	11.1%	14.4%
<b>10. % of adults physically active (more than 30 minutes physical activity per week)</b> 2017-2018	71.5%	66.3%
<b>► CHILDREN AND YOUNG PEOPLE</b>		
<b>11. % of children living in poverty - all children</b> 2015	10.6%	16.6%
<b>12. Infant mortality rate per 1000 of population</b> 2015-2017	2.8	3.9
<b>13. Hospital admission episodes for alcohol-specific conditions (aged Under 18) per 100,000 of population</b> 2015/16-2017/18	16.1	32.9
<b>► SAFER AND STRONGER COMMUNITIES</b>		
<b>14. Number of notifiable offences (crime), per 1000 of population</b> 2017	78.0	82.4
<b>15. Number of recorded incidents of anti-social behaviour, per 1000 of population</b> 2017	25.4	27.9

Sources: Office of National Statistics, Local Government Association, Surrey-i, and Public Health England



# 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 are:

### 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 Business Runnymede (formerly 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
- Managing a portfolio of property assets
- Managing the Council housing stock
- Museum
- Regeneration of town centres

The roles and responsibilities of Surrey County Council are:

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

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



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

The following were set in 2016 as part of the Corporate Business Plan 2016-2020.

## 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. The principles we set were:

- 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.

### 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.

### Improving Our Economy



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

### 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 2018/19

The Council's key achievements in the 2018/19 financial year are shown below. It should be noted that a number of the achievements 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

- Our Meals at Home service delivered nearly 39,000 meals, providing a wide range of cultural meals as well as other dietary requirement options for our customers.
- We received more than 39,500 calls to our Careline service and of these 99.93% were answered within 60 seconds.
- We delivered a Living Well Week in September leading into National Older People's Day on 1 October 2018. Overall attendance increased by 31% from 2017 with approximately 630 individuals attending 77 activities and events across the week.
- Our Wellbeing Prescription service, where a Runnymede Wellbeing Adviser helps residents access a wide variety of local services to help improve their wellbeing, was a huge success with 251 referrals in 2018/2019 in its first year.
- We have established ourselves as a valued member of the Integrated Care Partnership that consists of a range of health partners, social care, and borough councils with the aim of expanding services and supporting integrated health and social care locally.
- The inaugural I am Able Festival took place to mark International Day of Person's with Disabilities. The festival, in partnership with Achieve Lifestyle in Egham, was attended by 45 individuals and provided free and-inclusive sporting events and the aim is to make it an annual celebration.
- In March 2019 almost 100 pupils from eight schools across Runnymede took part in our Sportsability festival at Royal Holloway. The children enjoyed eight disability-specific sports including judo, cage cricket and wheelchair basketball.
- We continued to operate three Social Centres within Runnymede as a discretionary service and in doing so increasing the range of activities and services available to residents.
- We have produced new information to raise awareness and help people who suffer from loneliness and dementia.



*Sportsability festival  
at Royal Holloway*

## Communications

- Staffing of the Civic Offices reception has changed so that a Customer Services Officer and a Benefits Officer are present to advise residents.
- We have launched a community magazine 'Runnymede Talks' which is being delivered to all households across the borough.

## Family support

- The Family Support team worked with and provided support services to 55 families in Runnymede and helped integrate a number of Syrian refugee families into the Borough.

## Housing

- We completed construction of the first new social housing in the borough for over 20 years with 12 properties in Englefield Green completed in Autumn 2018 and fully occupied by November 2018. More are in development.
- We managed 180 lettings to council homes, 49 nominations to housing associations, and we obtained an additional 11 properties through our Magna Carta Lettings in order to provide additional rental opportunities for our residents.
- We secured over 160 new units of affordable housing in approved future developments and we supported the delivery of around 250 new homes in the Borough, around 500 new student bed-spaces and over 50 new units for older people.
- Families moved into 32 new housing association flats at Pretoria Road, Chertsey, following negotiation with partners on a planning agreement.
- We developed a new Temporary Accommodation Strategy that will increase income and reduce costs to the Council.
- We reduced the number of households in B&B accommodation for more than two weeks from 17 at the end of 2016/17, 15 at the end of 2017/18, to five at the end of 2018/19.
- The Housing department launched its green HERE TO HELP campaign. This new simple initiative is aimed at improving response rates and involves us putting a green sticker on envelopes containing information about tenancy sustainment. The idea is that this shows it's a 'safe letter' with an offer of help that should be opened and not ignored.
- We undertook an organisation restructure as a result of the new Homelessness Reduction Act and our new Homelessness Strategy now has new ambitious targets for the next five years for homelessness prevention and tenancy sustainment.
- We involved residents in the planned refurbishment of four Independent Retirement Living schemes by taking onboard their views to finalise the changes.
- The Council made use of powers under the Antisocial Behaviour, Crime and Policing Act 2014 to take possession of four properties (including two family sized properties) where serious criminal activity and antisocial behaviour had taken place.



