

# Runnymede Borough Council

## Service Area Plan 24/25

### Community Services

#### FINAL COMMITTEE APPROVED

##### Approvals

Approved by CLT:

Dec 13<sup>th</sup> 2023

Approved by Service Cttee:

Mar 14<sup>th</sup> 2024



# Service Area Plan for Financial Year 2024/25

**Service Area:** Community Services

**Corporate Head of Service:** Darren Williams

**Supported by:** Dominic Prendergast, Chris Swatridge, Les Bygrave,

**Version:** FINAL DRAFT

## Mission statement

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

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

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

Community Development focuses on working with residents and local voluntary, community and faith organisations to make positive change within communities, from empowering others to develop opportunities that serve local residents, to delivering initiatives and projects themselves, around sport and leisure, arts, young people and other areas. In addition, the distribution of grant funding to voluntary sector partners is also coordinated from within this team.

As an extension of Community Development, following in house changes to the way parks and open spaces in the borough are managed, a small Open Space Development team will focus on the development of initiatives, projects, and enhancements in these green spaces. This ranges from development of the natural environment, enhancing the offer to encourage residents to use their local parks and open spaces, as well as developing play space and other recreational facilities in parks across the borough.

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

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

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

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

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

Prevention services are delivered in partnership with Surrey Heath Borough Council, with the intention of working together to both develop services for the most vulnerable residents whilst ensuring services are lean and financially sustainable. The partnership with SHBC also extends to the delivery of the Family Support service, again working together to provide a strong, resilient services to families in both boroughs. The Council host the partnership in relation to prevention services, whilst SHBC host the Family Support programme.

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

# Service Information

## Service Area: Community Services

- Service Area 1: Community Alarm & Telecare
- Service Area 2: Community Services Administration
- Service Area 3: Community Transport
- Service Area 4: Day Centres/Social Centres
- Service Area 5: Emergency Planning and Vulnerable Resident Data
- Service Area 6: Handyperson Services
- Service Area 7: Health and Social Care Representation
- Service Area 8: Home Improvement Agency
- Service Area 9: Hospital Discharge Services
- Service Area 10: Meals at Home
- Service Area 11: Social Prescribing and Personalised Care Planning
- Development Area 1: Green Spaces
- Development Area 2: Safer Runnymede
- Development Area 3: Community Development
- Development Area 4: Leisure Centres
- Development Area 5: Community Halls
- Development Area 6: Chertsey Museum
- Development Area 7: Community Safety
- Development Area 8: Family Support Programme

### **Description of Service (1) Community Alarm & Telecare**

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

## **Description of Service (2) Community Services Administration**

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

## **Description of Service (3) Community Transport**

Main Purpose: Provides core transport services to residents through its Dial-a-Ride and day centre services, as well as voluntary and community groups requiring support with transport for service users and group members. In addition, contract transport services are operated including to NHS as part of the Surrey Non-Emergency Patient Contract, Surrey County Council through undertaking special educational needs schools transport and adult social care transport. Provide transport services, working in partnership with Surrey County Council for new housing developments through Section 106 agreements. The service is operated with a combined fleet of 21 vehicles across two boroughs, coordinated and managed by an office support team. The Community Transport service is a flexible model that in future will look to support a range of initiatives across the partnership area in the year to come.

## **Description of Service (4) Day Centres/Social Centres**

Main Purpose: Open Monday to Friday, the social centres provide a range of services and activities for older residents of Runnymede and Surrey Heath. These include services such as foot care, hairdressing, advice surgeries, beauticians etc. Activities include exercise classes, dance classes, arts and craft and other lighter touch activities such as quizzes etc. Hot lunch provision is available. In addition to a coffee shop providing lighter snacks, with paid staff supported by volunteers. Special events and other celebrations are held throughout the year, with entertainment provided. The service operates across three sites with the intended launch of a fourth service at Addlestone Community Centre in early 2023.

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

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

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

In the event of a borough emergency, Community Services staff are responsive in providing support through the setting up of rest centres, often based at day centre buildings and

managing these facilities whilst supporting residents. In addition, the Community Transport team provide support in the event of an emergency by providing transport to evacuate residents from an affected area, provide transport to rest centre facilities and onwards to any identified accommodation if unable to return home.

