

Agenda

6.30 pm

Monday, 16 December 2019

Council Offices, Knowle Green, Staines-upon-Thames

TW18 1XB



Discussion

- **Managing roadworks**
- **Improvements to shopping centres**
- **Homelessness initiatives**

You can get involved in the following ways

Ask a question

If there is something you wish know about how your council works or what it is doing in your area, you can ask the joint committee a question about it. The joint committee provides an opportunity to raise questions, informally, up to 30 minutes before the formal business of the meeting officially starts. If an answer cannot be given at the meeting, it will make arrangements for you to receive an answer either before or at the next formal meeting.

Write a question

You can also put your question to the joint committee in writing. The committee officer must receive it a minimum of 4 working days in advance of the meeting.

When you arrive at the meeting let the committee officer (detailed below) know that you are there for the answer to your question. The committee chairman will decide exactly when your answer will be given and may invite you to ask a further question, if needed, at an appropriate time in the meeting.

Sign a petition

If you live, work or study in Spelthorne and have a local issue of concern, you can petition the joint committee and ask it to consider taking action on your behalf. Petitions should have at least 30 signatures and should be submitted to the committee officer two weeks before the meeting. You will be asked if you wish to outline your key concerns to the committee and will be given three minutes to address the meeting. Your petition may either be discussed at the meeting or alternatively, at the following meeting.

Attending the Joint Committee meeting

Your Partnership officer is here to help.

Email: carys.walker@surreycc.gov.uk

Tel: 01932 794081

Website: <https://www.surreycc.gov.uk/people-and-community/get-involved/your-local-area/spelthorne>



Follow [@SpelthorneJC](https://twitter.com/SpelthorneJC) on Twitter

This is a meeting in public.

Please contact **Carys Walker** using the above contact details:

- If you would like a copy of this agenda or the attached papers in another format, e.g. large print, Braille, or another language
- If you would like to attend and you have any **additional needs, eg access**
- If you would like to talk about something in today's meeting or have a local initiative or concern

Surrey County Council Appointed Members

Mr Richard Walsh, Laleham and Shepperton (Chairman)
Mr Robert Evans, Stanwell and Stanwell Moor
Mr Tim Evans, Lower Sunbury and Halliford
Mr Naz Islam, Ashford
Miss Alison Griffiths, Sunbury Common & Ashford Common
Mrs Sinead Mooney, Staines
Ms Denise Turner-Stewart, Staines South and Ashford West

Borough Council Appointed Members

Cllr Ian Harvey, Sunbury East (Vice-Chairman)
Cllr Maureen Attewell, Laleham and Shepperton Green
Cllr Chris Bateson, Staines South
Cllr Sue Doran, Stanwell North
Cllr Tom Fidler, Halliford and Sunbury West
Cllr Joanne Sexton, Ashford North & Stanwell South
Cllr Richard Smith-Ainsley, Laleham & Shepperton Green

Chief Executive
Spelthorne Borough Council
Daniel Mouawad

Chief Executive
Surrey County Council
Joanna Killian

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. Anyone is permitted to film, record or take photographs at council meetings. Please liaise with the council officer listed in the agenda prior to the start of the meeting so that those attending the meeting can be made aware of any filming taking place.

Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to the PA or Induction Loop systems, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

Note: This meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed. The images and sound recording may be used for training purposes within the Council.

Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

If you have any queries regarding this, please contact the representative of Community Partnerships Team at the meeting.

Thank you for your co-operation

OPEN FORUM

Before the formal committee session begins, the Chairman will invite questions from members of the public attending the meeting. Where possible questions will receive an answer at the meeting, or a written answer will be provided subsequently.

1 APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2 MINUTES FROM PREVIOUS MEETING

(Pages 9 - 14)

To approve the Minutes of the previous meeting on 30 September 2019 as a correct record.

3 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

- (i) Any disclosable pecuniary interests and / or
- (ii) Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting.

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest.
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner).
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

4 DECISION TRACKER (FOR INFORMATION)

(Pages 15 - 22)

To review any outstanding decisions from the Joint Committee.

A letter in response to the Joint Committee's enquiry about the Esso pipeline has been enclosed for information as part of this item.

5 MEMBERS' COMMUNITY ALLOCATIONS UPDATE

(Pages 23 - 24)

An update on the allocation of county members' community funding as of the 30 November.

Members are reminded that the deadline for applications is the 31st January, 2020.

6 PETITIONS & PETITION RESPONSES

To receive any petitions in accordance with Standing Order 14.1. Notice must be given in writing or by email to the Community Partnership and Committee Officer at least 14 days before the meeting. Alternatively, the petition can be submitted on-line through Surrey County Council's or Spelthorne Borough Council's e-petitions website as long as the minimum number of signatures has been reached 14 days before the meeting.

Petition details and responses will be published as part of a supplementary agenda ahead of the meeting.

7 WRITTEN MEMBER QUESTIONS

To receive any written questions from members under Standing Order 13. The deadline for members' questions is 12 noon four working days before the meeting.

Any questions and responses that have been received will be published as part of a supplementary agenda ahead of the meeting.

8 WRITTEN PUBLIC QUESTIONS

To answer any questions from residents or businesses within Spelthorne borough area in accordance with Standing Order 14.2. Notice should be given in writing or by email to the Partnership Committee Officer by 12 noon four working days before the meeting.

Any questions and responses that have been received will be published as part of a supplementary agenda ahead of the meeting.

9 HIGHWAYS UPDATE (FOR DECISION)

(Pages 25 - 46)

To receive an update from the Highways Area Team Manager (North East).

10 OVERVIEW OF STREET WORKS OPERATIONS (FOR INFORMATION)

(Pages 47 - 60)

A verbal update and presentation about how roadworks are managed.

- 11 IMPROVEMENTS TO SHOPPING CENTRES IN SPELTHORNE (FOR INFORMATION)** (Pages 61 - 66)
- A report on the improvements to shopping centres in Spelthorne. As part of the presentation, a selection of photographs will illustrate the improvements.
- 12 HOMELESSNESS INITIATIVES IN SPELTHORNE (FOR INFORMATION)** (Pages 67 - 126)
- A summary of the initiatives being undertaken by Spelthorne Borough Council to prevent and relieve homelessness, including rough sleeping.
- 13 FORWARD PROGRAMME 2019/20** (Pages 127 - 128)
- To review the forward programme 2019/20, indicating any further preferences for inclusion.
- 14 DATE OF NEXT MEETING**
- To be held on Monday 23 March 2020 at 6.30pm in the Council Chamber, Spelthorne Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB.
- (Meeting to start with Informal Open Forum)

This page is intentionally left blank

Minutes of the meeting of the
Spelthorne JOINT COMMITTEE
held at 6.30 pm on 30 September 2019
at Council Offices, Knowle Green, Staines-upon-Thames. TW18 1XB.

These minutes are subject to confirmation by the Committee at its next meeting.

Surrey County Council Members:

- * Mr Richard Walsh (Chairman)
- * Mr Robert Evans
- * Mr Tim Evans
- * Mr Naz Islam
- Miss Alison Griffiths
- Mrs Sinead Mooney
- * Ms Denise Turner-Stewart

Borough / District Members:

- * Cllr Ian Harvey (Vice-Chairman)
- * Cllr Maureen Attewell
- * Cllr Chris Bateson
- * Cllr Sue Doran
- * Cllr Tom Fidler
- * Cllr Joanne Sexton
- * Cllr Richard Smith-Ainsley

* In attendance

OPEN FORUM

Members of the public were invited to put informal questions to the Committee ahead of the formal meeting starting.

17/19 APOLOGIES FOR ABSENCE [Item 1]

Mrs Sinead Mooney had sent apologies.

18/19 MINUTES FROM PREVIOUS MEETING [Item 2]

The minutes of the previous meeting had been agreed.

19/19 DECLARATIONS OF INTEREST [Item 3]

No declarations of interests had been received.

20/19 MEMBERS' COMMUNITY ALLOCATIONS UPDATE [Item 4]

Committee members were provided with an update of Members' Community Allocations that had been awarded so far. The Chairman reminded county

councillors that all proposals should be submitted before the end of January 2020 and asked that they consider a funding request from the Corporate Parenting Board.

21/19 DECISION TRACKER (FOR INFORMATION) [Item 5]

It was requested that the item for DEFRA remained on the tracker and that the Committee could write to the MP for an update. It was also requested that committee members are advised when the letter concerning the Esso pipeline is issued.

Members also showed an interest in the establishment of litter task groups by the Borough Council and it was noted that this was on the Forward Plan for a future update.

22/19 PETITIONS & PETITION RESPONSES [Item 6]

No petitions had been submitted to Committee

23/19 WRITTEN MEMBER QUESTIONS [Item 7]

No member questions had been submitted.

24/19 WRITTEN PUBLIC QUESTIONS [Item 8]

Mrs Caroline Nichols asked a question about the problem of Ash Tree Dieback for which she was provided a written response which was published as part of the supplementary agenda.

As a follow up question, Mrs Nichols asked what the timescales were for addressing the problem as described in her response and whether this was a standalone, focussed project.

The Area Highways Manager offered to respond to her directly in order to be sure to provide the details that she has requested.

25/19 ARMED FORCES COVENANT UPDATE [Item 12]

At the request of the Officers in attendance for item 12, this item was brought forward in the agenda.

Spelthorne Borough Council's Armed Forces Champion attended along with Surrey CC's Civilian-Military Liaison Adviser and Community Project Officer to give an overview of the work of the Military Covenant in Spelthorne. The work supports active military personnel and their families as well as veterans and ex service personnel.

The report was very well received by the Committee and it was suggested by the speakers that Spelthorne might want to consider forming a hub as part of the county wide support that the covenant offers.

The Joint Committee (Spelthorne) noted:

- (i) And commented on the contents of this report

Reasons:

1. The Joint Committee recognises the valuable work that is achieved by this initiative.

26/19 PARKING REVIEW: STANWELL MOOR. HORTON ROAD AND SPOUT LANE [Item 9]

The Parking Engineer for Spelthorne outlined the processes that brought about his recommendation for the proposed parking measures along this road.

An alternative view was put by a local councillor for the area who had documented the problems and who had provided photos that illustrated the dangers that parking on the road could result in. His opinion was that the measures proposed in the report do not go far enough and that there should be yellow lines along both sides of the road.

Members were sympathetic to the local councillor's view and agreed with his proposal that additional lines should be added. However they were conscious that were they to reject the proposal as it stood, this would delay any measures from being put in place until the next parking review in which time, the area would remain at risk from the dangers resulting from the obstructive parking.

Therefore, it was decided that the proposed parking restriction measures should go ahead but with the caveat that additional lines should be added as soon as possible and that the Committee should explore if there is a way to expedite this.

The Joint Committee (Spelthorne) agreed:

- (i) **to proceed with the advertised parking restrictions for Horton Road and to proceed further with the request to double yellow line Horton Road on both sides between Hithermoor Road and the Garden Centre, excluding its laybys, and to proceed with the advertised parking restrictions for Spout Lane and for a more extensive double yellow line proposal, for both sides of Spout Lane, especially where it is narrowest, to be considered as soon as possible.**

Reasons:

1. The Joint Committee recognised the concerns raised and wished to implement measures to address the issue as soon as possible.
- 2.

27/19 HIGHWAYS UPDATE (EXECUTIVE FUNCTION) [Item 10]

The Area Highways Manager presented his report which provided an update on the schedule of improvements for the 19/20 year. A series of recommendations were presented as part of the report to be considered by the Committee which gave the Area Highways Manager the authority to proceed with a number of key road safety improvements.

Committee members welcomed the improvements and posed questions to the officer to clarify timescales and any operational challenges before agreeing the recommendations.