## Community Transport

- We provided over 54,700 individual trips with our Community Transport Service.
- In partnership with Surrey County Council, we delivered a bus service to residents of Longcross Garden Village, as well as the Addlestone Connect bus service linking residents with services and amenities across the Borough, including St. Peter's Hospital.
- We delivered a number of Adult Social Care, health and voluntary sector bus contracts over 2018/19, which contributed to a reduction in the overall cost of delivering Community Transport in Runnymede through economies of scale.

## Partnership working

- We have continued to work in partnership with Surrey Heath Borough Council in delivering Community Services. The partnership is expected to be further developed in 2019/20 with a longer term arrangement for delivering Community Services which will result in cost savings for both councils whilst increasing the capacity and accessibility of services provided.
- Homesafe Plus (covering Community Alarms and Telecare, Meals at Home, Social Prescribing, Handyperson and the Home Improvement Agency services) was launched in conjunction with health and social care across north-west Surrey. It is jointly provided with Elmbridge, Runnymede, Spelthorne and Woking borough councils.

## Community development

- We facilitated 267 children / young people taking part in the Specsavers Surrey Youth Games training programme with 130 participants going on to represent Runnymede at the event.
- We supported and organised a wide range of events to commemorate 100 years since the end of World War One including a WWI exhibition at Chertsey Museum, the installation of silent soldiers around the Borough, the completion of the new Virginia Water War Memorial, the rededication of the Thorpe War Memorial, a commemorative event at Victory Park, and a poppy display in the Civic Centre Reception.
- We delivered four new exhibitions at Chertsey Museum and worked with 80 schools to deliver a range of activities and events.
- As part of the Community First initiative we completed 15 activities including the Egham Hythe History Festival, Job Club Community Meals, and Browns 4Es Employment Course.
- We held six Xplorer events in 2018. These fun family challenges aimed at primary and pre-school children and their parents were attended by around 500 participants.
- In June 2018 at the Runnymede Pleasure Grounds we held a Singing Picnics music event for 180 pupils from six schools. This was an Arts Partnership Surrey Project where the children enjoyed playing singing games and performed river themed songs.



*British slalom canoeist Kimberley Woods with some of our Surrey Youth Games ambassadors*



## Elections

- Our Ward Boundaries Review recommendations were passed by Parliament in December 2018 and were applied to the May 2019 elections.

## Community safety

- The Community Safety Partnership, which is led by the Council's Corporate Head of Community Development, is made up of representatives from Surrey County Council, Surrey Police, Surrey Fire and Rescue Service, Surrey Police and Crime Commissioner Office, Clinical Commissioning Group and the Community Rehabilitation Company. This partnership working led to residential burglary seeing a significant decline with 230 fewer recorded crimes which is a 42.1% reduction compared to last year, and anti-social behavior reports down by 107 which is a 4.9% reduction compared to last year.
- In conjunction with our partners at Surrey Police we deployed a mobile CCTV solution to target antisocial behaviour and further enhance community safety.
- As part of the northern tri-borough 'Respect the Water' initiative, we produced a Respect the Water Policy in partnership with Surrey Fire & Rescue Service which taught people water safety skills.
- We delivered the Junior Citizen scheme at Thorpe Park with a range of safety workshops to 932 Year 6 primary school pupils from 21 schools across Runnymede.
- 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. 93.3% of establishments at the end of March 2019 had a food rating of 3 (generally satisfactory) or better.
- Two Public Spaces Protection Orders were introduced in 2018 to help address increased reports of antisocial behaviour in Addlestone Town Centre and an area within Englefield Green.



