

# Runnymede Borough Council

## Annual Report

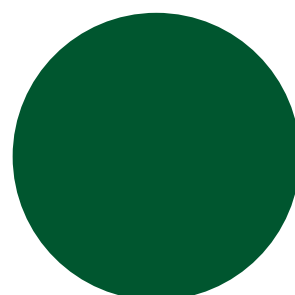
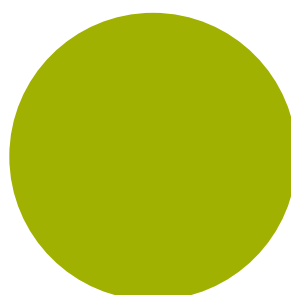
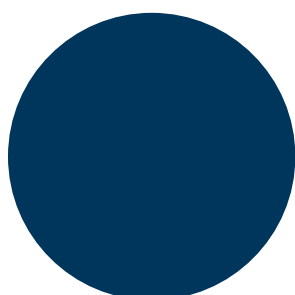
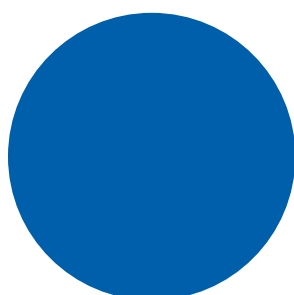
April 2020 - March 2021





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# Leader of the Council's message



**Cllr Nick Prescott**

**Leader,  
Runnymede  
Borough Council**

As we progress from the global pandemic that has become infamous in all our lives, I must first commend our officers, workers, volunteers and residents over the last 18 months for the way the Council and communities within Runnymede have gelled together.

Examples such as Runnymede Foodbank and the vaccination centres have shown co-operation at all levels of local government to a level we haven't seen before. I have been humbled by the efforts throughout Covid-19 and how our communities have also improvised, adapted and overcome the many challenges before them.

Whilst many were adjusting to furlough and working from home the work of the Council has continued unabated. Special thanks is given to heads of services who managed to not only sustain the current cadence of services but also meet the extra regulatory and legal requirements.

The dynamism and flexibility of our staff, volunteers and members of the public has meant where different situations arose, at all times the effective solution was delivered. Whilst councillors moved to virtual meetings, work on economic regeneration has continued.

The commercial lettings in Addlestone One continued and Magna Square's development in

Egham has progressed apace. A new lease of life awaits these towns and it's the prudent long term planning of the Council that has created the success of this investment.

Within the Council, the digital transformation and agile working programmes are now creating efficiencies and effective working practices. The collaborative ways of working and ability to share data and information will mean for a more impactful organisation.

We have also seen successful projects implemented with Reigate and Banstead, Woking and Surrey Heath, plus other councils, and we seek to improve on this measure in the coming years.

Our Council is a leader in the area for direct financial investment. Many companies from Europe and the United States still choose to invest here as a European base to grow their business presence. This is, I believe, due to the stability and investment.

Despite the pressure of Covid-19, I believe the Council has emerged from pandemic stronger and more dynamic than ever before.

The collaboration, innovation and creativity of all elements of the borough has shown that when we pull together as a strong and diverse community, the resilience of the borough can be seen by all.

# Chief Executive's message



**Paul Turrell**

**Chief Executive,  
Runnymede  
Borough Council**

The past year or so has been extremely challenging for all organisations and individuals alike.

In leading a public service organisation, there have been many new challenges and unknowns that my staff have had to work through.

Not only did we need to be active in helping communities and particularly vulnerable people, we needed to help businesses through the administration of Government grants and to respond to other organisations like the NHS which needed our help and support.

I am extremely proud of Runnymede's achievements. Everyone played their part, including elected councillors.

I heard no complaints from my staff, many of whom had to work long and unsociable hours to

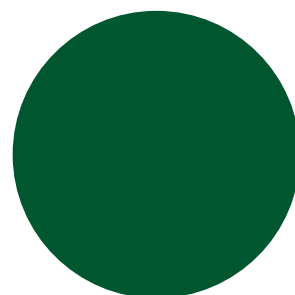
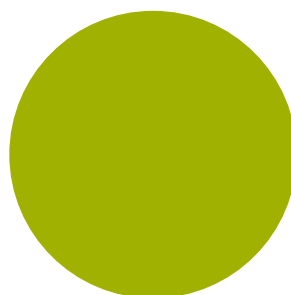
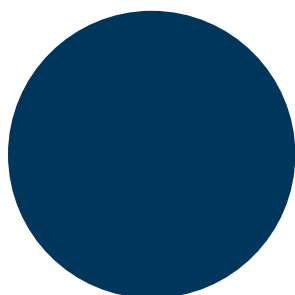
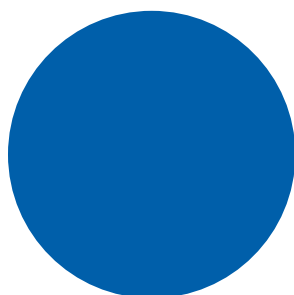
provide an effective response to Covid-19 and to keep vital services such as refuse collection going.

We cannot be complacent about Covid-19 but there are some interesting impacts arising from the pandemic.

We have brought forward our plans for agile working and are working very hard on a transformation programme that will make Runnymede fit for the future.

There is a determination now to gather momentum again after a period where our focus necessarily changed whilst we maintained the ability to deliver our most important functions.

I hope this Annual Report gives you a flavour of our work over the past financial year and an indication of the direction of travel going forward.





# About our Borough

**Our Borough is an attractive and interesting place to live and work with small towns, and villages, plenty of history and easy travel links to London and Reading.**

Runnymede has a population of 89,400 (ONS population estimates, July 2020) and the size of the borough is 7,807 hectares.

In the 21st century, Runnymede is an important centre for business and has headquarters of several national and international companies within its

boundaries, making it one of the more significant locations for commerce and employment in Surrey.

The Council places great importance in facilitating economic prosperity as well as providing a good quality of life for people living and working in the Borough.

## Statistics

The life expectancy of women in Runnymede is 84.3 years and for men, 80.6 years. Both are slightly higher than national averages.



The percentage of people aged 16-64 in employment is 82.5, (nationally 76) and the percentage with a qualification higher than NVQ4 is 59, (UK wide 40.3).

In total 10.6 per cent of children live in poverty, two per cent more than the county average. Infant mortality is 2.8 per thousand, 0.9 per cent lower than nationally.

The percentage of adults who are physically active is 73 (England 67.2).

The percentage of residents in social housing is 12.9 (Great Britain 18.2).

The number of notifiable offences (crime) per 1,000 of population is 78 (England & Wales 83.5).

Sources Office for National Statistics, Public Health England, Local Government Association, Surrey-i.

## History

Runnymede is the site of the sealing of the Magna Carta in 1215, near the River Thames in Egham.