The Joint Committee (Spelthorne) agreed to:

- (i) Approve the provisional allocation of assumed budgets for 2020-21.
- (ii) Authorise the Area Highway Manager, in consultation with the Chairman, Vice Chairman and Divisional Member, to advertise the necessary legal notices for the new traffic calming and 20mph Zone extension in French Street.
- (iii) Approve two new bus stop clearways in Clare Road, Stanwell, to be installed as part of the Wider Staines Sustainable Transport Package.
- (iv) Authorise the Area Highway Manager, in consultation with the Chairman, Vice Chairman and affected Divisional Members, to implement the new cycle off-carriageway routes in Town Lane, Park Road, and London Road.
- (v) Authorise the Area Highway Manager, in consultation with the Chairman, Vice Chairman and affected Divisional Members, to undertake the necessary statutory processes for the raised entry treatments (road tables) on side roads connecting to Park Road and London Road, and the parking changes in London Road.
- (vi) Authorise 34 further bus stop clearways at bus stops in Stanwell, Stanwell Moor and Staines, to be installed as part of the Wider Staines Sustainable Transport Package.
- (vii) To authorise the Area Highway Manager in consultation with the Chairman, Vice Chairman, and relevant Divisional Member(s) to undertake all necessary procedures to deliver the agreed programmes.

Reasons:

1. The Joint Committee authorises Highways personnel to proceed in order that they can carry out their agreed programme for 2019/20 in a timely fashion.

28/19 FIRE SERVICE UPDATE [Item 11]

Representatives from Surrey Fire and Rescue presented the report which was to highlight their performance over the last financial year.

They began by explaining how targets are set: using historical data as a benchmark for what incidents might occur in the year ahead and the challenges that can result in targets not being met. An example of this was that 20 small incidents resulted from a single power surge but were recorded as individual events which had a negative impact on the statistics.

The officers also explained how Surrey Fire and Rescue organises its coverage across the county using a specialised software to allocate units to incidents based on location and availability. Fire engines are not specifically assigned to any particular borough but fire fighters will have a base location to report to.

The Committee were supportive of the Fire Service's work and thanked them for sharing their report.

The Joint Committee (Spelthorne) agreed to

- (i) Recognise the achievements of the borough teams within Spelthorne Borough and support their commitment to further improve initiatives to reduce risk and Make Spelthorne Borough safer.
- (ii) Support future initiatives and campaigns aimed at promoting collaborative working with partner blue light agencies and volunteer organisations

Reasons:

1. The Joint Committee recognises the valuable work that has been achieved.

29/19 FORWARD PROGRAMME 2019/20 [Item 13]

The Committee perused the forward plan and agreed on the items for the next meeting as presented.

30/19 DATE OF NEXT MEETING [Item 14]

The next meeting was confirmed as Monday 16 December in the Council Chamber at Spelthorne Borough Council. Open Forum to start at 6.30pm

Meeting ended at: 20:55

Chairman



Spelthorne Joint Committee Decision Tracker

This tracker monitors progress against the decisions that the Joint Committee has made. It is updated before each committee meeting.

- Decisions will be marked as ‘open’, where work to implement the decision is ongoing.
- When decisions are reported to the committee as **complete**, they will also be marked as ‘closed’. The Committee will then be asked to agree to remove these items from the tracker.
- Decisions may also be ‘closed’ if further progress is not possible at this time, even though the action is not yet complete. An explanation 4tion. In this case, the action will stay on the tracker unless the Committee decides to remove it.

Meeting Date	Item	Decision	Status (Open / Closed)	Officer	Comment or Update
13 March 2019	Open Forum	Written response to Mr Seaman re. Information about pothole dimensions.	CLOSED	Area Highways Mngr	No response has been received. Closed at the request of the Chairman

13 March 2019	Open Forum	SBC to draft a letter to Secretary of State (DEFRA) re continued closure of Footpath 18	CLOSED	Deputy CEO, SBC	Defra replied on 14 August 2019. They anticipate being able to move forward with a recommendation soon and will be inviting views from the public as part of the process. Committee requested that a letter is sent to the MP to follow up. Letter has been drafted and will be sent after the general election. A copy will be sent to Joint Committee members.
15 July 2019	Open Forum	Esso pipeline replacement. Committee to relate Health and Safety concerns	OPEN	PCO, SCC	Esso's representatives have responded and this response has been enclosed. An invitation shall be sent to them to attend the next committee if members would like to know more.
15 July 2019	8 (i)	To review how the restoration of the Stanwell quarry is being monitored and arrange a site visit if possible.	OPEN	PCO, SCC	Site visit has been declined by the landowners. Recommend that item is closed but put on Forward Plan for progress update in the next Committee cycle
30 September	Open Forum	To replace damage or missing road signs on Broomfield/ Staines Road East	OPEN	Area Highways Manager	To investigate and report back.
30 September	8	To contact Mrs Nichols directly to elaborate on SCC's measures for monitoring diseased trees	OPEN	AHM	Mrs Nichols has been sent information about tree-replanting in the county and her contact details have been passed along to the Highways Manager for follow up.

30 September	9	To proceed with the advertised parking restrictions in Stanwell Moor for Horton Road and to proceed further with the request to double yellow line Horton Road on both sides between Hithermoor Road and the Garden Centre, excluding its laybys, and to proceed with the advertised parking restrictions for Spout Lane and for a more extensive double yellow line proposal, for both sides of Spout Lane, especially where it is narrowest, to be considered as soon as possible.	CLOSED	Parking Engineer	To be advertised as part of parking review schedule.
30 September	9	Officers to conduct internal discussions to review options for expediting parking measures for safety reasons. Chairman to input as required.	OPEN	AHM/ Chairman	To be reported back to Committee when discussions have progressed.
30 September	10	Approval of the provisional allocation of assumed budgets for 2020-21	CLOSED	AHM	Will be addressed in subsequent Highways reports

30 September	10	Authorisation for the Area Highway Manager, in consultation with the Chairman, Vice Chairman and Divisional Member, to advertise the necessary legal notices for the new traffic calming and 20mph Zone extension in French Street	CLOSED	AHM	Will be addressed in subsequent Highways reports
30 September	10	Approval of two new bus stop clearways in Clare Road, Stanwell, to be installed as part of the Wider Staines Sustainable Transport Package	CLOSED	AHM	Will be addressed in subsequent Highways reports
30 September	10	To check the measurements of the proposed bus cages in Clare Road, Stanwell. to prevent other road features from being obscured.	CLOSED	AHM/ Transport Strategy Project Manager.	Transport Strategy Project Manager has confirmed that these have been checked and conform to the appropriate standards. Access to public and commercial sites will be unhindered.
30 September	10	Authorisation to the Area Highway Manager, in consultation with the Chairman, Vice Chairman and affected Divisional Members, to implement the new cycle off-carriageway routes in Town Lane, Park Road, and London Road in Staines.	CLOSED	AHM	Will be addressed in subsequent Highways reports

30 September	10	Authorisation to the Area Highway Manager, in consultation with the Chairman, Vice Chairman and affected Divisional Members, to undertake the necessary statutory processes for the raised entry treatments (road tables) on side roads connecting to Park Road and London Road, as shown and the parking changes in London Road in Staines.	CLOSED	AHM	Will be addressed in subsequent Highways reports
30 September	10	Authorisation of 34 further bus stop clearways at bus stops in Stanwell, Stanwell Moor and Staines, to be installed as part of the Wider Staines Sustainable Transport Package	CLOSED	AHM	Will be addressed in subsequent Highways reports
30 September	10	To authorise the Area Highway Manager in consultation with the Chairman, Vice Chairman, and relevant Divisional Member(s) to undertake all necessary procedures to deliver the agreed programmes.	CLOSED	AHM/JC	No further action required.

This page is intentionally left blank



2 December 2019

Richard Walsh
Chairman of Spelthorne Joint Committee
c/o Spelthorne Borough Council
Knowle Green
TW18 1XB

Dear Mr Walsh,

Esso's Southampton to London Pipeline Project – Impact on Spelthorne residents

Thank you again for your letter dated 21 October 2019 and for sharing the concerns of Spelthorne residents. Below is a response to the issues raised within your letter. We hope this will help reduce concerns about disruption during installation of our replacement underground pipeline.

Since we began to talk publicly about our project late in 2017, we have held three public consultations and talked with landowners, residents, prescribed bodies and organisations to help us better understand views on our proposals. Feedback from these consultations helped us select the most appropriate route for the replacement pipeline in accordance with the project's guiding principles.

The project is now in the examination phase of the Development Consent Order (DCO) process, which is managed by the Planning Inspectorate, and so we would encourage residents to sign up on the Planning Inspectorate's website for further updates on the project: <https://infrastructure.planninginspectorate.gov.uk/projects/south-east/southampton-to-london-pipeline-project/>

Within our DCO application, we have developed a number of commitments and measures which will reduce the impacts of construction on local communities. Some of the most pertinent are outlined below:

- Where we would be crossing property access points, we would work with residents to maintain pedestrian and emergency vehicle access during installation, providing safe crossing points as necessary. Vehicle access would be maintained where practicable. This may require signed diversions. The means of access would be communicated to affected residents at least two weeks in advance.
- A Construction Traffic Management Plan will be produced and implemented to ensure that, where necessary, road diversions and closures are planned and managed effectively, minimising disruption for road users.
- Construction traffic movements would be kept to the minimum reasonable for the effective and safe construction of the project.
- Works in streets within Spelthorne will be reviewed by Surrey Highways Authority.



A full list of our commitments can be found within our Code of Construction Practice which is located within the Examination Library on the Planning Inspectorate's website. Should we receive consent to install the replacement pipeline, these commitments will become legally binding.

The Construction Traffic Management Plan mentioned above (and other DCO requirements such as the Construction Environment Management Plan) will be approved by Spelthorne Borough Council prior to any works starting within the borough.

Regarding Woodthorpe Road itself, a trenchless technique will be used to install the replacement pipeline from the north-western end of Fordbridge Park, passing underneath the Staines Bypass, the River Ash and Woodthorpe Road, avoiding disruption on these busy roads. The trenchless technique will end just to the south of Buxton Road (we are discussing the relocation of the play area there with the council).

From there, while the order limits (the outer limits of the project) are located within much of Woodthorpe Road, we would intend to install the replacement pipeline within the grassy open space. Beyond Chesterfield Road, we will be working more in Woodthorpe Road, with traffic management in place to control traffic along this road. It is not practicable at this stage to define the exact location of the pipeline within the order limits along Woodthorpe Road. We also cannot yet determine how long the roads in the area would be affected as this is dependent on the detail of the construction programme both in terms of duration and timing.

Regarding your concerns about potential health risks as a result of construction, we can assure you that an assessment of potential effects on human health was completed within our application. This determined that no significant adverse effects are expected on human health relating to a range of potential effects including traffic change, community disruption (including access issues and driver stress), air pollution and noise. Further to this, our air quality assessment concluded there are no potentially significant effects expected in relation to air quality, both during construction and operation.

We hope this information eases the concerns of the Spelthorne Joint Committee and residents within your borough.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Philippa Garden".