# 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 the Addlestone One regeneration project with The Light Cinema, Boots Opticians, Holland and Barrett, and Smith and Western, joining Premier Inn and Waitrose in occupation. The project also developed 213 residential dwellings with a wide range of choices that include owner occupation (60 units) with full access to the Government's Help-to-Buy scheme; full market rent (100 units); shared ownership (18 units), and 35 affordable for rent units. The development also contains a 313 space multi-storey car park and a further 132 surface spaces for use by the residents and visitors to the facilities and shops.
- Schemes for Egham town centre covering the West and East ends of the High Street were also developed to improve its economic viability and appearance, whilst retaining essential parts of the town's heritage.
- We secured £125,000 of Homes England grant funding which will allow the Council to support the delivery of the Longcross Garden Village.
- The Runnymede Pleasure Ground project was developed to the design phase.



## Planning

- We have completed stages 1 and 2 of the Examination in Public for the Local Plan, paving the way for completion and adoption of a new plan in 2019/20.
- We processed 1740 planning applications and completed 220 pre-application enquiries, with more than 90% of appeals determined in accordance with the Council's decision.
- We worked closely with residents to win a Public Inquiry to resist the development of Green Belt land for a caravan site, securing the upholding of an enforcement notice and the refusal of planning permission.

## Infrastructure and flood management

- We continued to work with the Environment Agency and affected local authorities to finalise the design of the River Thames Scheme which could reduce flood risk to 15,000 homes and 2,400 businesses located along the Thames from Datchet to Teddington, subject to funding being secured. The design includes proposals for landscape enhancement, recreation opportunities and habitat conservation.

- A New Countryside Stewardship agreement was completed in December 2018. The scheme provides financial incentives to look after the environment through actions such as flood risk management, conserving and restoring wildlife habitats, and preserving historical features in the landscape.
- We updated our emergency plans and further developed relationships with our Community Resilience Network and partners to assist an emergency response.

## Airport expansion

- We created an Expectations List which requests a number of principles to be considered and delivered by relevant agencies in order to mitigate the negative impacts of an expanded Heathrow, to compensate the local community, as well as work with us to take advantage of mutually beneficial opportunities.
- We also responded to all of the consultations related to Heathrow Expansion in order to represent the interests of Runnymede.

## Leisure provision

- HRH The Duke of Kent officially opened the new state-of-the-art leisure centre in Egham, The Orbit, with two swimming pools, a sports hall, gym and health spa. The Light cinema in Addlestone, a new luxury six screen cinema showcasing all of the latest blockbusters, also opened its doors to the public in October 2018. Both venues have been established following resident feedback during the consultation phase for the Council's Corporate Business Plan 2016-2020.



- We completed a review of the services, facilities, and hire packages associated with our community halls at Chertsey and Egham Hythe. This work will come into effect in 2019/20 when we will be enhancing these facilities and launching new, more attractive, hire packages.
- We installed new open space play equipment at Kings Lane, Englefield Green, including a zip wire, bird nest swing, climbing frame and new seating.

## Property standards and maintenance

- A full housing stock condition survey commenced with the emphasis on understanding what remedial actions are needed, as well as to maintain / improve our housing assets.
- With the aim of improving quality and enhancing our services, we re-let a number of our contracts. These included the reactive repair and void contract, asbestos survey contract and gas servicing contract.
- A new contractor portal was implemented to process works orders for repairs and maintenance and reduce paper transactions.



## Enforcement

- We undertook 239 investigations of potential breaches of planning control and building regulation.
- We dealt with 730 incidents of fly-tipping and 166 reports of abandoned vehicles.
- We enhanced the protection of two open space site boundaries of open spaces in the borough and commenced procurement of works for a further 10 sites.

## Waste management

- We increased the number of Green Waste customers by 1,482 to nearly 8,500.
- Our new in-cab technology for the Waste & Recycling, and Street Cleaning services went live on all rounds in April 2019. This new technology shows the driver everything they need to know about the route, teams see their daily work job-by-job, and where necessary work can easily be reassigned from one team to another team, all of which improves the service to our customers.
- A Council policy on the reduction and elimination of non-avoidable single use plastics was drafted in readiness to publish and implement in 2019/20.



## Air quality

- We commissioned a report to ascertain whether development in the emerging Local Plan is likely to cause air quality issues, i.e. approaching or exceeding air quality objectives. The modelling up to the year 2036 showed air quality objectives would be met or exceeded within Runnymede.
- The Surrey Air Alliance (SAA) Group commissioned a report into air quality throughout Surrey that will provide a baseline for all future improvement activities and air quality measurements. The SAA Group is a partnership between Runnymede Council, Surrey County Council, and the other 10 Surrey districts and boroughs, and in 2018 was recognised by DEFRA as a shining example of how two tier authorities should communicate.