### **Description of Service (6) Handyperson Services**

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

### **Description of Service (7) Health and Social Care Representation**

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

Runnymede (excluding Englefield Green):	NW Surrey Alliance and Surrey Heartlands Integrated Care System.
Englefield Green:	East Berkshire CCG and Frimley Integrated Care System.
Surrey Heath (excluding parts of Chobham):	Frimley CCG and Frimley Integrated Care System.
Areas of Chobham not in Surrey Heath CCG:	NW Surrey Alliance and Surrey Heartlands Integrated Care System.

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

### **Description of Service (8) Home Improvement Agency**

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

### **Description of Service (9) Hospital Discharge Services**

Main Purpose: A service which is operated under contract from Surrey County Council, working in partnership with three other NW Surrey Borough Councils to deliver support to hospital teams at the point of patient discharge, through rapid access to borough council services. The coordination of this service is via a single point of access e-form, on which health and social care professionals can refer to all borough council services. As a result of doing so, service teams will provide required support either immediately or within the agreed

time frames. The service embeds borough services within formal hospital discharge processes.

### **Description of Service (10) Meals at Home**

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

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

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

Social Prescribing is delivered by Community Services in both borough areas, working in partnership with the local Clinical Commissioning Group and Primary Care. In Surrey Heath, the borough is responsible for the day to day operations of Social Prescribing and its development as a service. In Runnymede, work to improve the service is completed locally with Primary Care as well as in partnership with the other NW Surrey Boroughs delivering the service in their areas, together with health partners.

In NW Surrey, funding to recruit Personalised Care Planners for a period of two years has been approved, with one post allocated to each NW Surrey Borough. These posts support the new hospital discharge pathways that have been implemented, providing Social Prescribing and other support to patients who have been discharged from hospital, primarily those classified as “pathway 0”, who have no ongoing health or social care support post discharge.

### **Description of Development (1) Green Spaces**

Main Purpose: Following the reviews of the Parks and Open Spaces service function in 2021/2022, the future in house model of service delivery provides a two pronged approach to the management and development of Parks & Open Spaces across the borough.

Whilst Environmental Services will lead on the day to day management and maintenance of all parks and open spaces, a small, focussed team will work on areas of strategy and development of green spaces, including both the horticulture, preservation and development of sites, as well as the development of physical infrastructure within parks and open spaces including play spaces, recreational facilities and maximising the potential of pavilions and other parks buildings.

### **Description of Development (2) Safer Runnymede**

Main Purpose: This service area contributes to the community safety agenda by working in partnership with Surrey Police and other agencies. The CCTV centre is open 24 hours a day, 7 days a week throughout the year. The service currently monitors over 590 cameras and there are contracts with Spelthorne and Thorpe Park. There is also Automatic Number

Plate Recognition services provided to the Wentworth Estate. The service also monitors re-deployable cameras that can be moved around locations as required and have also been provided to third parties for a monitoring fee.

Safer Runnymede monitors the community alarms for Runnymede and Surrey Heath, GPS devices and manages the operation of the Care call service. There are two full time supervisors, eleven full time and three part time members of staff.

Safer Runnymede is a fully accredited service and obtained full compliance and Charter Award until August 2023 from the Surveillance Camera Commissioner.

### **Description of Development (3) Community Development**

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

### **Description of Development (4) Leisure Centres**

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

### **Description of Development (5) Community Halls**

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

### **Description of Development (6) Chertsey Museum**

Main Purpose: Chertsey Museum operates with one full time and seven part time members of staff. The Museum is located in The Cedars in Chertsey which is owned by the Olive Matthews Trust with whom there has been a long standing relationship. In addition to the permanent staff there are also a large number of volunteers who help out through the Friends of the Museum. The Olive Matthews Collection is managed by the Museum and it forms a significant part on the annual exhibition.

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

### **Description of Development (7) Community Safety**

Main Purpose: The Community Safety Co-ordinator works closely with the Police and other agencies on initiatives to reduce anti-social behaviour and criminality in the Borough. This



work is carried out through effective partnership working events organised or supported include Junior Citizen, water safety and promoting awareness weeks. This service also co-ordinates the work of Community Safety Partnership, Joint Action Group and CHaRRM.