Philippa Garden
Stakeholder Engagement Lead

SLP Project team
Tel: 0845 437 0383
Email: info@slpproject.co.uk
Website: www.slpproject.co.uk

Spelthorne Members Allocations Expenditure - Balance Remaining 2019-2020
County Councillors have £5,000 to spend on projects to benefit the local community



Robert Evans	REFERENCE	ORGANISATION	PROJECT DESCRIPTION	REVENUE £5,000.00	DATE PAID
	EF700400318	Transform Housing and Support	Getting Ready for Work Fund (Spelthorne Team) - client clothing	£500.00	
	EF800480882	Stanwell Events	Equipment and services to support the community fun day and fun run	£1,000.00	08.10.2019
	EF800484472	Rotary club of Ashford (Middx.)	Provision and Distribution of Illustrated Dictionaries to Year 5 pupils in Ashford & Stanwell Schools, 2020	£250.00	17.10.2019
	EF800488088	Stanwell Moor Village hall	Stanwell Moor Village hall children's Christmas party 2019	£488.00	
	EF800488692	Leisure Services	Christmas in Stanwell	£2,165.00	
	EF800489085	Ashford (Short Lane) Sports	Ashford (Short Lane) Sports Children's Christmas party 2019	£300.00	
BALANCE REMAINING				£297.00	

Tim Evans	REFERENCE	ORGANISATION	PROJECT DESCRIPTION	REVENUE £5,000.00	DATE PAID
	EF700408522	Surrey County Council	Celebration Fund for Looked After Children	£250.00	23.10.2019
	EF800486650	Lower Sunbury Business community	Lower Sunbury Christmas Market	£250.00	07.11.2019
	EF700413995	Sunbury & Shepperton Rotary	Christmas tree for Sunbury Common	£1,752.00	
BALANCE REMAINING				£2,748.00	

Alison Griffiths	REFERENCE	ORGANISATION	PROJECT DESCRIPTION	REVENUE £5,000.00	DATE PAID
	EF800459286	Dramatize Theatre Charity	Job programme for adults with Learning Disabilities	£500.00	09.05.2019
	EF800459140	Staines Shopmobility	Shopmobility Mobility Scooter Renewal	£500.00	20.05.2019
		Surrey County Council	Celebration Fund for Looked After Children	£250.00	23.10.2019
	EF700408522				
	EF800476135	The Brigitte Trust	The Brigitte Trust - emotional support and practical help for people in Spelthorne with a terminal diagnosis - training two new volunteers	£350.00	20.08.2019
	EF800489277	The Phoenix Project	Peer Education weekend	£500.00	
	EF700413995	Sunbury & Shepperton Rotary	Christmas tree for Sunbury Common	£1,752.00	
BALANCE REMAINING				£1,148.00	

Naz Islam	REFERENCE	ORGANISATION	PROJECT DESCRIPTION	REVENUE £5,000.00	DATE PAID
	EF800462090	8th Ashford Scout Group	New HQ for 8th Ashford Scouts and Community Building	£3,000.00	15.08.2019
	EF700396601	Clarendon Primary School	Clarendon Primary School, Garden Project - Landscaping, final works	£2,000.00	03.09.2019
		Parents Teachers Association			
BALANCE REMAINING				£0.00	

Sinead Mooney	REFERENCE	ORGANISATION	PROJECT DESCRIPTION	REVENUE £5,000.00	DATE PAID
	EF800459839	Staines Village Residents & Traders Association	Staines Village Beautification - Flower Baskets	£270.00	05.06.2019
	EF800463102	Spelthorne Borough Council	Staines-upon-Thames Day 2019	£1,500.00	05.06.2019
	EF800459140	Staines Shopmobility	Shopmobility Mobility Scooter Renewal	£500.00	20.05.2019
	EF800466808	Didasko Ladies Netball Team	Equipment Funding for Didasko Ladies Netball Team	£150.00	30.05.2019
	EF700392673	One to One (North West Surrey)	A day outing to Paradise Wildlife Park	£500.00	26.06.2019
	EF800475570	leacroft youth centre	Leacroft youth centre - gardening equipment	£250.00	22.11.2019
	EF800489771	Spelthorne Borough Council	Spelthorne in Bloom	£780.00	
BALANCE REMAINING				£1,050.00	

Denise Turner-Stewart	REFERENCE	ORGANISATION	PROJECT DESCRIPTION	REVENUE £5,000.00	DATE PAID
	EF800462090	8th Ashford Scout Group	New HQ for 8th Ashford Scouts and Community Building	£500.00	15.08.2019
	EF800459140	Staines Shopmobility	Shopmobility Mobility Scooter Renewal	£249.00	20.05.2019
	EF800463504	Spelthorne District Explorer Scouts	New Explorer Equipment for Award Completion	£2,500.00	15.08.2019
	EF800466808	Didasko Ladies Netball Team	Equipment Funding for Didasko Ladies Netball Team	£150.00	30.05.2019
	EF800468848	Phoenix Project	The Phoenix Project - Bronze DOE Expedition - Coach transport	£163.00	15.08.2019
	EF800468489	Spelthorne Borough Council	Summer flower baskets	£1,188.00	31.05.2019
	EF700397018	Spelthorne Borough Council	Staines-upon-Thames Day 2019	£250.00	11.07.2019
BALANCE REMAINING				£0.00	

Richard Walsh	REFERENCE	ORGANISATION	PROJECT DESCRIPTION	REVENUE £5,000.00	DATE PAID
	EF800459065	The Greeno Centre	Television for our new room / Opal Group	£478.00	25.04.2019
	EF800459065	The Greeno Centre	Television for our new room / Opal Group - PLAQUE	£8.00	29.04.2019
	EF700391927	Shepperton Village Fair	Shepperton Village Fair 2019	£500.00	09.05.2019
	EF700392673	One to One (North West Surrey)	A day outing to Paradise Wildlife Park	£500.00	26.06.2019
	EF800468836	Old School Building Management Committee	Replacing a 23 year old water heater.	£750.00	05.06.2019
	EF800468836	Old School Building Management Committee	Replacing a 23 year old water heater. - PLAQUE	£8.00	31.05.2019
	EF800468490	Spelthorne Borough Council	Summer flower baskets	£720.00	06.06.2019
	EF800476218	Discovery Church	To run a pilot anxiety workshop	£300.00	05.08.2019
	EF700408522	Surrey County Council	Celebration Fund for Looked After Children	£250.00	23.10.2019
	EF700408815	Christmas Day at the Greeno	Christmas Day at the Greeno	£500.00	24.10.2019
	EF800489675	Spelthorne Borough Council	Spelthorne in Bloom	£432.00	
BALANCE REMAINING				£554.00	

Please speak to your local Councillor before applying as there may be applications under discussion that are not reflected in the balances above.

**SPELTHORNE BOROUGH COUNCIL AND
SURREY COUNTY COUNCIL**

JOINT COMMITTEE (SPELTHORNE)

DATE: 16TH DECEMBER 2019
LEAD OFFICER: NICK HEALEY, AREA HIGHWAY MANAGER (NE)
SUBJECT: HIGHWAYS UPDATE
DIVISION: ALL



SUMMARY OF ISSUE:

This report summarises progress with the Joint Committee's programme of Highways works for the current Financial Year 2019-20.

Members are asked to work with Officers to identify priorities for Committee's investment programmes for next Financial Year 2020-21.

RECOMMENDATIONS:

The Joint Committee (Spelthorne) is asked to:

- (i) Authorise the Area Highway Manager in consultation with the Chairman, Vice Chairman and Divisional Member to advertise the necessary legal order to adjust the one-way system in Walton Lane, Shepperton, as shown in Annex A, to resolve any objections, and if there are no insurmountable objections to make the change on site (paragraph 2.2.2 refers);
- (ii) Approve the recommended capital ITS programme for next Financial Year 2020-21 as detailed in Table 5 (paragraphs 2.2.3 and 2.2.4 refer);
- (iii) Approve the proposed LSR programme for next Financial Year 2020-21 described in paragraph 2.2.6 and Table 7;
- (iv) Authorise the Area Highway Manager, in consultation with the Chairman, Vice Chairman, and relevant Divisional Members, to amend the 2020-21 capital LSR programme as appropriate when the 2020-21 budgets have been confirmed (paragraph 2.2.7 refers);
- (v) To authorise the Area Highway Manager in consultation with the Chairman, Vice Chairman, and relevant Divisional Member(s) to undertake all necessary procedures to deliver the agreed programmes.

REASONS FOR RECOMMENDATIONS:

By adjusting the one-way system in Walton Lane, Shepperton, the residents of Windmill Green and Sherbourne Gardens would be able to exit their roads to the south via the roundabout, rather than having to turn right onto Walton Bridge Road.

www.surreycc.gov.uk/spelthorne

Recommendations are made to facilitate development of Committee's 2019-20 Highways programmes, while at the same time ensuring that the Chairman, Vice Chairman and relevant Divisional Members are fully and appropriately involved in any detailed considerations.

Committee is asked to provide the necessary authorisation to deliver those programmes of work in consultation with the Chairman, Vice Chairman and relevant Divisional Member without the need to revert to the Committee as a whole.

1. INTRODUCTION AND BACKGROUND:

- 1.1 Surrey County Council's Local Transport Plan (LTP) aims to improve the highway network for all users. In general terms it aims to reduce congestion, improve accessibility, reduce the frequency and severity of road casualties, improve the environment, and maintain the network so that it is safe for public use.
- 1.2 The Spelthorne Joint Committee has been delegated Highways budgets to be able to contribute to the objectives set out in Surrey County Council's LTP, according to local priorities.

2. ANALYSIS:

2.1 Joint Committee finance

- 2.1.1 The Spelthorne Joint Committee has been delegated Highway budgets in the current Financial Year 2019-20 as follows:
 - Committee revenue: £0
 - Member revenue: £52,500 (£7,500 per Division)
 - Capital: £177,778
 - **Total: £230,278**
- 2.1.2 The funds delegated to the Joint Committee are in addition to funds allocated at a County level to cover various Highways maintenance and improvement activities, including inspection and repair of safety defects, resurfacing, structures, vegetation maintenance, and drainage.
- 2.1.3 Committee agreed the allocations of the regular 2019-20 budgets at its meeting in March 2019. These agreed allocations are shown in Table 1 below.

Table 1 Agreed allocation of budgets for 2019-20

Allocation	Amount
Capital to deliver minor ITS schemes and feasibility studies	£100,000
Capital for patching / resurfacing of carriageways and footways	£77,778
Maintenance works according to priorities within each Division	£52,500 £7,500 per Divisional Member.
Total	£230,278

2.1.4 In addition to the regular Highways capital and revenue budgets detailed above Committee is able to make allocations from the parking surplus. The surplus must be spent according to section 55 of the Road Traffic Regulation Act 1984 (<https://www.legislation.gov.uk/ukpga/1984/27/section/55>). Expenditure can cover all types of highway improvement and maintenance. The parking surplus and associated expenditure is detailed in Table 2 below.

Table 2 Parking surplus – financial summary

Surplus	Amount	Expenditure / Allocation	Amount
2013-14	£22,868	Signs & lines maintenance and additional enforcement	£32,000 (Expenditure)
2014-15	£8,407	2017-18 Parking Review implementation	£20,000 (Allocation)
2015-16	£38,577	2017-18 develop strategic schemes for CIL bids	£18,000 (Allocation)
2016-17	£36,966	Staines Town Centre projects: <ul style="list-style-type: none"> - SCOOT revalidation (£13,000 spent up to July 2019) - Signs and road markings No internal resource for this project at the present time. May need to engage external consultant to develop signing strategy for consultation. Would then need further funding for detailed design & implementation. - Traffic surveys (£3,970 spent up to July 2019) 	£30,000 (Allocation) (£16,970 spent up to July 2019)
2017-18	£8,500	2019 Parking Review implementation	£8,500 (Allocation)
Total	£115,318	Total	£108,500

2.1.5 Members will observe that the parking surplus account is currently under allocated. Monies from the parking surplus carry over from Financial Year to Financial Year, so the unallocated monies may be held in reserve for future projects.

2.1.6 At its meeting in September 2019 Committee approved provisional allocations of the assumed 2020-21 Highways budgets, as detailed in Table 3 below.

Table 3 Approved provisional allocation of assumed 2020-21 budgets

Allocation	Amount
Capital to deliver minor ITS schemes and feasibility studies	£100,000
Capital for patching / resurfacing of carriageways and footways	£77,800
Maintenance works according to priorities within each Division	£52,500 £7,500 per Divisional Member.
Total	£230,300

2.1.7 Officers will update Committee with progress in the delivery of its works programmes at each Committee meeting. In addition Committee Chairmen are provided with detailed monthly finance updates, which detail all the orders raised against the various budgets, as well as the works planned for each of the budgets.