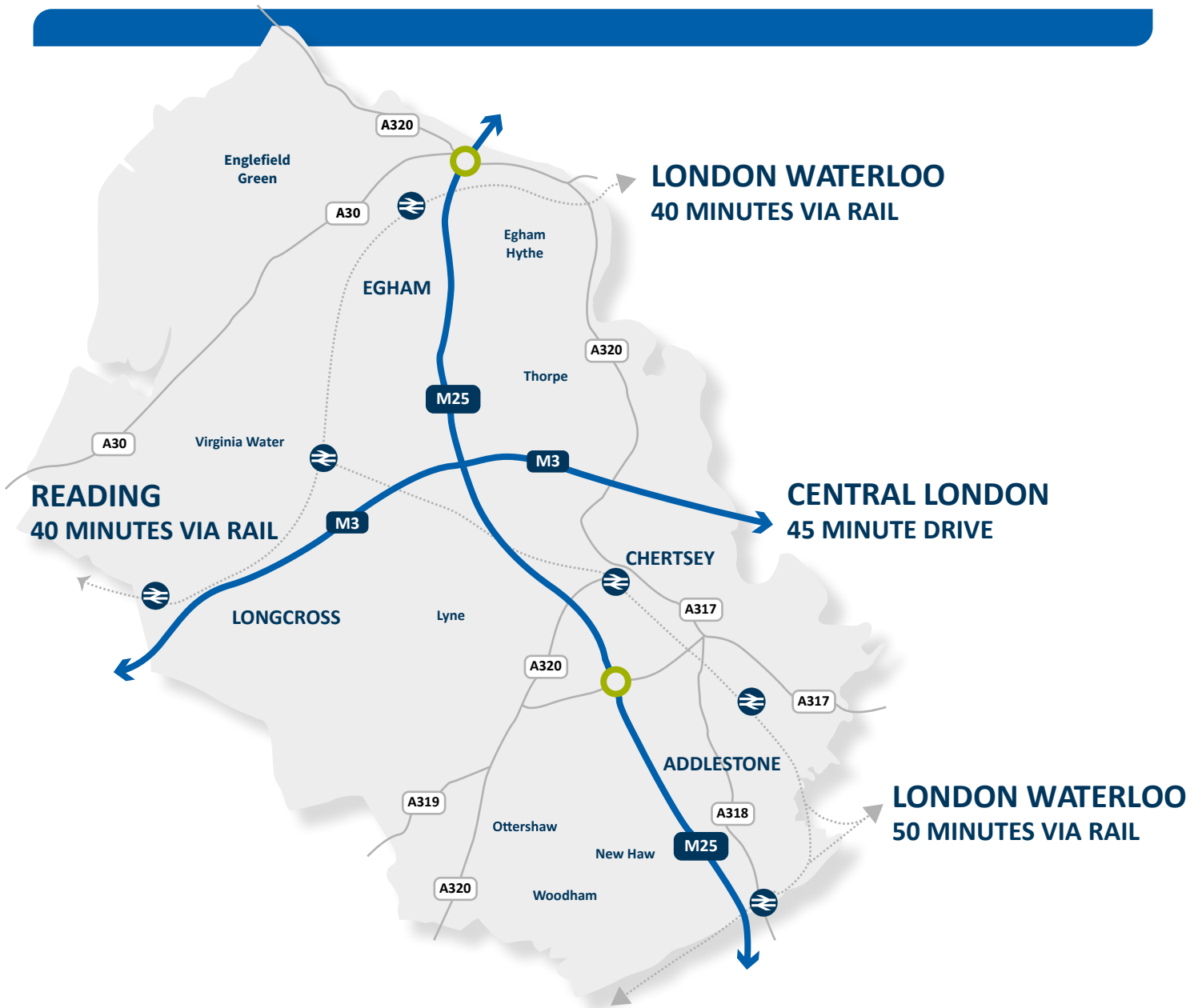


One of our many attractive and historic features is The Crouch Oak, an Oak tree believed to have originated in the 11th century. The tree stands just outside Addlestone town centre.

Another important part of our history is Chertsey Abbey. The abbey was founded in 666AD. It was the first burial place of Henry VI and was dissolved by Henry VIII in 1537. A small section of its remains still exist.

The Borough was also home to the Bleriot factory which produced aircraft during the 1910s and cars during the 1920s. A nod to this history is referenced in the name of Aviator Park.

Science fiction followers will know Addlestone was mentioned in War of the Worlds.



## Leisure

Wentworth golf club, Virginia Water, Thorpe Park, Runnymede Meadows, Savill Garden and the £19m Egham Orbit leisure centre and spa are notable attractions.

The celebrated Guards Polo Club is on our border.

Our parks are maintained to high standards and provide relaxing spaces for local people to enjoy. Several also provide free outdoor gym equipment to encourage fitness.



## Natural landscape

Our Borough boundaries are formed by rivers including the Thames and the Wey, as well as woodlands, making Runnymede a green pleasant place to live.



Chertsey Meads, Cox's Lock, Thorpe lakes, Thorpe green and other open spaces contribute to this atmosphere.

More than 70 per cent of the Borough is classified as green belt land in our Local Plan.

# About Runnymede Borough Council

**We are part of a two tier local government structure alongside 10 other borough or district councils and a county council covering the county of Surrey.**

We have held borough status since 1978 and our powers and functions are those of a district council.

Around 400 people work for us, and many live in the Borough, or in nearby areas.

We are governed by our Constitution and senior staff also abide by the rules of their professional bodies such as the Chartered Institute of Public Finance and Accountancy.

The Corporate Leadership Team consists of the Chief Executive, Assistant Chief Executive (s151 officer), and Corporate Head of Law and Governance (monitoring officer).

The Chief Executive's Office provides communications, marketing, project management, procurement, emergency planning and business continuity,

performance management information and external liaison, negotiation and administrative support to the CEO.

Responsibility for service delivery lies with 10 Corporate Heads of Service. Together this group forms the Strategic Leadership Team.

We have 41 elected members operating in a committee structure. We elect by thirds, meaning in a standard four year cycle, one third of our members are elected each year, with the county council elections in year four.

For the duration of this annual report the Council was Conservative-led with Runnymede Independent Residents' Group, Liberal Democrats, independent councillors, the Runnymede Residents and Community Group and the Labour group forming the opposition.

## Town centre regeneration

Both Addlestone and Egham have received significant investment through regeneration programmes.

Addlestone One provides shopping and leisure opportunities, modern apartment style housing, a hotel, supermarket and multi-storey car park plus a combined home for the Council, police and town library.

Magna Square in Egham, where construction began during this report's lifespan, includes new apartments, student living, a town square and shops.