In the Borough there are two public space protection orders which are managed by Community Safety and these are kept under review to assess their effectiveness. Safeguarding is also supported from this area for example providing information to the MAPE on any referrals that may come through.

### **Description of Development (8) Family Support Programme**

Main Purpose: The Family Support Programme has been running jointly with Surrey Heath for the last five years. A team of four co-ordinators is based in the Council offices and at any time they could be working with up to nine families each. This service is now fully embedded in the early help programme operated by Surrey CC with many referrals coming through this route. This team also work with the Syrian Refugee families and there is one co-ordinator employed to carry out this work.

# Planned Activities

Total number of planned activities  
**51**

## Types of Activities

Project  
**20**

Review  
**9**

One-off  
**16**

New Core Activity  
**6**

## CBP / SAP Activities

CBP Activities  
**18**

SAP Activities  
**33**

Project						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
Project	Barrsbrook Farm Feasibility - Community Benefits	Health and Wellbeing	01 January 2024		31 March 2026	In progress
Project	Better Care Funding demonstrator wet room	Health and Wellbeing	01 December 2023	01 December 2023	31 March 2025	In progress
Project	Chertsey Museum Digitisation	Organisational Development		01 December 2023	31 January 2025	In progress
Project	Determine the viability of sports clubs self managing pitches and facilities in the borough	Health and Wellbeing	01 April 2024		31 March 2025	Not started
Project	Development of Volunteering Opportunities Across Parks and Open Spaces	Health and Wellbeing	02 September 2024		31 March 2025	Not started
Project	Digitisation of telecare services - Equipment	Health and Wellbeing	01 April 2022	01 April 2023	31 March 2025	In progress
Project	Egham Hythe Centre Community Hub - Implementation	Health and Wellbeing	01 April 2024		31 March 2025	Not started
Project	Implement Trusted Assessor Level 4 into Home Improvement Agency service	Health and Wellbeing	01 April 2024		31 March 2025	Not started
Project	Increase opportunities for over 55's to access and participate in physical activity	Health and Wellbeing	02 September 2024		31 March 2025	Not started
Project	Offer a Carer Respite service at Windle Valley Day Centre	Health and Wellbeing	01 October 2024		31 March 2025	Not started
Project	Park & Open Space Development Plans	Health and Wellbeing	01 July 2024		31 March 2025	Not started
Project	Period Poverty Project	Health and Wellbeing	09 November 2023		31 March 2025	Not started
Project	Play Space Improvement Programme	Health and Wellbeing	01 March 2022	01 April 2023	31 July 2024	In progress
Project	Play Space Replacement Programme	Health and Wellbeing	01 January 2024		31 March 2025	Not started
Project	RPG Improvements	Health and Wellbeing	01 November 2023	01 November 2023	31 March 2025	In progress
Project	Runnymede Sports Festival Day	Health and Wellbeing	01 April 2024		31 March 2025	Not started
Project	SANG Infrastructure Improvement	Health and Wellbeing	04 January 2024	04 January 2024	31 March 2025	Not started
Project	SANG Management Plan	Health and Wellbeing	01 April 2024		31 March 2025	Not started
Project	To deliver the New Stories, New Audiences project following award of grant funding	Health and Wellbeing	04 January 2024		28 February 2025	Not started
Project	Work with NW Surrey Alliance to explore viability of extending Hoarding offer to Runnymede	Health and Wellbeing	01 October 2024		31 March 2025	Not started

Review						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
Review	Domestic Homicide Responsibilities	Health and Wellbeing	01 April 2024		31 March 2025	Not started
Review	Egham Hythe Centre Community Hub - Viability	Health and Wellbeing	01 April 2022	01 July 2022	30 April 2024	In progress
Review	Identify demand for additional allotment sites within the borough	Health and Wellbeing				Not started
Review	Procurement of future food supplier with consideration to sourcing products locally	Climate Change	01 July 2024		31 March 2025	Not started
Review	Review of Chertsey Museum	Health and Wellbeing	01 October 2024		31 March 2025	Not started
Review	Review the use and requirement of community assets and estate	Empowering Communities	01 April 2024		31 March 2025	Not started
Review	Safer Runnymede Development	Health and Wellbeing	01 April 2022	01 April 2022	31 March 2026	In progress
Review	Sports clubs facilities and infrastructure - Launch of Runnymede Sports Forum	Health and Wellbeing				Not started
Review	Vulnerable people policy in relation to emergency planning	Health and Wellbeing	01 April 2024		31 March 2025	Not started