2.2 Joint Committee capital works programme

2.2.1 Table 4 below summarises progress this Financial Year's capital programme, which was approved by Committee in December 2018.

Table 4 Progress with Capital ITS Programme

Location	Proposed works	Cost	Status
Charlton Village	Further feasibility work following the previous traffic and speed management feasibility study.	-	On hold pending outcome of potential Shepperton Studios development.
Wraysbury Road near Vicarage Road	New pedestrian refuge island	-	Completed in 2018-19 Minor follow on works to do following Stage 3 Road Safety Audit.
Meadhurst School (previously known as Spelthorne School)	Safety improvements	£60,000 Developer funding available for implementation	Detailed design complete. Legal notice for a new Zebra Crossing advertised – no objections received. Public consultation complete, no significant issues raised. Construction programmed for Easter 2020.
A308 Staines Road West junction with C233 Chertsey Road and Littleton Road (Black Dog junction)	Pedestrian improvements	£5,000 to complete feasibility study	Feasibility study in progress.
Stanwell Moor Village width restriction	Feasibility study for new weight restriction	£16,000 Funded by Spelthorne Borough Council	Feasibility study nearing completion.
Worple Road, Staines	Implementation of accessibility improvements (dropped kerbs)	£15,000	Scheme now finalised with Divisional Member. Officers making preparations for delivery in December 2019.

Location	Proposed works	Cost	Status
French Street, Lower Sunbury	Implementation of extension of 20mph zone northwards and improvements to pedestrian crossing at Hawke Park	£30,000	Scheme now finalised with Divisional Member. Officers making preparations for construction in December 2019. Legal notice has been advertised.
Halliford Road, between Halliford Village and Thames Street	Implementation of accessibility improvements (dropped kerbs)	£30,000	Scheme now finalised with Divisional Member. Officers making preparations for delivery.
Laleham Village	Implementation of speed and traffic management measures and pedestrian improvements	-	Feasibility study completed for traffic management and pedestrian improvements within the village. Scheme now on hold pending outcome of Shepperton Studios development.
Shepperton High Street	Feasibility study for pedestrian improvements.	£8,000	Feasibility nearing completion.
Walton Lane, Shepperton	Feasibility study for amendment to one-way system.	£5,000 Funded from Walton to Halliford Transport study	Feasibility complete. See comments below.
Lower Hampton Road, Sunbury	Feasibility study for speed management scheme.	£3,500	Feasibility in progress.
Church Street / Green Street, Lower Sunbury	Feasibility study for extension of 20mph Zone to start of one-way system	£5,000	Feasibility nearing completion.
Gresham Road, Staines	Feasibility study for traffic, parking and speed management.	£5,000	Feasibility in progress.
Walton Bridge Road, Shepperton	Feasibility study for pedestrian crossing improvements	£5,000 Funded from Walton to Halliford Transport study	Feasibility in progress.
Buckland School	Feasibility study for Road Safety Outside Schools scheme.	£3,500	Feasibility nearing completion.
Chertsey Road	Feasibility for speed management and casualty reduction scheme, between Staines Road West and Feltham Hill Road	£5,000	Feasibility nearing completion.
Total – noting that costs are approximate		Approximately £196,000 Including £10,000 from the Walton to Halliford Transport Study, £60,000 developer funding, and £16,000 funding from Spelthorne Borough Council	

- 2.2.2 Annex A shows a proposed adjustment to the one-way system in **Walton Lane, Shepperton**. This adjustment would enable residents of Windmill Green and Sherbourne Gardens to exit their roads to the south via the roundabout, rather than having to turn right onto Walton Bridge Road. It is recommended that Committee authorises the Area Highway Manager in consultation with the Chairman, Vice Chairman and Divisional Member to advertise the necessary legal order to make this adjustment, resolve any objections, and if there are no insurmountable objections to make the change on site. This scheme is funded from the Walton to Halliford Transport study.
- 2.2.3 Committee's prioritisation list of ITS schemes is presented in Annex B. Normally the Area Highway Manager would make recommendations based on this list for the following Financial Year's ITS programme. By the end of this Financial Year 2019-20 Committee will have a bank of feasibility studies for its highest priority ITS schemes, from which to select schemes for construction for the next two Financial Years 2020-21 and 2021-22. Table 5 therefore details the recommended capital ITS programme for 2020-21, including developer funded schemes that are not due to be completed in the current Financial Year 2019-20, and schemes recommended for funding by the Joint Committee.

Table 5 Recommended Capital ITS Programme for 2020-21

Location	Proposed works	Cost	Status
Meadhurst School (previously known as Spelthorne School)	Construction of safety improvements including new Zebra Crossings	£60,000 Developer funding available for implementation	Construction programmed for Easter 2020.
Stanwell Moor Village width restriction	Construction of new weight restriction in Horton Road	tbc funding for construction to be identified	Feasibility study nearing completion.
Shepperton High Street	Construction of package of pedestrian improvements, which could be implemented in stages.	Up to £100,000 depending on elements implemented	Feasibility study nearing completion.
Walton Lane, Shepperton	Implementation of amendment to existing one-way system.	£10,000 Funded from Walton to Halliford Transport study.	Feasibility nearing completion.
Lower Hampton Road, Sunbury	Implementation of speed management scheme.	£20,000	Feasibility in progress.
Church Street / Green Street, Lower Sunbury	Implementation of extension of 20mph Zone to start of one-way system	£10,000	Feasibility nearing completion.
Gresham Road, Staines	Consultation and detailed design	£5,000	Feasibility in progress.

Location	Proposed works	Cost	Status
Walton Bridge Road, Shepperton	Consultation and detailed design	£5,000	Feasibility in progress.
Buckland School	Consultation and detailed design	£5,000	Feasibility nearing completion.
Chertsey Road	Consultation and detailed design	£5,000	Feasibility nearing completion.
Total – noting that costs are approximate		Approximately £170,000 Including £60,000 developer funding and £10,000 from the Walton to Halliford Transport Study	

2.2.4 No new feasibility studies are recommended for 2020-21; new feasibility studies could be considered for 2021-22 to feed into Committee's 2022-23 ITS construction programme.

2.2.5 Further to Committee's allocation of £78,000 in March 2019 for carriageway and footway patching and resurfacing, officers have been working with Members to agree which individual schemes should be prioritised within their respective Divisions. Table 6 details the resulting agreed programme for 2019-20.

Table 6 Capital maintenance programme for 2019-20

Location	Proposed works	Cost	Status
Approach Road, Ashford	Footway resurfacing	£11,500	Complete.
Grovelly Road junction with Cadbury Road, Sunbury	Local Structural Repair (LSR – large scale carriageway patching)	£26,300	Programmed for November 2019.
Squire Road, Shepperton	Footway resurfacing	£4,200	Programmed for November 2019.
Lyndhurst Avenue, Sunbury	LSR	£8,000	Due to be completed in Autumn 2019.
Chesterfield Road, Ashford	Footway resurfacing	£26,500	Due to be completed in Autumn 2019.
Ashford Road, Ashford, at Kingston Road and Fordbridge Road roundabouts	LSR	£20,700	Programmed for November 2019.
Mulberry Road junction with Clyde Road, Stanwell	LSR	£14,600	Complete.

Location	Proposed works	Cost	Status
Total expected investment		£98,100 including £13,700 Member revenue	

2.2.6 Table 7 below details the proposed capital Local Structural Repair (LSR – large scale patching) programme for 2020-21. These schemes are proposed taking into account suggestions made by residents and Members over a number of years, and Officers' observations of the condition of roads and footways in the Borough. Officers have endeavoured to coordinate the proposed LSR programme with other County Council funded programmes of resurfacing and maintenance work, including Operation Horizon and the Severe Weather Recovery programmes. It is recommended that Committee approves the schemes listed in Table 7 for its capital investment programme for next Financial Year 2020-21.

Table 7 Recommended Joint Committee funded capital LSR programme for 2020-21

Location	Proposed works	Cost	Status
Ferry Lane, Shepperton	Carriageway	c£7,000	Recommended for 2020-21
Gaston Way, Shepperton	Verges	c£5,000	Recommended for 2020-21
Meadway, Staines	Carriageway Footway	c£7,000	Recommended for 2020-21
High Street, Staines	Modular paving	c£3,000	Recommended for 2020-21
Ashford Road junction with Spelthorne Lane, Ashford	Carriageway	c£10,000	Recommended for 2020-21
Booth Drive, Ashford	Verges	c£8,000	Recommended for 2020-21
Town Lane, Stanwell	Carriageway	c£7,000	Recommended for 2020-21
Stanwell Close, Stanwell	Roundabout reduction	c£5,000	Recommended for 2020-21
Lord Knyvett Close, Stanwell	Footway	c£6,000	Recommended for 2020-21
Wraysbury Road junction with Bridge Street, Staines	Carriageway	c£15,000	Recommended for 2020-21

Location	Proposed works	Cost	Status
Knowle Park Avenue, Staines	Footway	c£8,000	Recommended for 2020-21
Kenilworth Road, Ashford	Footway	c£8,000	Recommended for 2020-21
Ashford Road, Ashford	Footway	c£8,000	Recommended for 2020-21
Station Crescent, Ashford	Footway	c£15,000	Recommended for 2020-21
Sutherland Avenue, Sunbury	Carriageway	c£10,000	Recommended for 2020-21
Darby Crescent, Sunbury	Footway	c£10,000	Recommended for 2020-21
Allen Road, Sunbury	Footway	c£7,000	Recommended for 2020-21
Total cost		Approximately £78,000	

2.2.7 Committee will be aware that the proposed capital LSR programme for 2020-21 is contingent on the provisional allocation of assumed budgets for 2020-21. The 2020-21 budgets have not yet been confirmed and may change. It is therefore recommended to delegate authority to the Area Highway Manager, in consultation with the Chairman, Vice Chairman, and relevant Divisional Members, to amend the 2020-21 capital LSR programme as appropriate when the 2020-21 budgets have been confirmed.

2.2.8 Officers will keep the Chairman, Vice Chairman and appropriate Divisional Member updated as these schemes are delivered, taking decisions as necessary to ensure the programmes are delivered, and cost variations managed.

2.3 Joint Committee revenue works programme

2.3.1 Officers would like to thank Members for working with officers to prioritise their £7,500 revenue allocations for specific works. These are now fully allocated to projects as follows:

- Staines South & Ashford West:
 - Worples Road streetlighting
 - Vegetation management
 - Ashford Road knee rail
 - Hanging baskets
- Staines:
 - Vegetation management
 - Leacroft footway protection

www.surreycc.gov.uk/spelthorne

- Rosefield Road footway repairs
- Leacroft graffiti removal
- Stanwell & Stanwell Moor:
 - Vegetation management
 - Grit bin
 - Weight restriction signs in Stanwell Moor Village
- Lower Sunbury & Halliford:
 - Vegetation management
 - Contribution to French Street 20mph scheme
- Laleham & Shepperton:
 - Vegetation Management
 - Grit bin
 - Tree works
 - Posts in Ferry Lane
 - Russell Road crossing point
- Sunbury Common & Ashford Common:
 - Vegetation management
 - Cadbury Road junction with Groveley Road carriageway patching
- Ashford:
 - Chesterfield Road footway patching

2.3.2 The £30,000 that was originally allocated for the re-validation of the Staines Town Centre SCOOT region is now being used for three related projects, following Committee's approval in March 2019:

- Completion of the SCOOT region revalidation – £13,000 spent to date.
- A review of the signs and road markings in the town centre – no expenditure to date.
- Traffic surveys to help to understand patterns of traffic movement in the town centre – these surveys cost £4,000.

2.3.3 For more information on these projects, please see comments below in relation to the Staines Town Centre Major Scheme.

2.4 Parking

2.4.1 The final decisions about the 2019 review have been made and the works orders sent to contractors. Implementation has started and is due to be completed by the end of the year.