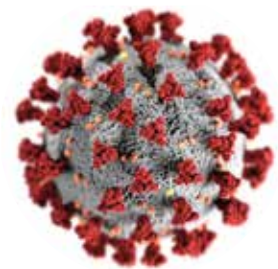


## Dealing with the unexpected

As the 'on the ground' local council we have established plans in place for emergencies, which have been refined by our experience of flooding and Covid-19.

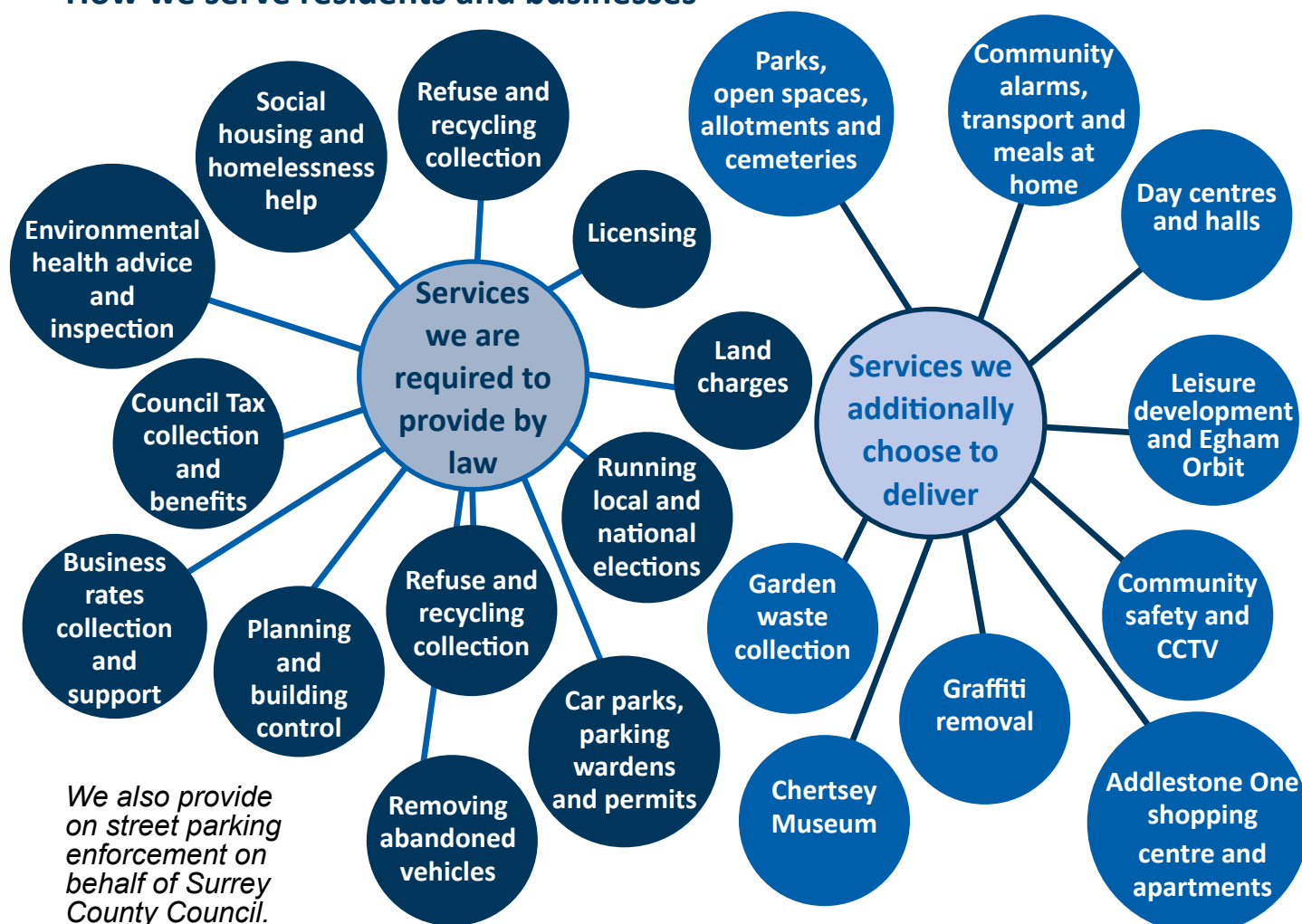
We work with experts at Applied Resilience and senior staff are trained to run command units and rest centres.

The pandemic has demonstrated that we have the flexibility to direct our resources where needed to support residents in a prompt and effective manner.





## How we serve residents and businesses



### Social housing provider

We manage our own social housing stock, and are the landlord to 2,800 tenants who live in flats, houses and a single tower block. By delivering services ourselves and via contractors, we retain accountability and a local face to residents, through wardens and caretakers (pictured above).

We provide 'sheltered housing' through our independent retirement living sites. In 2020-21 we received £17.9m in rent, which funds improvements to homes, new builds and other tenant-related services.



### Commercial Property portfolio

The Council owns a commercial property portfolio worth approximately £600million.

Income from this portfolio, which is primarily office space in the Borough or the south east, such as One Delaware (pictured above), helps fund statutory and discretionary public services and supports regeneration work.

Our portfolio income accounted for around 38 per cent of the Council's total budget during 2020-21.



## Our strategic framework

As an organisation, the framework which guides us is important, and it is based on themes, values, goals and our overall vision. Our vision is the overarching direction we set ourselves. The values, goals and themes are the structures we use to work towards our vision.

This framework was agreed in 2016 as part of our four year Corporate Business Plan. We set them out here as a reminder to ourselves and to residents.



# OUR VISION

“To be a vibrant borough with a high quality environment, where we maximise opportunities with partners to provide services that are highly regarded by local people”

## Our corporate themes

The way we categorise the many strands of work we carry out, so residents can see what our priorities are.



## Our corporate values

The foundation on which we perform our work and conduct ourselves. **We are:**

**Customer-focused:** We put our customers at the heart of what we do and they will be able to interact with us in the way they want.

**Performance driven:** We strive for excellence in all we do.

**Innovative:** We aim to creatively improve our services.

**Passionate:** We empower our staff to be passionate about all we do.

**Promoting equality and diversity:** We believe in fairness and 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 strive to be as efficient and effective as possible.

## Our corporate goals

Our broad guiding principles.

**We will:**

Deliver cost effective services.

Be financially stable.

Have very satisfied customers.

Provide customers with a range of channels to interact with us.

Have sound leadership and governance.

Train, develop and motivate our staff.

Have a clear performance management system.

Be a more agile organisation responsive to changing circumstances.



# Assessing our success

In our 2016-20 Corporate Business Plan we set out our strategic framework, and this is displayed on the previous page.

This is the final annual report covering the lifespan of that plan, and the following pages give examples of how we have met the aspirations we set ourselves. At the close of the 2020-21 financial year, 36 out of 36 corporate priorities in the four year Corporate Business Plan had been achieved.