# 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

- We launched a new Business Runnymede (formerly Runnymede Business Partnership) website at [www.businessrunnymede.com](http://www.businessrunnymede.com) which now provides a wealth of information including business support opportunities, upcoming business seminars and networking events, contact details for local Chambers of Commerce and other business organisations, commercial property available for sale or rent, as well as useful information on the area as a place to do business, work, and live.
- Our Economic Development Team worked with EM3 Growth Hub in launching one-hour business clinics for companies in ICT and digital media, aerospace and defence, professional and business services, and pharmaceuticals.
- We delivered a number of business breakfast / dinner events to enable business leaders to engage with the Council and discuss any support they may need.

## Infrastructure improvements

- We supported the Longcross Enterprise Zone and Garden Village to develop by establishing a draft detailed forward project plan, we granted planning permission for a discovery building, and supported a funding bid to increase power supply capacity to the Longcross site.
- We successfully lobbied for an increase in rail services from South Western Rail to Longcross Station which will support the development and sustainability of the site.

## Skills

- We created nine new apprenticeship opportunities within the Council.



*Business Runnymede breakfast forum networking event at Lotus Business Park*

# Organisational Development achievements

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

## Customer services

- We implemented a number of telephony improvements including changing the interactive voice response (IVR) system to better assist our customers.
- Nearly 3000 residents signed up to a customer portal when it went live on the Council website. The portal enables our residents to check their Council Tax or Housing Benefit accounts, sign up for e-billing, register moves, apply for discounts and set up Direct Debit payments for Council Tax, 24 hours a day / 7 days a week. A take-up campaign is being planned to further increase figures.
- We developed a landlord portal (it went live in June 2019) which enables landlords to access their accounts on-line to check their housing benefit payments and schedules 24 hours a day / 7 days a week. A take-up campaign is being planned to notify all landlords of the facility.
- Approval was granted to implement the Civica Pay income management system for 2019/20. Civica Pay is a payments and income management solution designed to support the changing needs of the housing sector, offering a wide range of payment options, automating collection and reducing the risk of arrears.



## Data Protection

- In response to the new General Data Protection Regulations (GDPR), the Council reviewed its existing policies and procedures, provided training to staff, and ensured that information is available via the website to make our customers aware of the way we deal with their data and their legal rights.

## Project management

- A new corporate Project Management Office (PMO) was established in September 2018 which developed and implemented the Council's Project Management Toolkit. Training was also provided to 43 members of staff to provide a consistent approach for running projects across the Council.

## Procurement

- A new Corporate Procurement Office was established in September 2018 to lead on high value / complex procurements and advise on lower value procurements.
- During 2018/19 the Procurement Office led on and completed 34 procurement exercises, and a two-year procurement pipeline of contracts to be retendered was developed.



- Tenders were evaluated for value for money and savings achieved as a result. These included the Council's new insurance contract which resulted in a saving of £130k per annum, and the new Housing gas servicing contract delivering a further saving of approximately £500k per annum.
- The Council's procurement strategy has been drafted to include improved measurement of social value and sustainability in procurement exercises.

## Human resources

- A leadership and staff competencies framework was developed as a basis for performance management and the identification of training needs to develop our staff and improve our services.
- A new performance review process for staff was developed with a view to improving the management of individual performance within the organisation. This will be rolled out, together with the leadership and staff competencies, in 2019/20.
- A Learning and Development Strategy and Programme have been created, which provides a management development programme, develops commercial awareness and skills, and supports the digital and modernisation agenda.
- We developed a new Disciplinary Procedure, modernised Pensions Discretions, and prepared a Clear Desk, Clear Screens Policy.
- We dealt with an upsurge in recruitment in a highly competitive recruitment market place (97 jobs in 2018/19).

## Income generation and funding

- The Council created an additional £2.1 million per annum in ongoing revenues from property acquisitions compared to 2017/18 to support council services.





# Our 2018/19 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 transparently. They show the resources available to the council and how they were used in providing services to the community.