Other highway related matters

2.5 Customer services

2.5.1 The total number of enquiries received for the nine months between January and September 2019 is 95,916, an average of 10,657 per month. This is a 19% decrease on the number received during the same period in 2018. This reflects the milder winter and the work that has taken place to improve the website and online reporting.

- 2.5.2 For Spelthorne specifically, 6,858 enquiries have been received since January of which 3,933 (57%) were directed to the local area office for action, of these 95% have been resolved. This response rate is in line with the countywide average.
- 2.5.3 Since January 2019, Highways & Transport have received 102 Stage 1 complaints. Fifty were escalated to Stage 2, of which the Service has been found to be partially or fully at fault in 18 cases. In addition three have been escalated to the Local Government Ombudsman, none of which have been upheld.

2.6 Gully cleaning

- 2.6.1 Surrey County Council maintain 15,454 gullies, and 4,617 soakaways in Spelthorne. This is an important activity that reduces the likelihood of flooding on the public highway, and helps to keep roads and footways safe.
- 2.6.2 Not all assets are cleaned on an annual basis, as some require cleaning more frequently, and others less so, depending on local circumstances such as whether there are trees nearby, or the location is rural or urban.
- 2.6.3 Each year, the programme of cleaning is updated and optimised based on the condition the assets were found to be in when they were last visited. The programme is also adjusted to take into account local issues such as roads where access to assets is difficult due to parked cars and other obstructions.
- 2.6.4 For 2019/20, 12,617 gully cleans are due in Spelthorne, and 804 soakaway cleans. As the cleaning programme is managed on a Countywide basis, cleans in Spelthorne will take place throughout the course of the year. To date, 10,818 gully cleans, and 606 soakaway cleans have been completed.

2.7 Street lighting

- 2.7.1 Work has continued to agree the legal arrangements for the roll out of LED street lighting across the County. Negotiations between the lawyers of SCC and the Service Provider have taken longer than expected but are nearing conclusion. It is now expected that the upgrade program will commence early in the New Year. Once complete it is expected that the Council will save 60% of its current energy costs for street lighting. A pilot site has been running in Kingfisher Drive, Guildford since late 2018. This was expanded in the summer to test the robustness of the Communication Management System (CMS), which has been successful.

2.8 Major schemes

- 2.8.1 The detailed designs for the London Road and Park Road schemes within the **Wider Staines Sustainable Transport Package (STP)** have been completed and the main contract for their construction was awarded to Mildren Construction in November 2019 following a procurement exercise. Mildren have been mobilising ready for construction to commence on both schemes in January 2020.
- 2.8.2 The detailed design for the remaining section of Town Lane (phase 4) is currently in progress following completion of the phase of construction along Town Lane between Town Farm Way and High Street in summer 2018. There

are existing carriageway flooding issues on Town Lane near the A30 Junction which need to be resolved before any cycling/pedestrian improvements can be carried out. The Network Resilience Team will be designing drainage improvements and is currently reviewing options for a new drainage system. This could be implemented next financial year 2020-21, subject to funding and prioritisation.

- 2.8.3 Construction work has now been substantially completed on the Stanwell Moor Road shared use pedestrian and cycle facility, the remaining elements are expected to have be completed before Christmas 2019.
- 2.8.4 Engineering work has now been completed at around 20 bus stops in and around Stanwell. This includes introducing clearways, high accessibility kerbs, improved waiting areas and facilities to make it easier for people to get on and on off the bus, particularly those with mobility impairments. To complete the bus stop improvements package, a number of new bus shelters and real-time passenger information (RTPI) screens will be installed at stops across Stanwell during 2020 following the contract award to Externiture UK.
- 2.8.5 Footpath and bridleway no. 3 in Stanwell Moor has been upgraded by removing overgrown vegetation and laying a new bound surface. Scooter and cycle parking has also been installed at Stanwell Fields C of E school to promote active travel amongst pupils and staff.
- 2.8.6 Further information on the Wider Staines STP and a link to the latest November 2019 Newsletter can be found on the project website: www.surreycc.gov.uk/spelthornetransportschemes.
- 2.8.7 Highways England were planning to undertake a substantial improvement of the Crooked Billet junction, which would have complemented the Wider Staines STP by providing high quality pedestrian and cycle crossing facilities at this junction. The funding for this project has been put on hold by Highways England due to funding pressures. Highways England may consider allocation of funding in 2020 to restart the project.
- 2.8.8 Officers have submitted an application to Spelthorne Borough Council for the **A308 Corridor Scheme** for consideration for CIL funding. The Area Highway Manager will keep Committee updated with the outcome of this application. Copies of the application are available on request.
- 2.8.9 A major element of this corridor scheme is the improvement of the junction of Staines Road West junction with School Road, a scheme for which Surrey County Council's Local Committee for Spelthorne funded the feasibility and detailed design. Highways England had previously agreed to fund the construction of Staines Road West junction with School Road scheme from their Designated Funds (<https://www.gov.uk/guidance/highways-england-designated-funds>), and this would have been a major contribution to the more holistic corridor scheme. The funding for this project has been put on hold by Highways England due to funding pressures. Highways England may consider allocation of funding in 2020 to restart the project.
- 2.8.10 A number of elements of the **Staines Town Centre Scheme** are progressing:
 - Officers are working to plan the next stages of the **SCOOT region revalidation**. Subject to costs, this could include upgrading equipment where

needed, and patching areas of carriageway where its condition is a threat to the integrity of the detection.

- A design brief has been drafted for the **review of signs and road markings** in Staines Town Centre. This has been submitted to Surrey County Council's Design Team, but due to resource constraints it may not be possible to begin work on this until next Financial Year 2020-21. It may also be necessary to procure consultancy services to deliver this element.
- Spelthorne Borough Council is moving forwards towards installation of new **car park guidance signage**.
- Officers have reviewed the **parking and loading arrangements** on London Road, and will ensure that erroneous the signs and road markings are corrected as part of the 2019 parking review.
- **Traffic surveys** have been undertaken to help to understand patterns of traffic movement into and through the town centre. Officers are working to present these in a user-friendly format, and will present the results to Members and other stakeholders in due course.
- Officers have met with Members and other stakeholders to establish the operational requirements of the **High Street pedestrian zone**. Subject to funding being made available, this would feed into an amendment to the traffic regulation order, and establishment of a sustainable access control feature.

2.9 Centrally funded maintenance

- 2.9.1 Operation Horizon reports for 2019-20 are available on the Surrey County Council website. These reports list road that are due to be treated in the current Financial Year 2019-20. Also on the same page of the Surrey County Council website is the latest information regarding the Severe Weather Damage programme, and lists of roads for consideration for future Financial Years or the Horizon programme. For more information please see here: <https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/horizon-highway-maintenance-investment-programme>.

2.10 Road safety

- 2.10.1 No update at the time of writing.

2.11 Passenger Transport

- 2.11.1 No update at the time of writing.

2.12 Other key information, strategy and policy development

- 2.12.1 No update at the time of writing.

3. OPTIONS:

- 3.1 None at this stage. Officers will revert to the Chairman, Vice Chairman and Divisional Member, or indeed the Committee as appropriate, whenever preferred options need to be identified.

4. CONSULTATIONS:

- 4.1 None at this stage. Officers will consult the Chairman, Vice Chairman and Divisional Members as appropriate in the delivery of the programmes detailed above.

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

- 5.1 The financial implications of this paper are detailed in section 2 above.

6. EQUALITIES AND DIVERSITY IMPLICATIONS:

- 6.1 It is an objective of Surrey Highways to take account of the needs of all users of the public highway.

7. LOCALISM:

- 7.1 The Local Committee prioritises its expenditure according to local priorities.

8. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	A well-managed highway network can contribute to reduction in crime and disorder as well as improve peoples' perception of crime.
Sustainability (including Climate Change and Carbon Emissions)	A number of schemes being promoted by the Joint Committee are intended to promote sustainable transport.
Corporate Parenting/Looked After Children	No significant implications arising from this report.
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report.
Public Health	A number of schemes being promoted by the Joint Committee are intended to promote active travel.

9. CONCLUSION AND RECOMMENDATIONS:

- 9.1 This Financial Year's programmes are being delivered.
- 9.2 Members are asked to approve the 2020-21 LSR programme, and to authorise the Area Highway Manager to amend this programme as appropriate when the 2020-21 budgets have been confirmed.
- 9.3 Recommendations have been made to facilitate the development of next Financial Year's ITS programme.

10. WHAT HAPPENS NEXT:

10.1 The Area Team Manager will work with Divisional Members, the Chairman and Vice-Chairman to deliver this Financial Year's Divisional Programmes, and to develop next Financial Year's programme of investment.

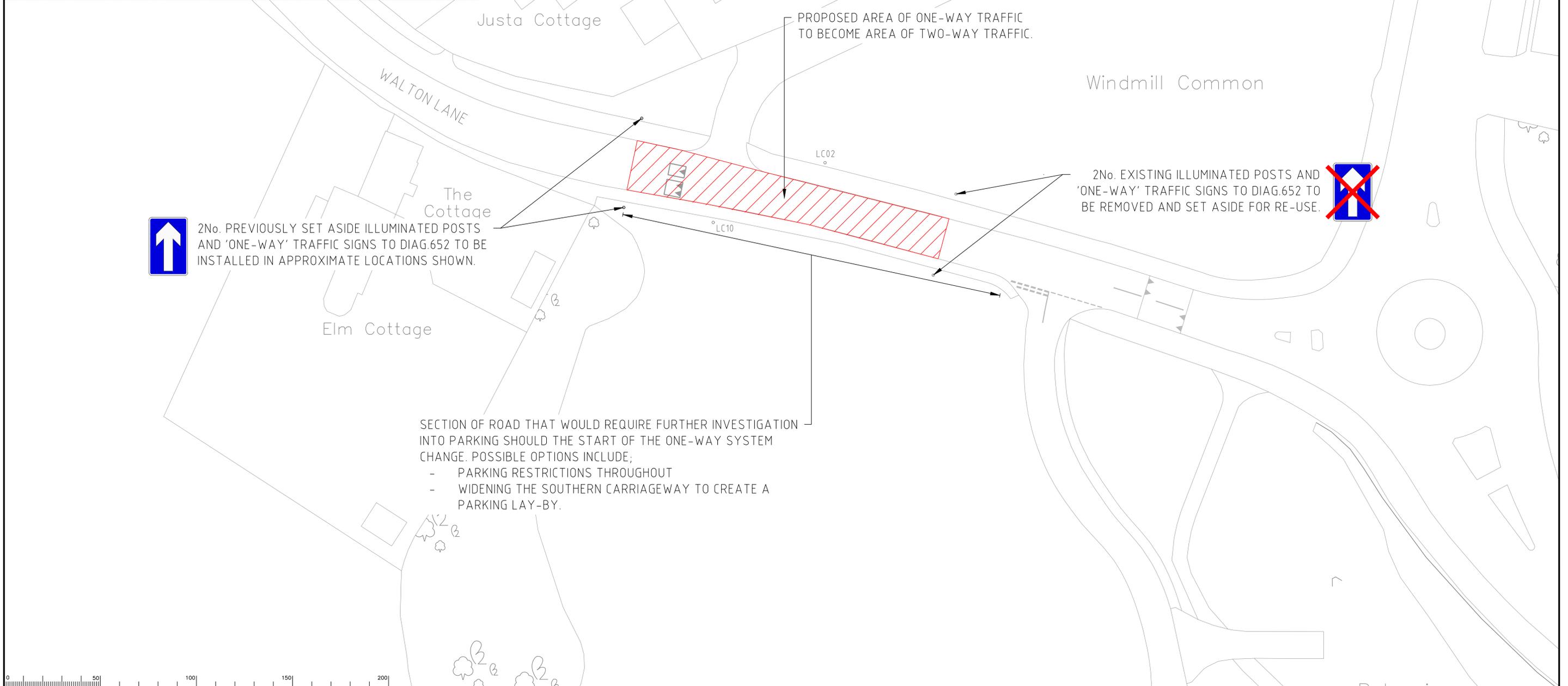
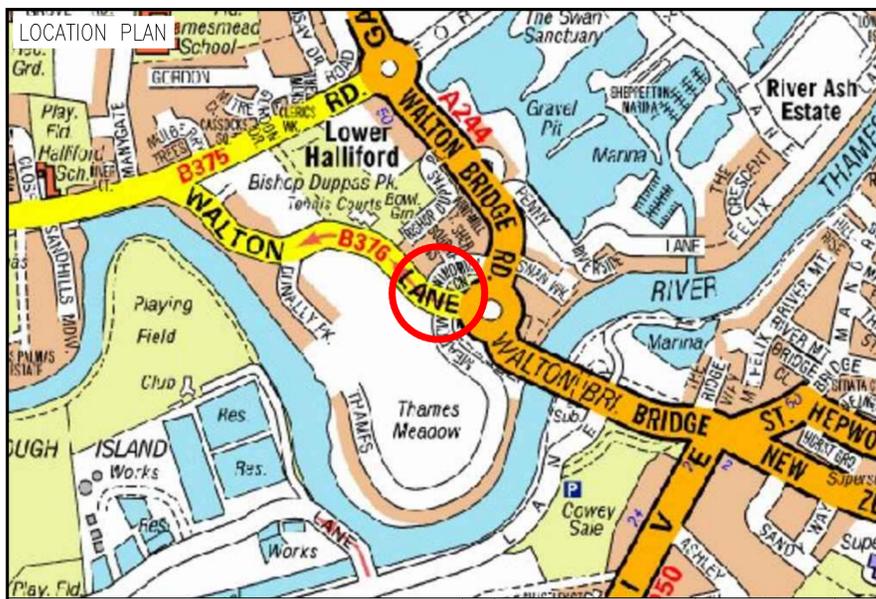
Contact Officer: Nick Healey