## Values:

### Customer focused

- Our Customer Services team support multiple services and have taken on extra responsibilities during the year.
- We commissioned a new website and OneAccount platform so people can sign up and deal with many services in one go. The website also brings together all our consultations in one place.

### Performance driven

- Data on key performance indicators and the progress of our major projects are presented to councillors quarterly, giving members chance to assess the most important programmes of work.

### Innovative

- We changed the way our buildings are managed to a corporate landlord model. Our Strategic Assets and Property team now run Council buildings, such as the Hythe Centre, (pictured below), meaning services operating in them can focus on delivering for residents.

### Passionate

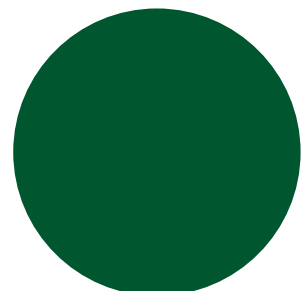
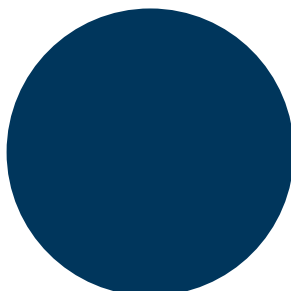
- Many staff supported the Covid-19 response, giving their time to make welfare calls or deliver food and medicine. Others were involved in support work like data management, ordering PPE and going door to door advising businesses.
- Staff and volunteers also supported the surge testing operation in Egham, where 10,000 tests were delivered to local people.

### Promoting equality and diversity

- We achieved a 90 per cent accessibility rating for our website from The Society of Information Technology Managers and SilkTide. These organisations provide a national ranking and our score placed us among the top three most accessible council sites in Surrey.

### Delivering excellent value for money

- Runnymede continues to charge the lowest Council Tax levels in Surrey for its services.



## Goals:

### We will deliver cost effective services

- We have an established procurement process which includes a requirement that any purchase over £5,000 is subject to market testing and for purchases over £25,000 a competitive tendering process must take place.

### We will be financially stable

- Our 2020-21 accounts are currently with our external auditors. We did not reduce any services to save money during the year.

### We will have very satisfied customers

- During the 2020-21 year, we received we received 184 compliments from the public about our services.

For transparency, we received 118 formal complaints, of which 43 were upheld.

### We will provide customers with a range of channels to interact with us

- While the Civic Centre was closed for part of the year due to Covid-19, we maintained face to face contact for essential services like homelessness.
- We joined the Nextdoor community website, which has a verified audience of 11,000 local people, who can now communicate with us through the site.

### We will train, develop and motivate our staff

- During the 2020-21 financial year, 11 employees completed or were studying for an apprenticeship.
- We spent £32,700 on apprenticeship course costs, which was financed by the Insurance Levy. Across the Council £72,100 was spent on external training courses and supporting costs.

- The tools available to motivate staff are limited as we are a public sector organisation, but market rate pay, a generous pension scheme, employee of the month programme and the traditions of public service remain good motivators.

### We will have sound leadership and governance

- The Council's political leader has been in position for five years, and the Chief Executive for more than 10 years. Our governance is managed through committees of councillors and the provisions of our Constitution.

### We will have a clear performance management system

- Our new performance management framework was embedded in the appraisal process across the authority.

### We will be a more agile organisation responsive to changing circumstances

- Covid-19 required a huge level of agility. Preparing for 100-plus colleagues to work from home at very short notice required a huge commitment through the purchase and preparation of 100 laptops and adoption of stable remote operating systems.
- Council and committee meetings were held online for the first time. We rose to the challenge of use of technology to support them.
- The launch of a seven day a week welfare cell and its supporting services was akin to setting up a new small business with less than a month's notice.
- The development of a formal shared services partnership with Surrey Heath Borough Council during the 2020-21 financial year required significant change and flexibility from the Corporate Head of Community Service (pictured left), and colleagues in his service area.





# Supporting local people

**Improving the quality of people’s lives by developing healthier, safer communities, improving life chances, listening to and representing residents.**

## Older and vulnerable people

- We formalised the Community Services partnership with Surrey Heath Borough Council. This creates one team to deliver services across both boroughs.
- We worked with the Police on our first Community Trigger activation applications (anti-social behaviour case reviews).
- Our Runnymede Wellbeing Advisors helped 361 residents access local services.
- Working with neighbouring boroughs, we delivered a hospital discharge service, linking residents to services upon their return from hospital. A total of 1,704 referrals were received, including 415 for Runnymede residents.
- At the end of March 2021, the average number of days taken to process new Housing Benefit and Council Tax Support claims or changes was just 2.96 days against a target of five days.

- Plans were finalised for spending the Disabled Facilities Grant. This work creates consistency in the service offered to residents across North West Surrey and ensures policy changes meet the needs of residents.
- We played an active role within the North West Surrey Alliance and are recognised as a key partner within the integrated health and care agenda.
- We received more than 40,400 calls to Careline and 99.93 per cent were answered within 60 seconds.