The document that contains our full accounts for 2018/19 is called the Statement of Accounts. This 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](http://www.runnymede.gov.uk/finance)

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

## Our spending

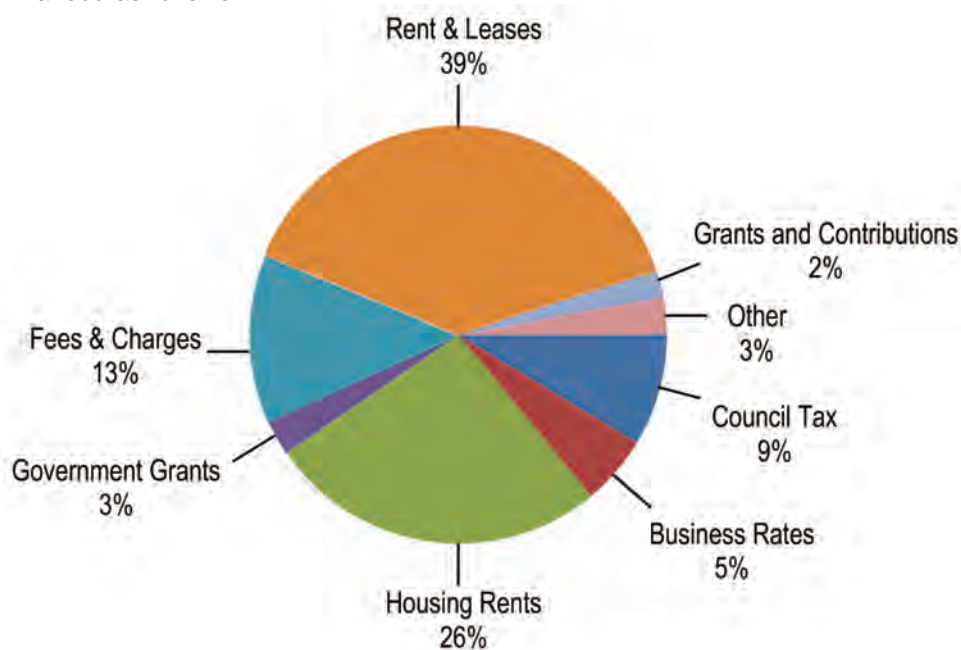
Our spending is classified into revenue and capital. In general terms, our revenue spending pays for day-to-day services and operations, and our capital-spending pays for the acquisition / creation of a new asset or the enhancement of an existing asset.

### Revenue spending 2018/19

During the year, the Council spent its money on a wide range of services. This spending came to £54million and is split as follows:



This expenditure was financed as follows:



## Capital spending 2018/19

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 2018/19 was £236.8million, and was spent as follows:

Capital Expenditure	£'000
Investment Properties	200,359
Long Term Loan to Council owned company	16,497
Leisure Centre redevelopment	8,516
Investment in Housing	5,252
Other expenditure on properties	4,578
Vehicle replacements	626
Community Services	529
Environmental and Sustainability initiatives	341
Investment in Information Technology	118
Other schemes	30
<b>Capital expenditure in 2018-19</b>	<b>236,846</b>

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

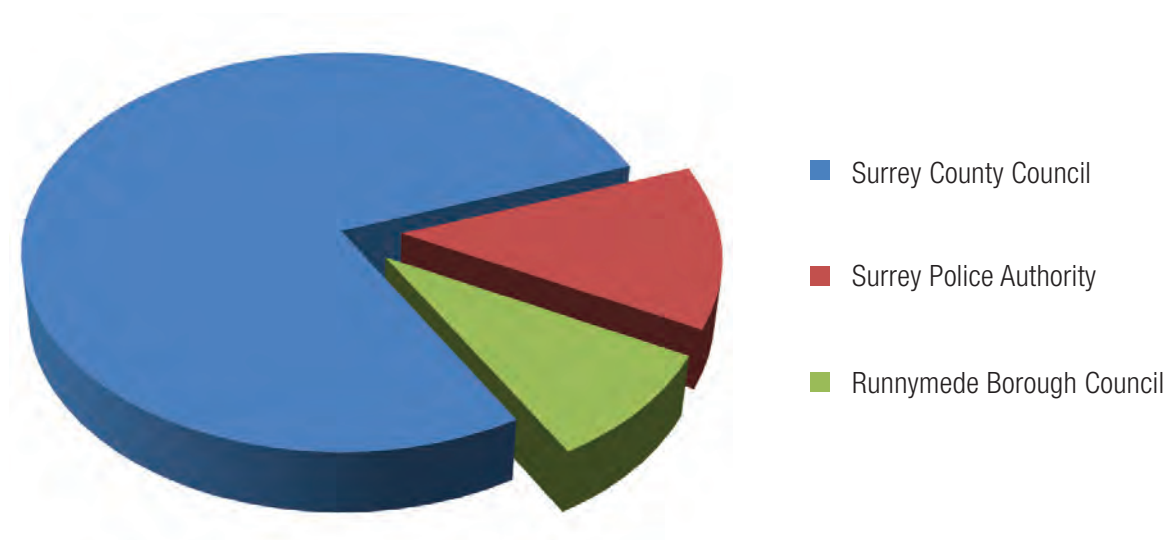
Borrowing (short and long term)	213,404
Capital receipts from the sale of assets and investments	18,650
Revenue and revenue reserves	4,063
Grants and contributions	729
	<b>236,846</b>