Consulted: N / A

Annexes: Two

Sources/background papers: None

This page is intentionally left blank



SECTION OF ROAD THAT WOULD REQUIRE FURTHER INVESTIGATION INTO PARKING SHOULD THE START OF THE ONE-WAY SYSTEM CHANGE. POSSIBLE OPTIONS INCLUDE;

- PARKING RESTRICTIONS THROUGHOUT
- WIDENING THE SOUTHERN CARRIAGEWAY TO CREATE A PARKING LAY-BY.

Rev.	Description	Drwn	Sig.	Date	Chkd	Sig.	Date	Appr	Sig.	Date

North Point

Based upon the Ordnance Survey mapping with the permission of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings.
Surrey County Council LA 076872 2002.

Drawn by	Sig.	Date
CHB	CHB	NOV 19
Checked by originator	Sig.	Date
Approved by	Sig.	Date

Project: WALTON LANE, SHEPPERTON.
Drawing: REVISED ONE-WAY SYSTEM.

File Name: \\E:\IPC all\Resource Pool\Projects\NE Spelthorne\PC0988 Walton Lane\6 Drawings\Current\PC0988 Walton Lane - General Arrangement.dwg Scale

Project No.	PC0988
Contract Sheet No.	
Drawing No.	PC0988_01
Rev.	
Classification	PRESENTATION

SURREY COUNTY COUNCIL

SHEET 1 OF 1

This page is intentionally left blank

SPELTHORNE LTP SCHEMES RANKING - MARCH 2019				Congestion					Accessibility					Safety					Environment					Economy																
No.	Rank	Scheme / Title	County Division	Developer funding £(k)	Vehicle delay impact	Traffic growth impact	Support travel plan	Technological congestion management	Parking management	Con. Score	Wgted. Adj.	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	20%	Econ. Score	Wgted. Adj.	20%	FINAL SCORE	Cost	Benefit/ Cost			
		<p>Factors should be assessed considering whether the proposed scheme will have a positive or negative effect, using the range of (-5 -4 -3 -2 -1 0 1 2 3 4 5), with negative figures being a negative effect, and positive ones beneficial. The score given should reflect factors such as the type of road, traffic volumes, likely impact of scheme etc.</p> <p>For KSI and accident statistics, the number of accidents over the preceding three year period should be entered, but only if these are directly relevant to the purpose of the scheme.</p>																																						
		Schemes with feasibility or detailed design complete																																						
		These are schemes that Committee could consider for construction next Financial Year 2019-20, subject to funding being available.																																						
		Key:																																						
		Detailed design complete or in progress.																																						
		Feasibility study complete or in progress.																																						
	1	Shepperton High Street - pedestrian improvements (Feasibility in progress)	Shepperton		0	0	1	0	1	2.00	30.00	1	1	2	0	0	4.00	60.00	0	0	5	1	2	0	0	8.00	280.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	370.00	8	46250.000
	2	Walton Lane - amend one-way system (Feasibility in progress)	Laleham and Shepperton		1	0	0	0	0	1.00	15.00	0	0	0	0	0	0.00	0.00	1	1	1	0	0	0	0	3.00	105.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	120.00	10	12000.000
	3	Lower Hampton Road, Sunbury - casualty reduction and speed management scheme (Feasibility in progress)	Lower Sunbury and Halliford		-1	0	0	0	0	-1.00	-15.00	0	0	1	0	1	2.00	30.00	1	0	2	2	1	0	0	6.00	210.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	225.00	20	11250.000
	4	Church Street/Green Street-extend 20mph zone to start of one way system (Relates to Lower Sunbury area wide study.) (Feasibility in progress)	Lower Sunbury and Halliford		-1	1	1	0	1	2.00	30.00	1	0	2	0	1	4.00	60.00	2	0	1	2	2	1	0	8.00	280.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	370.00	35	10571.429
	5	Gresham Road - speed reducing measures - ref petitions to Committee in March 2017, December 2018 (Feasibility in progress)	Staines		-1	1	2	0	2	4.00	60.00	1	2	1	0	1	5.00	75.00	1	0	4	2	3	1	0	11.00	385.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	520.00	50	10400.000
	6	Walton Bridge Road pedestrian crossing x 2 (Feasibility in progress)	Laleham and Shepperton		0	0	1	0	0	1.00	15.00	2	2	2	1	0	7.00	105.00	0	0	0	1	1	0	0	2.00	70.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	190.00	20	9500.000
38/06	7	Buckland School (RSOS scheme) (Feasibility in progress)	Ashford		0	0	1	0	2	3.00	45.00	2	0	2	0	0	4.00	60.00	1	0	0	1	3	0	0	5.00	175.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	280.00	30	9333.333
	8	A308 / A244 Staines Road West / Windmill Road / Cadbury Road pedestrian improvements (Feasibility study complete)	Ashford & Sunbury Common and Ashford Common		-1	0	2	1	0	2.00	30.00	4	0	4	4	4	16.00	240.00	1	0	1	0	2	0	0	4.00	140.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	410.00	170	2411.765
	9	A308/ B378 School Road junction improvement (Detailed design complete for substantial junction improvements)	Ashford & Sunbury Common and Ashford Common		2	0	2	3	0	7.00	105.00	4	0	4	4	4	16.00	240.00	4	1	7	0	2	0	0	14.00	490.00	0	1	0	0	1.00	15.00	1	1	2.00	40.00	890.00	450	1977.778
03/09	10	Horton Road, Stanwell Moor Village - new width restriction to back up the environmental weight restriction (Feasibility study in progress.)	Stanwell and Stanwell Moor		0	0	0	0	0	0.00	0.00	0	0	0	0	0	0.00	0.00	0	0	0	0	0	0	1	1.00	35.00	0	0	0	4	4.00	60.00	0	0	0.00	0.00	95.00	50	1900.000
	11	A308 junction with Chertsey Road (Bulldog junction) - improved pedestrian facilities (Feasibility study in progress.)	Sunbury Common and Ashford Common		-1	0	1	1	0	1.00	15.00	4	0	4	4	4	16.00	240.00	0	0	1	0	2	0	0	3.00	105.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	360.00	200	1800.000
	12	Cadbury Road junction with Chertsey Road - pedestrian facilities (Feasibility study complete)	Ashford & Sunbury Common and Ashford Common		0	0	3	2	0	5.00	75.00	4	0	4	4	4	16.00	240.00	0	0	0	1	3	0	0	4.00	140.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	455.00	450	1011.111
	13	Garrick Close parking (Options developed in consultation with Divisional Member.)	Staines		0	0	0	0	2	2.00	30.00	0	0	0	0	0	0.00	0.00	0	0	0	0	0	0	0	0.00	0.00	-1	-1	0	0	-2.00	-30.00	0	0	0.00	0.00	0.00	15	0.000

No feasibility or detailed design to date

This means that cost estimates for ranking purposes are VERY approximate. These are schemes Committee could consider for feasibility studies next Financial Year 2019-20.