One-off						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
One Off	Anti Social Behaviour Management Policy	Health and Wellbeing	01 April 2024		31 March 2025	Not started
One Off	Citizen's Panel	Empowering Communities	01 July 2023	01 April 2023	30 April 2024	In progress
One Off	Community Safety Strategy	Health and Wellbeing	01 April 2022	01 April 2023	31 March 2025	In progress
One Off	Complete Green & Blue Infrastructure Strategy	Environmental Sustainability	01 April 2024		31 March 2025	Not started
One Off	Complete S11 Children Safeguarding Audit and implement any recommendations received as a result of audit	Health and Wellbeing	01 April 2024		31 July 2024	Not started
One Off	Create an arts and heritage partnership	Health and Wellbeing	01 April 2024		31 March 2025	Not started
One Off	Customer Satisfaction Feedback Programme	Organisational Development	15 October 2023		31 March 2025	Not started
One Off	Development of Walking for Health activities in the borough	Health and Wellbeing	01 July 2024		31 March 2025	Not started
One Off	Embed Hospital Discharge referral platform into Frimley Park and Farnham Hospitals	Health and Wellbeing	01 April 2024		31 March 2025	Not started
One Off	Explore the viability of adopting the White Ribbon pledge.	Health and Wellbeing	01 April 2024		31 March 2025	Not started
One Off	Homelink Service	Health and Wellbeing	01 January 2024		30 September 2024	Paused
One Off	Rebrand and evolve the remit of Community Action Groups	Health and Wellbeing	01 July 2024		31 March 2025	Not started
One Off	Review of Prevent Strategy and Incorporation into Corporate Safeguarding Policy	Health and Wellbeing	01 July 2024		31 March 2025	Not started
One Off	To pursue opportunities to subcontract to the new Non Emergency Patient Transport contract, in Surrey	Health and Wellbeing	01 April 2024		30 September 2024	Not started
One Off	Work in partnership with Surrey County Council on potential EV fleet for Community Transport	Health and Wellbeing	01 April 2024		31 March 2025	Not started
One Off	Work with partners to determine the viability of delivering a riverwalk project in Chertsey	Health and Wellbeing	01 October 2024		31 March 2025	Not started

New Core Activity						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
New Core Activity	Work with leisure providers to ensure an Inclusive offer.	Health and Wellbeing	01 April 2024		31 March 2025	Not started
New Core Activity	Roll out of approved voluntary sector revenue grant policy following completion of review of policy (ID number HWB050)	Health and Wellbeing	01 April 2024		31 March 2025	Not started
New Core Activity	Promotion and Marketing of Services	Health and Wellbeing	01 April 2024		31 March 2025	Not started
New Core Activity	Implement the approved outcomes of the Community Transport review	Health and Wellbeing	01 July 2024		31 December 2024	Not started
New Core Activity	Completion of first year of Health and Wellbeing Partnership meetings	Health and Wellbeing	01 April 2024		31 March 2025	Not started
New Core Activity	ACE (Friday Night Project)	Health and Wellbeing	01 April 2024		31 March 2025	Not started

Corporate Business Plan Activities						
Type of Activity	Title	Corporate Theme(s)	Plan start date	Actual start date	Plan due Date	Progress
New Core Activity	Work with leisure providers to ensure an Inclusive offer.	Health and Wellbeing	01 April 2024		31 March 2025	Not started
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Review	Procurement of future food supplier with consideration to sourcing products locally	Climate Change	01 July 2024		31 March 2025	Not started
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Project	Work with NW Surrey Alliance to explore viability of extending Hoarding offer to Runnymede	Health and Wellbeing	01 October 2024		31 March 2025	Not started
Review	Domestic Homicide Responsibilities	Health and Wellbeing	01 April 2024		31 March 2025	Not started
Review	Review of Chertsey Museum	Health and Wellbeing	01 October 2024		31 March 2025	Not started

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