## Collecting local taxes in 2018/19

In 2018/19 we collected £60million of Council Tax due – a collection rate of 98.6%, and £58million of the Business Rates – a collection rate of 98.8%. However, we paid Surrey County Council and Surrey Police Authority their share of the Council Tax that they set each year for their services. Runnymede Borough Council has the smallest share of your Council Tax bill. The Band D Council Tax and how this was shared during 2018/19 was as follows:

Council Tax	£	
Surrey County Council	1,411.29	78.08%
Surrey Police Authority	236.57	13.09%
Runnymede Borough Council	159.59	8.83%
	<b>1,807.45</b>	



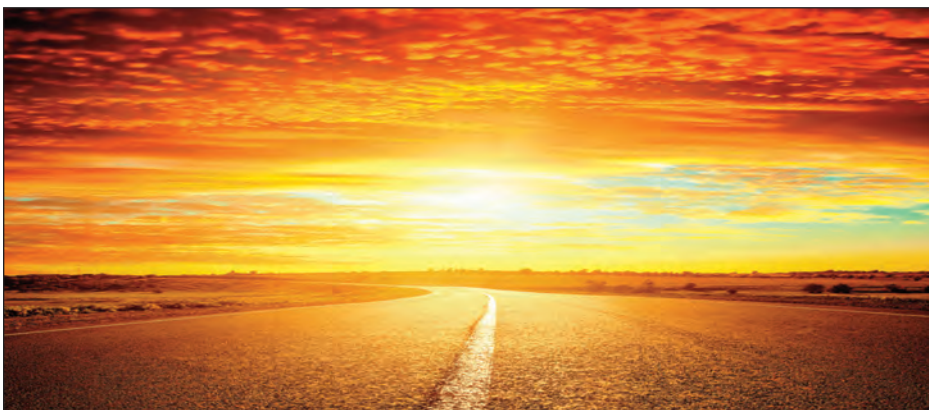
The Council also collects Business Rates from all businesses in the borough. In 2018/19 all of the councils in Surrey formed a pilot scheme to assist the Government in redesigning the current Business Rates Retention scheme for the future. From this, Runnymede retained approximately £3.3million, 5.7% of the sums collected.



# The next year

Our planned areas of work are collated in our Corporate Action Plans. Highlights of our planned work for the 19/20 year include:

- To consult with residents to set new corporate priorities and produce our Corporate Business Plan 2020-2024.
- To adopt a new Local Plan.
- To further develop the Egham Gateway project with the aim of providing a new cinema, homes and shops.
- To deliver new social and affordable housing properties in order to meet housing demand.
- To introduce a Community Infrastructure Levy charging schedule to support infrastructure development.
- To create a new Economic Development Strategy to support local economic growth and development.
- To develop Business Runnymede to improve the relationship we have with businesses, help to support their growth, and help retain and attract new businesses in the Borough.
- To support the development of Longcross Park as part of a multi-site Enterprise Zone and Garden Village.
- To fully implement Universal Credit and in doing so meet legislative requirements whilst assisting our vulnerable adults in applying for Housing Benefit and Council Tax support.
- To investigate the possibility of Safer Runnymede extending to provide further CCTV services across the county.
- To review the works required to secure sites in our ownership to prevent unauthorised traveler encampments.
- To investigate the possibility of creating a data observatory for accessing better local data/information in order to improve evidence based decision making.
- To implement automated Customer Satisfaction Surveys to rate how telephone calls are handled.
- To develop specifications for upgrading a number of key IT systems with the aim of creating better interconnectivity.
- To deliver a new Service Discovery programme in order to explore further opportunities to improve our services.
- To further develop the improvements to Runnymede Pleasure Ground.





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