1	Link from Hawke Park cycle route to Green Lane Toucan	Lower Sunbury and Halliford		0	0	2	0	0	2.00	30.00	2	0	2	0	2	6.00	90.00	0	0	0	0	2	0	0	2.00	70.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	190.00	30	6333.333
2	Feltham Hill Road near Woodlands Parade - new pedestrian crossing	Ashford & Sunbury Common and Ashford Common		-1	0	1	0	0	0.00	0.00	2	0	1	0	0	3.00	45.00	0	0	1	0	2	0	0	3.00	105.00	0	0	0	0	0.00	0.00	0	2	2.00	40.00	190.00	30	6333.333
3	Lower Sunbury area wide road safety and speed management study to include Nursery Road, Green Street, Manor Lane, The Avenue, French Street and adjoining side roads.	Lower Sunbury and Halliford		-1	1	1	0	1	2.00	30.00	1	0	2	0	1	4.00	60.00	7	3	18	2	2	1	0	33.00	1155.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	1245.00	200	6225.000
4	Church Street / Wraysbury Road HGV management	Staines		1	0	0	0	0	1.00	15.00	0	0	0	0	0	0.00	0.00	0	0	0	0	0	0	0	0.00	0.00	0	0	0	3	3.00	45.00	0	0	0.00	0.00	60.00	10	6000.000
5	Extend Thames Street 20mph Zone into The Avenue (Relates to Lower Sunbury area wide study.)	Lower Sunbury and Halliford		-1	1	1	0	1	2.00	30.00	1	0	2	0	1	4.00	60.00	0	1	5	2	2	1	0	11.00	385.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	475.00	100	4750.000
6	A244 Upper Halliford Road/Nursery Road junction - improvements for pedestrians	Lower Sunbury and Halliford		-1	0	3	2	0	4.00	60.00	4	3	4	4	4	19.00	285.00	0	0	0	0	2	0	0	2.00	70.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	415.00	100	4150.000
7	Feltham Road - HGV mitigation inc traffic calming, ped crossing near Verona Court, road surface improvement and iron work relocation - Also speed management in response to residents' concerns over the speed of traffic and consequent risk of casualties	Ashford		-1	0	0	0	0	-1.00	-15.00	0	0	1	0	0	1.00	15.00	2	0	9	1	1	0	0	13.00	455.00	0	1	2	2	5.00	75.00	1	0	1.00	20.00	550.00	150	3666.667
8	Kingston Road junction with Woodthorpe Road capacity improvements	Ashford		3	-1	0	1	0	3.00	45.00	0	1	0	0	0	1.00	15.00	0	0	3	0	0	0	0	3.00	105.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	165.00	50	3300.000
9	Kingston Road j/w Rosefield upgrade zebra crossing to improve pedestrian safety	Staines		1	0	1	0	0	2.00	30.00	1	2	2	0	0	5.00	75.00	1	0	0	1	1	1	0	4.00	140.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	245.00	100	2450.000
10	Fordbridge Road cycle facilities connecting from Marshall's RAB (Part of Spelthorne Cycle Strategy.) (Depends on acquisition of land from Watersplash Farm site.)	Lower Sunbury and Halliford		0	2	2	0	0	4.00	60.00	2	0	2	2	4	10.00	150.00	0	0	1	1	2	0	0	4.00	140.00	0	1	0	0	1.00	15.00	0	2	2.00	40.00	405.00	200	2025.000
11	Church Road jw Stanwell Road replace stand alone crossings with signals at junction	Staines South & Ashford West and Stanwell & Stanwell Moor		2	2	2	2	0	8.00	120.00	2	0	2	0	2	6.00	90.00	0	3	1	1	2	0	0	7.00	245.00	1	1	0	0	2.00	30.00	0	1	1.00	20.00	505.00	250	2020.000
12	Cadbury Road - HGV mitigation inc traffic calming, ped crossing near Meadhurst, road surface improvement and iron work relocation	Ashford & Sunbury Common and Ashford Common		-1	-2	0	0	0	-3.00	-45.00	0	0	2	1	2	5.00	75.00	2	1	1	3	1	0	0	8.00	280.00	1	1	1	2	5.00	75.00	0	-1	-1.00	-20.00	365.00	200	1825.000
13	Staines Road East cycle facilities (Part of Spelthorne Cycle Strategy.)	Lower Sunbury and Halliford		0	2	2	0	0	4.00	60.00	2	0	2	0	4	8.00	120.00	0	0	3	1	2	0	0	6.00	210.00	0	1	0	0	0.00	0.00	0	2	2.00	40.00	430.00	300	1433.333
14	Feltham Hill Road jw School Road / Convent Road - improved pedestrian facilities	Ashford		0	0	2	2	0	4.00	60.00	3	0	4	4	0	11.00	165.00	0	0	1	0	3	0	0	4.00	140.00	0	0	0	0	0.00	0.00	0	2	2.00	40.00	405.00	400	1012.500
15	Kingston Road - holistic road safety and sustainable transport study along whole corridor	Staines / Staines South and Ashford West		0	0	2	0	1	3.00	45.00	1	0	1	0	3	5.00	75.00	1	0	0	1	3	0	0	5.00	175.00	0	0	0	0	0.00	0.00	0	0	0.00	0.00	295.00	300	983.333
16	A244 Upper Halliford Road Pedestrian Improvements	Lower Sunbury and Halliford							0.00	0.00					0.00	0.00	0	0	1					1.00	35.00					0.00	0.00			0.00	0.00	35.00	150	233.333	
Not scored yet																																							
tbc	Chertsey Road, between Staines Road West and Feltham Hill Road - road safety / speed management improvements (Feasibility in progress)	Sunbury Common and Ashford Common							0.00	0.00						0.00	0.00							0.00	0.00					0.00	0.00			0.00	0.00	0.00		#DIV/0!	
tbc	Implement a legal 20mph Zone in Stratton Road, Rookmead Road and Sunmead Road (the existing apparent 20mph Zone is not legal and does not comply with SCC policy)	Lower Sunbury and Halliford							0.00	0.00						0.00	0.00							0.00	0.00					0.00	0.00			0.00	0.00	0.00		#DIV/0!	

Major / Intermediate Schemes

Church Road, Ashford Respond to pedestrian casualties. Remove service roads and replace with parking bays and possible cycle facilities. Big improvement for pedestrians and cyclists. Change priority from motorised traffic to pedestrians.	Ashford
Sunbury Cross - Close subways and install surface crossings	Sunbury
New Thames Bridge in Lower Sunbury for pedestrians and cyclists	Lower Sunbury and Halliford
Staines Accessibility improvements - all modes of transport Needs holistic study to identify transport needs and potential solutions.	Staines
Spelthorne Cycle Strategy development - various links and schemes to create a comprehensive and coherent network	All
Clockhouse Lane foot / cycle bridge	Ashford

These are all major schemes, for which the Joint Committee could realistically allocate funding for feasibility and detailed design using its delegated budgets. However these schemes could not be funded by the Joint Committee due to their likely cost - all in the order of £Ms. The exception is the Cycle Strategy development, for which individual links could be funded by the Joint Committee for staged delivery over a number of years.

Schemes removed from the list as they are now complete, or due to be completed imminently

Worple Road, Staines, Pedestrian Crossing	Staines	Due to be completed this Financial Year 2019-20
French Street - extend 20mph northwards and improved pedestrian / cycle crossing at Hawke Park	Lower Sunbury and Halliford	Due to be completed this Financial Year 2019-20
Pedestrian improvements in Halliford Road	Lower Sunbury and Halliford	Due to be completed this Financial Year 2019-20
London Road j/w Fairfield Avenue pedestrian facilities	Staines	Due to be completed as part of the Wider Staines STP major scheme
Meadhurst School RSOS scheme (previously Spelthorne School)	Sunbury Common and Ashford Common	Due to be completed in Financial Year 2020-21

Schemes recommended to be put on the back burner as it is expected that these will be addressed as part of another project

66/06	HGV signs from M25 J13 to Heathrow - link to freight study	Stanwell and Stanwell Moor	Expected to be addressed as part of the Heathrow expansion project.
	Stanwell Moor Road / Park Road HGV U-turn facility	Stanwell and Stanwell Moor	Expected to be addressed as part of the Heathrow expansion project.
	Charlton Village pedestrian crossing	Laleham and Shepperton	Being considered as part of Shepperton Studios development.
	Littleton Village (Squires Bridge Road) speed and traffic management	Laleham and Shepperton	Being considered as part of Shepperton Studios development.
	Charlton Road jw New Road roundabout	Laleham and Shepperton	Being considered as part of Shepperton Studios development.
	Laleham Village speed and traffic management; pedestrian improvements	Laleham and Shepperton	Being considered as part of Shepperton Studios development.

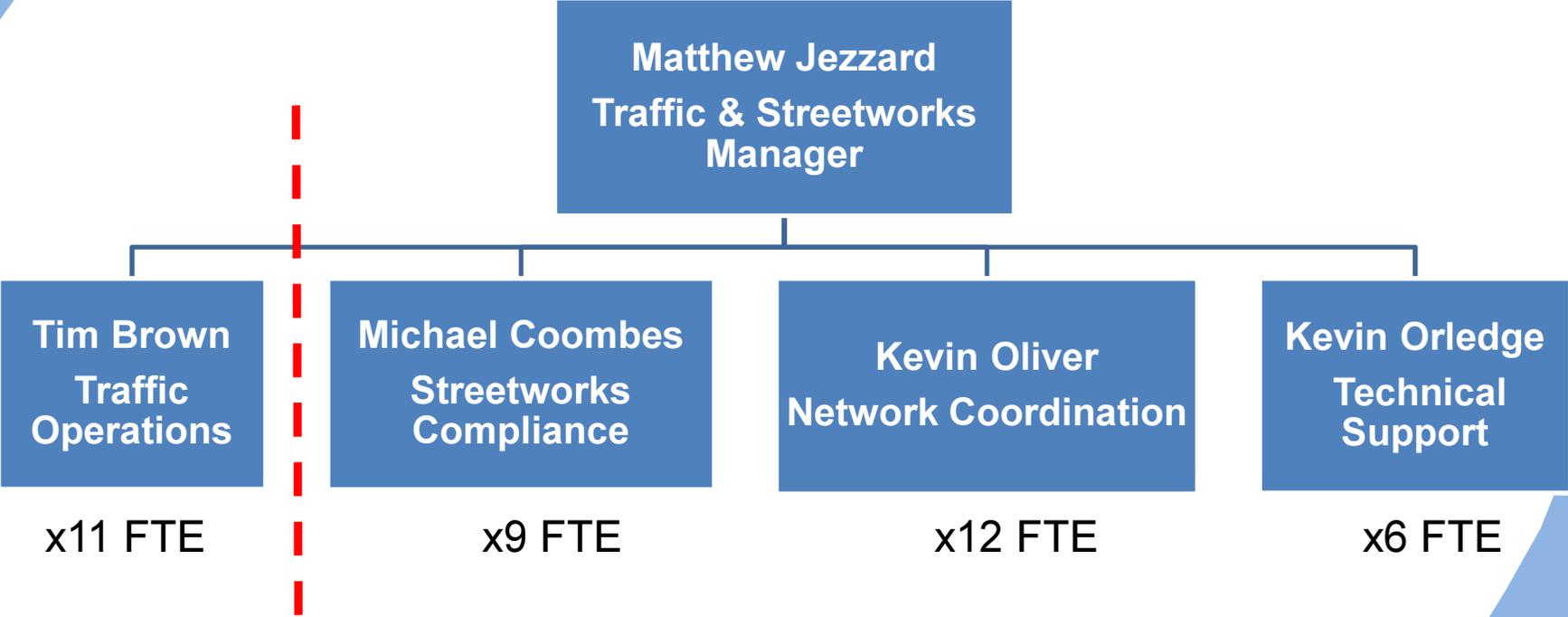
This page is intentionally left blank

Overview of Streetworks Operations and Lane Rental Options



Matthew Jezzard
Traffic & Streetworks Manager
Spelthorne Joint Committee
16th December 2019

Traffic & Streetworks Team Based at Network Management Information Centre (NMIC), Leatherhead, covering all of Surrey CC



Highway Authorities have a 'Network Management Duty' under the Traffic Management Act 2004.

NOTE: All Utility Companies have a statutory right to excavate the Public Highway to place and maintain their apparatus.



We cannot stop them from exercising their right, but we can;

- Give some protection to our recently resurface highways
- Coordinate and place 'conditions' on their activities (**PERMIT SCHEME**) but legislation requires us to be 'reasonable', such as;
 - *Restricted or extended working hours*
 - *Manual control of temporary traffic signals to mitigate delays*
 - *Instruct specific communication to affected communities/businesses*
- Inspect their works whilst in progress for safety and for adherence to permit conditions
- Agree a 'reasonable' period for works durations and check they complete works on time.
- Inspect their reinstatement of the Highway when works are completed
- Financially penalise them for any compliance failures.



SURREY

Surrey Permit Scheme

- 'Parity of Approach' required for all works, whether Utility Company or SCC's Own works
- Same process – Utility Co's pay permit fees. SCC own works are free.
- Approx 30-40k permit granted across Surrey each year.
- Weekly averages;
 - Permits Granted 775
 - Permit Variations 358
 - Permit 'Modification Requests 128
 - Permits Refused 143
 - Reports to Utilities of damaged apparatus 146



SURREY

Permit Fees

(Legislation requires cost neutral scheme operation)

 SURREY COUNTY COUNCIL	Main Roads	Minor Roads
	All 0, 1, 2 streets or Traffic Sensitive (at any time)	3 and 4 streets and non Traffic Sensitive streets
Provisional Advanced Authorisation	£83	£66
Major Activity less than 4 days duration	£58	£10
Major Activity 4 to 10 days duration	£127	£17
Major Activity over 10 days and all major works requiring a TTRO	£216	£141
Standard Activity	£127	£17
Minor Activity	£58	£10
Immediate Activity	£52	£9
Permit Variation	£45	£35



SURREY

**Checking works in progress to ensure compliance to
'Safety at Streetworks & Roadworks Code of Practice'
and any conditions placed on the permit**