## Younger people

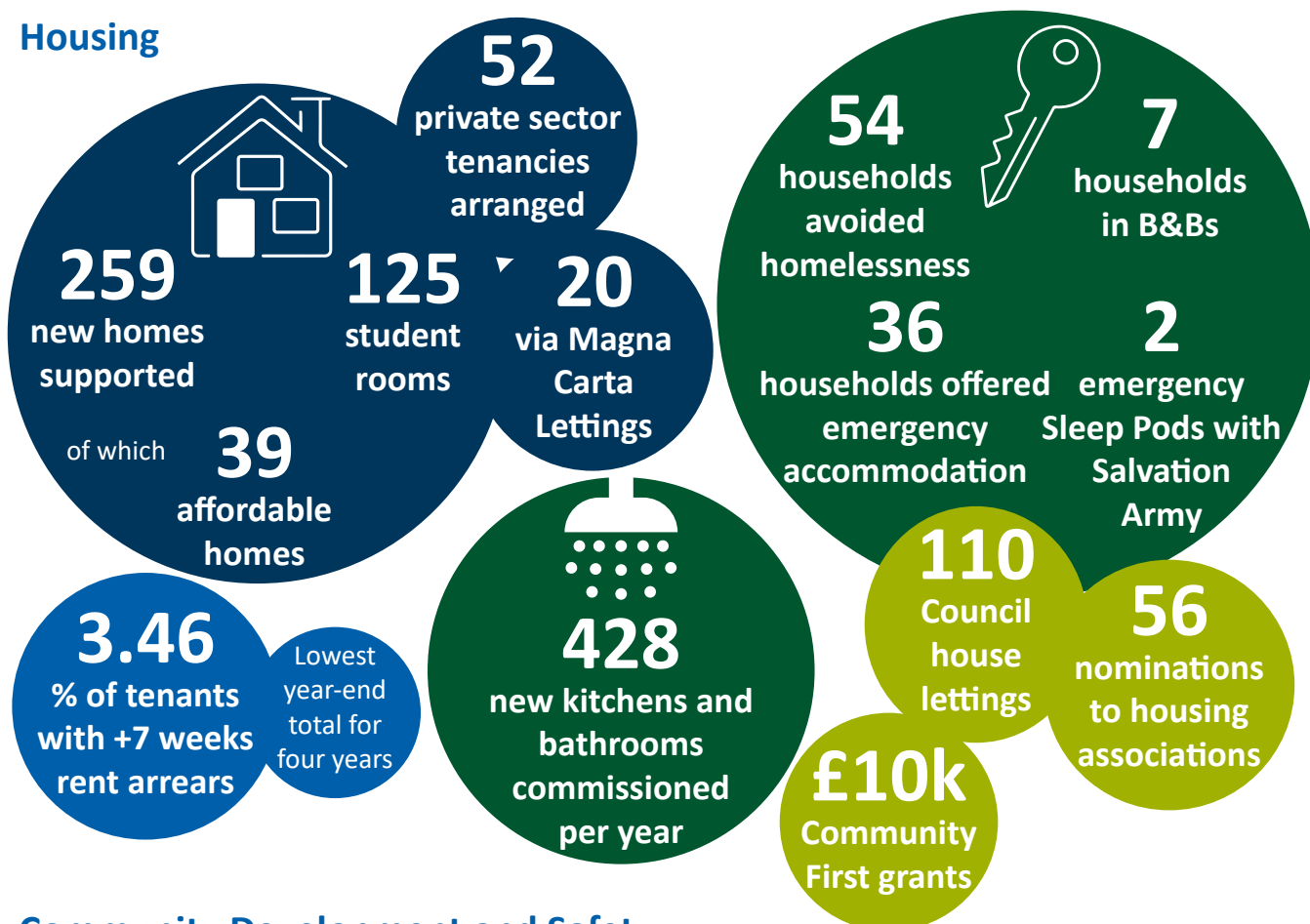
- We jointly submitted with Elmbridge Borough Council a successful funding application to Department for Work and Pensions to set up a Youth Training Hub in Addlestone and Egham to assist young people on Universal Credit to access employment and training.



**135,000**  
incoming calls managed  
through Customer Services  
and over 96,000 were  
answered within  
20 seconds.

A member of our customer services team

## Housing



## Community Development and Safety

- Our Family Support Team provided services to 71 families.
- Chertsey Museum (pictured right), installed four new exhibitions, there were 3,188 users of its services, and 53 schools signed up to an education programme delivered by museum staff.
- As part of the Community First initiative, we funded six new activities including a project with Homestart, the Hythe Habitat Group, and Englefield Green little library.
- Installation of the number plate recognition parking system at Runnymede Pleasure Grounds was completed.
- A total of 34 referrals were received to the Community Harm and Risk Management meetings for multi-agency co-ordination.
- We continued to implement the National Food Hygiene Rating Scheme. At the end of March 2021, 96 per cent of food businesses had a rating of three or above an increase from 93.9 per cent a year earlier.



# Enhancing our environment

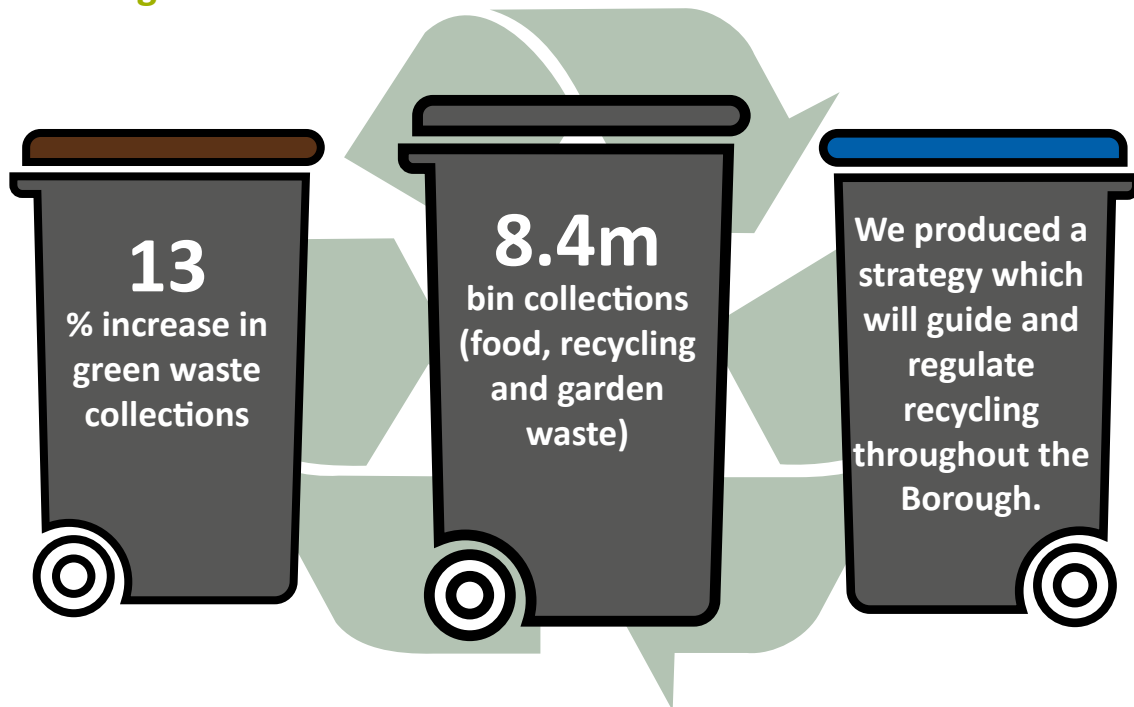


This theme involves developing a more sustainable environment, preserving our built and natural environment, and revitalising areas in need of physical improvement.

## Enforcement

- We investigated and closed 133 planning enforcement cases.
- Our Building Control team undertook 1,925 site inspections.
- We managed 48 incidents of fly-tipping and 85 reports of abandoned vehicles, of which 18 were destroyed.
- We took part in two stop and search operations with partners tackling illegal waste carriers.
- We investigated 570 noise complaints and carried out 258 food inspection visits.
- We enhanced the protection of 27 open space site boundaries in the Borough to help decrease illegal encampment incidents.

## Waste management



## Air quality

We introduced an UltraLow Emission Vehicle strategy for Runnymede to reduce and phase out the use of diesel and petrol vehicles across the Council's fleet.

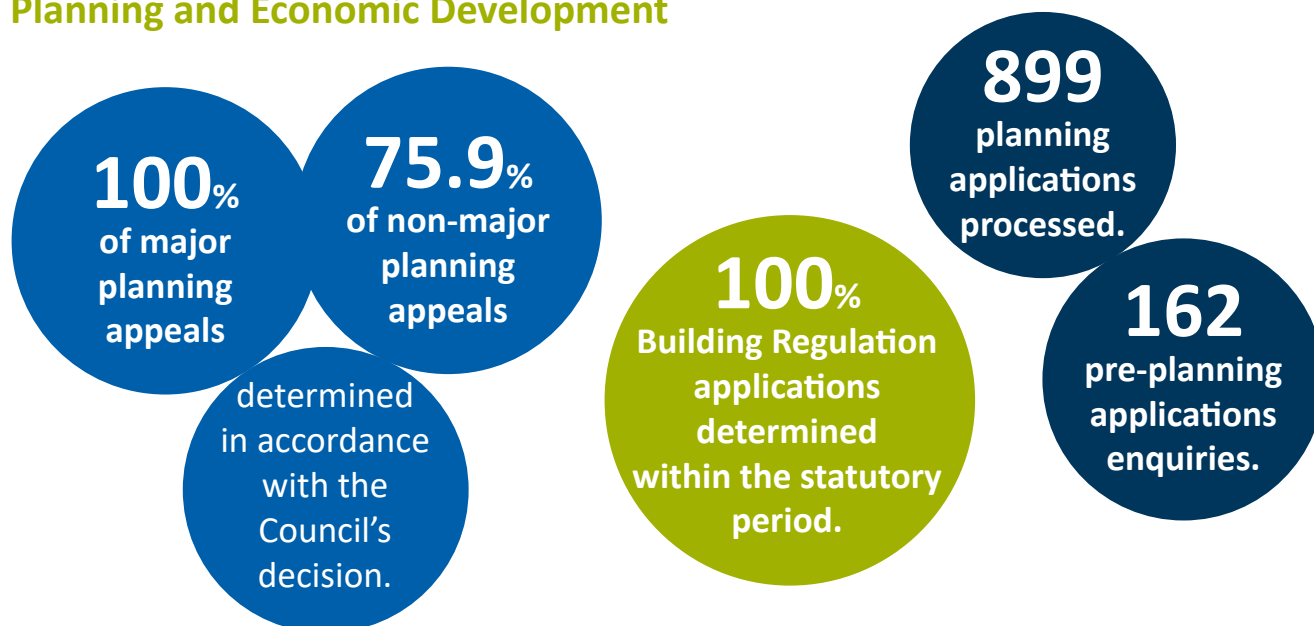


## Street scene

We have continued to work in partnership with Spelthorne Borough Council and Surrey County Council to deliver highway verge maintenance that is normally a County Council responsibility.



## Planning and Economic Development



### Local Plan

We adopted the Runnymede 2030 Local Plan. This will ensure sustainable development, environmental protection and provision of new open spaces. It also provides clear information to business and developers about our intentions towards employment land and brownfield sites.

### Planning For The Future

- We continued to work with partners to finalise the design of the River Thames Scheme which reaches as far as Chertsey Bridge (pictured right).
- We represented the Borough's interests for the Southampton to London Pipeline Development Consent Order including negotiation of a financial settlement and Environmental Investment Funding for Chertsey Meads.
- We supported neighbourhood planning in Thorpe, Virginia Water, Englefield Green, and Ottershaw.
- We adopted a Statement of Community Involvement which sets out how we will engage with the community and stakeholders when we prepare planning policy documents and the Development Management process.
- A Community Infrastructure Levy (CIL) charging schedule was approved which will apply to residential and office developments and will help fund infrastructure.



- Work began on a Local Cycling and Walking Infrastructure Plan. Surrey County Council commissioned consultants to complete the work which is jointly funded by Runnymede Borough Council.
- We progressed work on a number of Supplementary Planning Documents to provide more detailed advice or guidance on policies in the Local Plan.



# Improving our economy



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

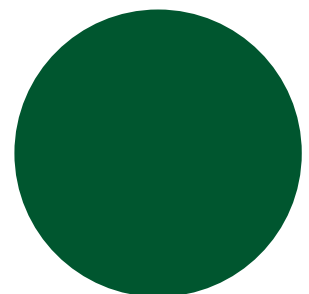
## Supporting business

- We strengthened our Economic Development team, with the creation of a new Town Centre Manager position. This full time role creates a direct link between businesses in our high streets and the Council, driving engagement and sharing information in both directions.
- A second new position was created in our Economic Development team - Senior Economic Development Officer. This post will lead relations with our businesses and support strategic development in this area.
- We launched the Addlestone Town Team - a forum for businesses, councillors, local leaders and interested people to meet and share ideas about how our town centres could move forward, ultimately benefiting traders and customers.
- We launched Chertsey Business Park, (pictured below), a new development of 12 light industrial units. This created environmentally-friendly space for businesses to expand or re-locate into and driving new job opportunities in the Borough.
- A monthly newsletter was sent to businesses with advice on funding support from Central Government available from our Business Rates team, as well as other relevant information.
- Ultimately the provision of sensibly priced car parks supports local businesses by making it easy for shoppers to visit their premises.
- We began work on an Economic Assessment to inform our Economic Strategy for 2022-2026.
- The vast majority of our economic

development and business liaison work during the 2020/21 year was dedicated to supporting businesses during the pandemic, and this information is reported on the pandemic support page.

## Town centre regeneration

- Our multi-million pound investment in AddlestoneOne continued to draw shoppers into Addlestone town centre. We brought a Nando's restaurant and AnytimeFitness gym to the development during this financial year and began negotiations with three other businesses, further contributing to the Borough's economy.
- Construction work began on our £90m Magna Square development in Egham, which has created dozens of construction industry jobs. The development is a catalyst for regenerating the town centre, bringing benefits to existing businesses and providing extra retail and leisure space.
- We received European Regional Development Fund funding via the EM3 Local Enterprise Partnership to install electric doors to the Addlestone One car park.





# Developing our organisation



**This theme involves developing our organisation internally to support the achievement of all corporate priorities as effectively as possible.**

## Agile working

- We commenced an Agile Working project with a view to increasing flexibility and freeing up office space which can be rented out to other parts of the public sector.

## Communications

- We increased our audience on Facebook by 35 per cent during the course of the year. Our Twitter audience rose by 6.5 per cent and on LinkedIn, we broke the 1,000 followers barrier. These increases mean more residents are informed about our work.
- Two issues of Runnymede Talks were published and delivered to all homes in the Borough.

## Digital development

- We procured and implemented new IT systems to support Housing, Planning, Revenues and Benefits and electronic document management.
- We implemented a hybrid mail solution meaning letters can be printed and posted remotely. This also means we can send multiple letters to the same addressee in the same envelope, reducing the number of letters residents receive.
- We procured a new content management and customer relationship management system to develop our website with additional interactivity and functionality.

## Finance

- A new payments system was launched which has increased the ways customers can pay for our services. This includes introducing recurring card payments.
- We introduced a shared cost salary sacrifice additional voluntary contribution

pension arrangement that will make savings for the Council and employees alike.

## Customer Services

- A total of 5,460 residents had been registered with our customer portal.

## Housing

- Phase one of our new Housing IT system upgrade was implemented, providing better functionality. Implementation plans for new modules were also finalised.
- We built Housing Online, in anticipation of the new website, which will enable tenants to create an account and update contact details, check rent information, upload documents and complete surveys.

## Human Resources

- We procured a new system to recruit agency staff with a view to making significant savings related to agency staffing costs.
- We managed two (TUPE) staff transfers, involving three staff moving from Runnymede to Spelthorne and 40 staff joining Runnymede from Surrey Heath.
- We implemented new employee induction arrangements which are more efficient and include greater use of our intranet.
- We developed a Talent Management Strategy to ensure appropriate development.
- A new carers policy was introduced and we supported a number of substantial and complex service restructures.

## Procurement

- We procured 50 contracts with a combined value of £9.95million to deliver goods, works and services across the organisation.

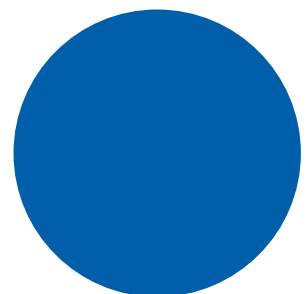
# Pandemic support



**As the local Council we moved mountains to respond to the unprecedented Covid-19 pandemic. Staff visited hundreds of business premises and houses of multiple occupancy to give advice, or supported our welfare service.**

**Other colleagues assisted the surge testing in Egham and Thorpe. Councillors also gave many hours of voluntary help to Runnymede foodbank and other initiatives.**

- We wrote a letter and sent a copy of Runnymede Talks to every household giving practical information about the support available during the pandemic.
- We secured funding to provide clear high street Covid-19 guidance signage (pictured below), and a safer shopping campaign was delivered.
- Approximately 45,000 welfare calls were made to vulnerable residents known to the Council and those who were identified as clinically extremely vulnerable.
- We worked with a number of newly-formed community groups which provided support to residents.
- We also dealt with food, and medication requests in partnership with Runnymede Foodbank, Voluntary Support North Surrey and Surrey County Council. This resulted in 438 medication requests, 792 foodbank parcels, and 51,037 Meals at Home meals being delivered.
- The Hythe Centre and Chertsey Hall were made available to the NHS to provide local vaccination centres (pictured below).
- Working with the Surrey Local Resilience Forum, we delivered and collected 10,000 testing kits to households in Egham and Thorpe. Dozens of staff gave their time during weekends to support residents.
- We paid over £86,000 to self-isolating families through Test and Trace.
- We paid £150 Covid support to all working age benefit claimants. We provided support where necessary to approximately 3,000 Clinically Extremely Vulnerable and Clinically Vulnerable residents.
- We continued to offer Community Transport throughout the pandemic to support people. This included transporting residents to vaccination appointments.
- Environmental Health Officers were redeployed from their usual work to visit 800 houses of multiple occupancy to advise and answer questions. We also worked closely with Public Health on these matters.
- A befriending service was introduced. This has continued whilst plans for a long term solution are made.
- We dealt with a significant increase in refuse collection of around 22 per cent (30 tonnes) including recyclables; especially cardboard as a result of more people being at home.
- We provided free parking at St Peter's hospital to NHS staff and volunteers in the Council's car parks.



# Information about councillors

**Borough councillors in Runnymede are elected on a rolling basis for a term of four years. One third of members are elected each year over a four year cycle, with the fourth year having no local election.**

**Our Council meetings are open to the public and are usually held at the Civic Centre. Some Runnymede councillors are also elected to sit on Surrey County Council.**

## What councillors do

- Represent people in their ward area, carrying out case work or providing information about the Council's services.
- Support residents to resolve issues by directing them to the appropriate person at Runnymede or to other organisations.
- Volunteer in their local area, running local groups, helping with religious organisations, organising events and sharing information.
- Set the overall direction of the Council's work and make decisions which staff at the Council then implement.
- Scrutinise the work which Council staff, carry out and make suggestions or provide local knowledge on programmes of work.

## Allowances

By law, Councillors can receive an allowance in recognition of their public service. The figure is not a salary and does not cover the whole time spent on their Council work. During the 2020-21 financial year, all councillors were eligible to receive a basic allowance of £4,086.

Some councillors have extra responsibilities, such as being the Leader or Deputy Leader of the Council, Mayor, Deputy Mayor, leader of a political group, chair or deputy chair of a committee or another role. If they do, they receive an additional allowance.

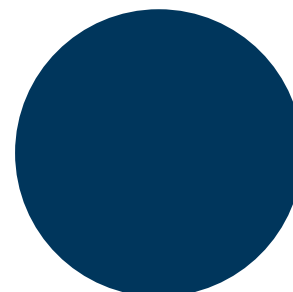
During the 2020-21 financial year, 30 of 41 councillors received an additional allowance. These allowances range from £559 to £15,336, with the majority of individual

additional allowances being in the £2,000 - £7,000 range.

You can view the full list of allowances here: [www.runnymede.gov.uk/downloads/download/4/members-allowances](http://www.runnymede.gov.uk/downloads/download/4/members-allowances)

## Committee meetings

The strategic and scrutiny work councillors carry out is mainly done at meetings in our chamber (pictured below) and working parties to debate reports and agree what should be done at a high level.



All councillors will have a different number of meetings they are expected to attend, depending on the committees they sit on.

You can see the attendance register on our website: [www.runnymede.gov.uk/councillors-committees/councillors/5](http://www.runnymede.gov.uk/councillors-committees/councillors/5)

## Complaints

The work carried out by councillors can sometimes be controversial. In very rare cases, members of the public may object to the actions or behaviour of an individual councillor.

There were 12 formal complaints about councillors during 2020-21, and 11 were closed with no breach of the rules found or no further details were provided.

# Financial review and information



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 2020-21 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 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 information is a simplified version of that contained within our accounts.

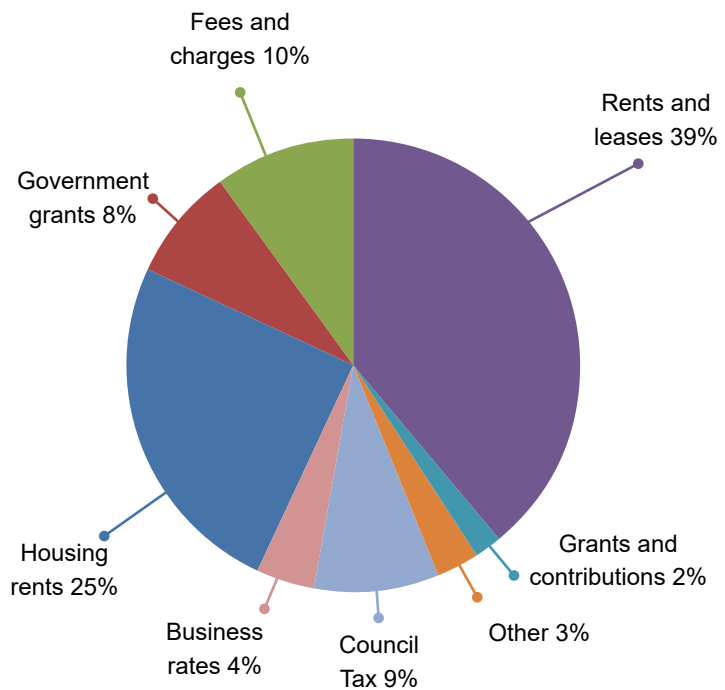
## Our spending

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.

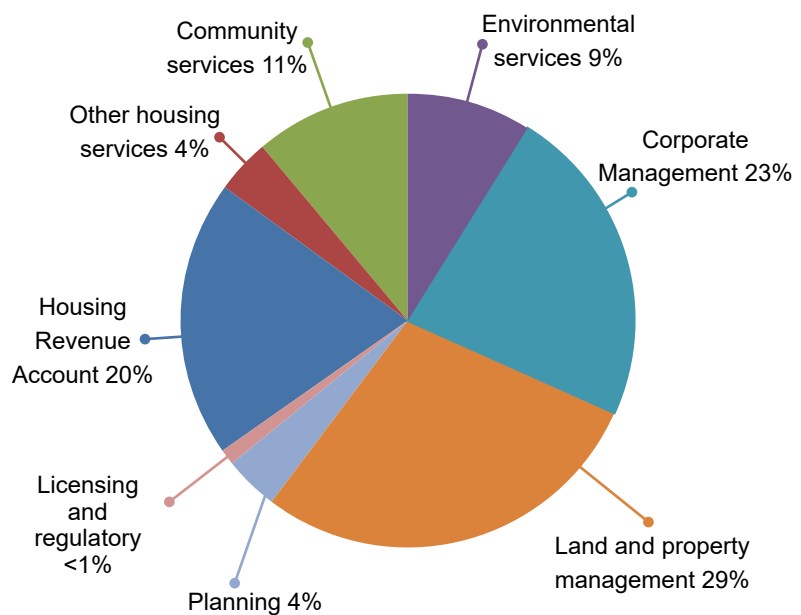
## Revenue spending 2020-21

During the year, the Council spent its money on a wide range of services. This spending came to £52million and was split between General Fund services which is part funded by the Council Tax, and a Housing Revenue Account which is funded entirely by Housing rental income.

## Our income came from:



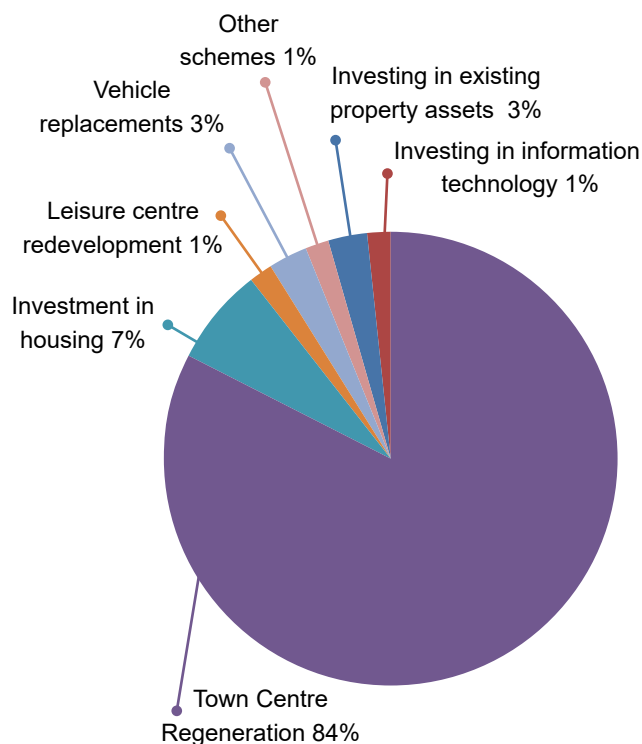
## Our money was spent in the following areas:



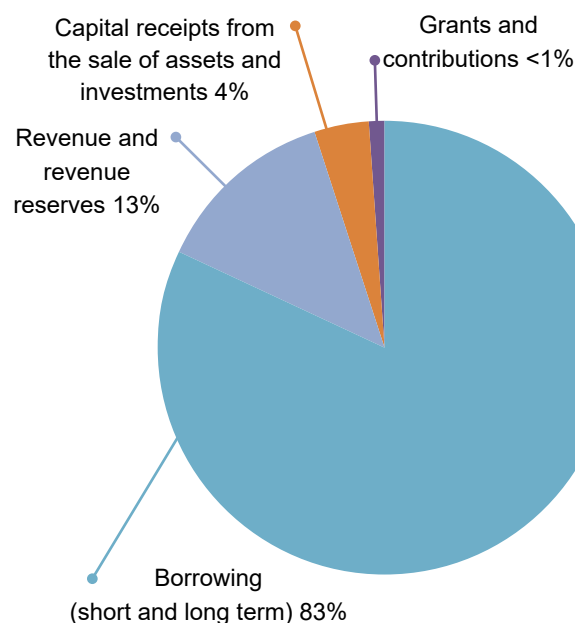
## Capital income and spending

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 spending in 2020-21 was £47million. These two charts show our capital spending and income.

### Capital spending:



### Capital income:



## Collecting local taxes in 2020/21

Runnymede Borough Council collects residents' Council Tax. 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 2020/21 is as follows:

Council Tax - Band D	£	
Surrey County Council	1,511.46	77.45%
Surrey Police Authority	270.57	13.86%
Runnymede Borough Council	169.59	8.69%
Total	1,951.62	

## In 2020-21 we collected £67.3million of Council Tax due – a collection rate of 98.60 per cent

The Council also collects business rates from all businesses in the borough. In 2020-21 Runnymede retained approximately £2.4million of the £40.6 million collected (a 98.8 per cent collection rate) with the remainder going to Surrey County Council and Central Government.



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