SURREY

Checking on Utility Companies' Highway Reinstatements

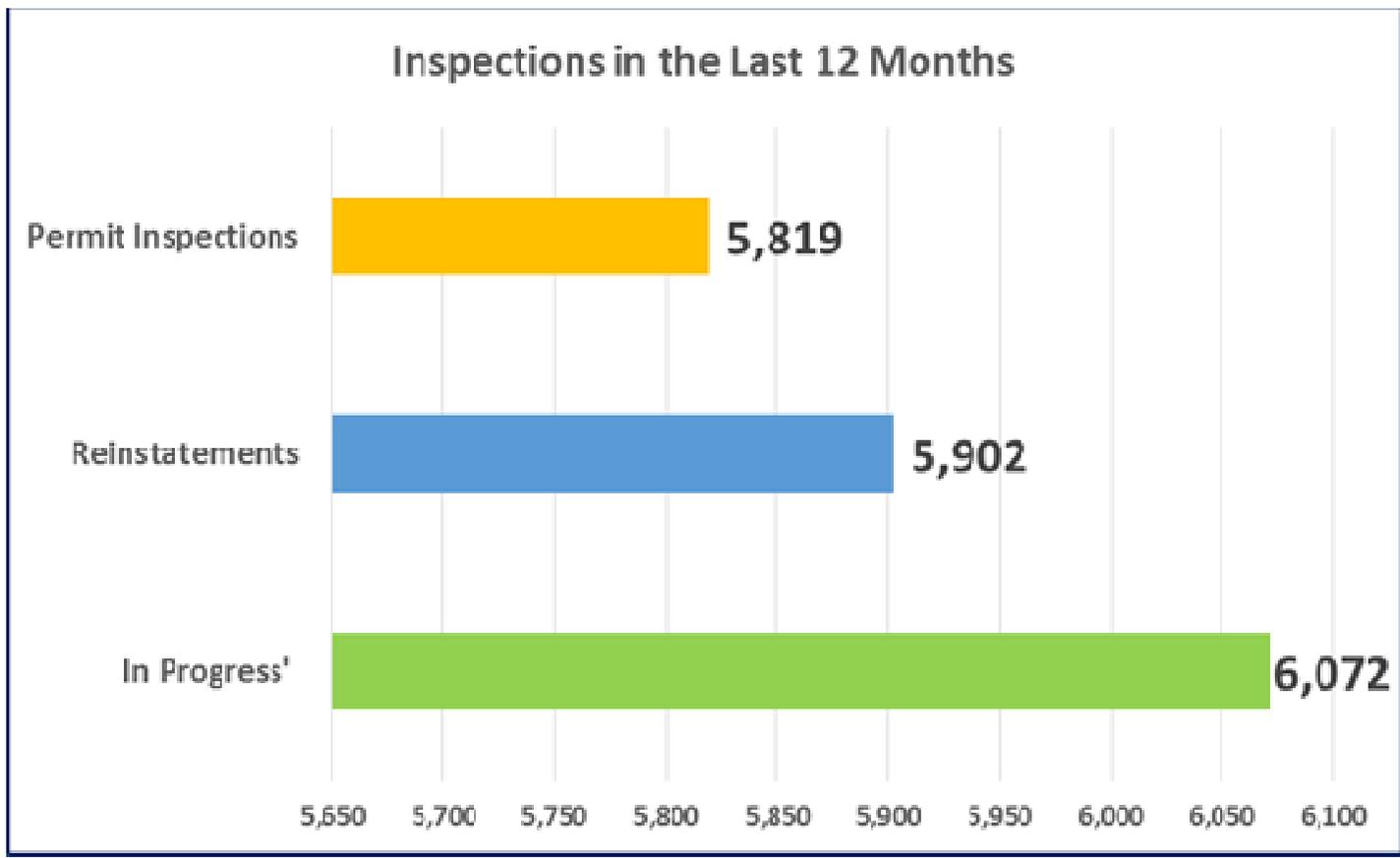


- ✓ National Specification
- ✓ 2 year guarantee period*
- ✓ 'Interim' reinstatement permitted for 6 months. (bottom right pic)



SURREY

Streetworks Officers Inspections



SURREY

New Powers for Surrey CC?.....



Lane Rental...

- Kent & TfL 'Pioneer' schemes since 2012/13
- Daily charge for all works during 'Traffic Sensitive times' which impact on traffic flows. (max £2500 daily)
- Applies to c5% of the overall road network length

- **Kent Charges:**

Charge Band	Lane Closed	Road Closed
1	£800	£2000
2	£400	£2000
3	£800	£1600
4	£300	£1600

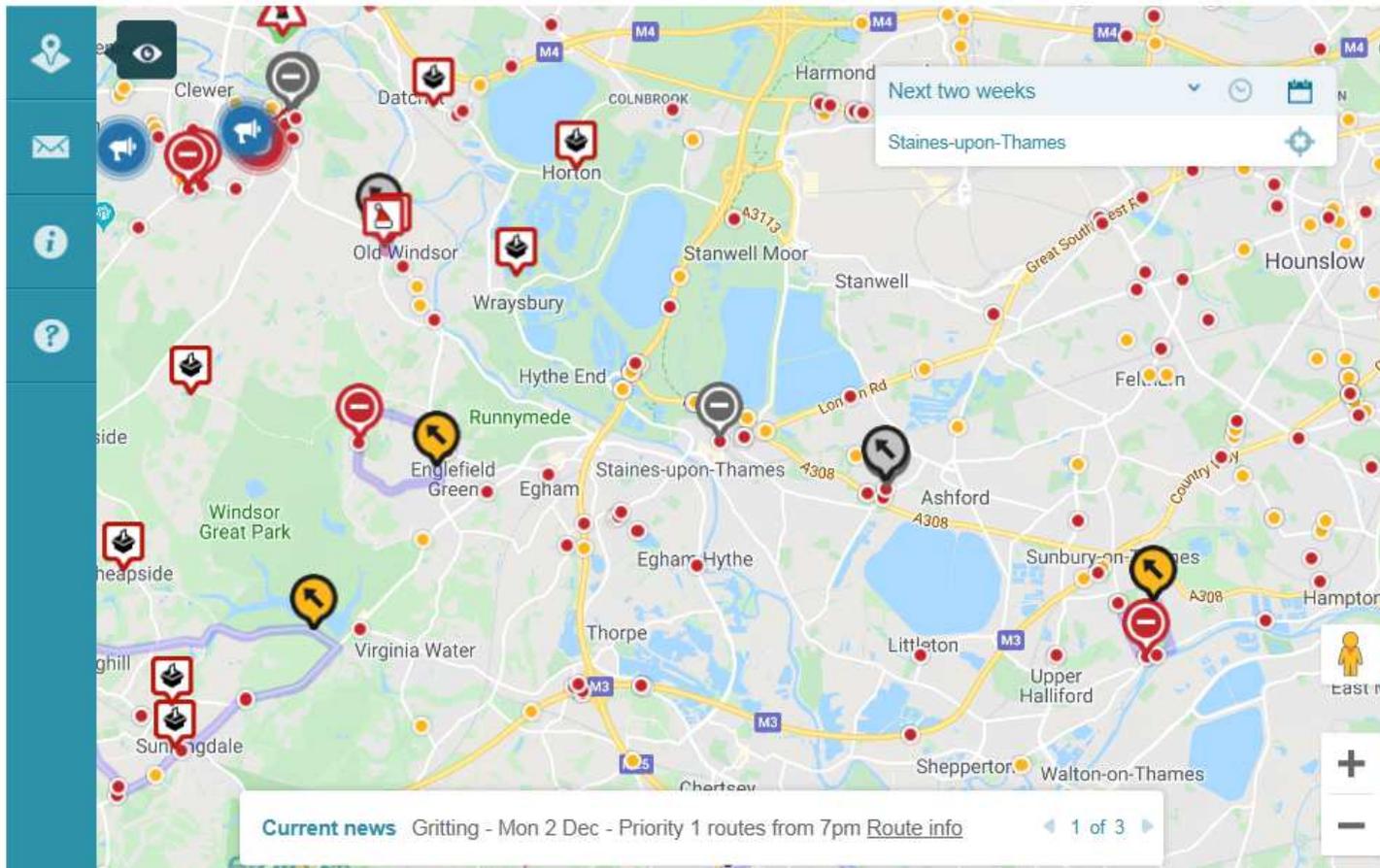
- Charges can be avoided i.e. By working overnight (only) or use of road plates or other initiatives to maintain road capacity
- September 2018 DfT Guidance Doc for LHAs to submit application to Sec of State for scheme approval – Revised July 2019.
- Restrictions on use of any surplus Lane Rental funds
- Surrey CC Scheme Proposal currently under development
 - DfT, Kent CC, TfL & Utility Company Liaison
 - Congestion and Cost Benefit Analysis
 - Working with Hants CC/West Sussex CC/Herts CC

Potential Scheme commencement : 1st July 2020



SURREY

<https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/roadworks>



'Live' updates, Project Information and bespoke email alerts

Any questions?



Matthew Jezzard
Traffic & Streetworks Manager



SURREY

Streetworks Q&A

Q1: Are all works on the highway treated equally?

A1: Yes SCC has to seek a permit for its own works in the same way as utility companies and anyone else seeking to work on the highway, however Surrey's own works do not pay a fee for their permits, whereas Utility Companies pay a fee for each permit granted to cover Surrey CC's costs for scheme operation

Q2: How much notice is required?

A2: Notice requirements vary according to the type and length of works and are specified in the legislation. Everyone is encouraged to provide as much notice as possible, but often notice is not received until the deadline which may only be a few days before work is due to start.

Q3: How is the length of the permit determined?

A3: A 'reasonable period' must be granted. Officers will challenge works that appear to be longer than necessary, but there is no obligation or penalty for work not taking place on site continuously throughout the permit period, as there may be legitimate periods of no activity between works phases and hand-over between specialist teams. The Utility Companies are able to schedule the work phases within each permit to optimise use of their available resources and fit with their business processes.

Q4: Can financial penalties be imposed for poor performance?

A4: Yes. Fixed Penalty Notices (FPNs) can be issued for failure to comply with a condition placed on a permit and for not displaying an information board about the works on site. (Each FPN can be discharged by a £120 payment, or £80 if paid within a discount period). Penalties can also be charged for over running works which exceed the 'reasonable period' granted for the permit, which can vary according to the type and location of the work.

Q5: Why can't more work be scheduled at night?

A5: Night work can be a condition of a permit, but this increases the cost for the operator and would usually only be requested on very traffic sensitive routes. It can lead to resident complaints as a result of noise disturbance even if they are not adjacent to the work. For some works there can also be a safety risk to night working.

Q6: What is done to avoid clashes of work?

A6: Officers always try to avoid clashes of work and to programme works on the same road together where possible. However, there is often little notice or none in the case of emergency works. The volume of works requests across the County means that it is sometimes impossible to avoid conflicting works and officers often need to consider short term greater disruption vs longer term lesser delays.

Q7: How is work publicised?

A7: All work is displayed on <https://one.network/tm> and this website is embedded in the SCC website here: <https://www.surreycc.gov.uk/roads-and-transport/roadworks-and->

[maintenance/roadworks](#) although there may be a slight lag in information on utility work as they are currently not obliged to notify the end of work until the day after completion. On this website, residents can register for notifications tailored to their requirements. Under legislation Utility companies have no legal obligation to display on-site signage in advance of work taking place nor notify local residents by letter, although both may sometimes be a required condition of the permit.

Q8: Are newly surfaced roads protected?

A8: Yes, these roads can be embargoed but emergency work and new connections are still permitted. All reinstatement work is guaranteed for two years and is checked and repairs requested if necessary.

Q9: What constitutes an emergency?

A9: The definitions within legislation are open to some interpretation. It is sometimes hard to determine whether the emergency permit request is a genuine emergency which requires immediate response or rather a known problem which may meet the criteria for 'emergency' but that is scheduled by the organisation when they have resources available to undertake a repair, but with the Highway Authority still given no forward notice of the works.

Lane Rental Scheme

Q1: What would be the purpose of introducing a lane rental scheme?

A1: The primary purpose would be around changing culture within works promoters to shorten and better plan works on Surrey's most congested routes, as opposed revenue generation.

Q2: How might a Lane Rental scheme be established in Surrey?

A2: Following a recent legislative update, SCC could now apply to the DfT to be given approval to operate a scheme. All works promoters, including Surrey's own works, would pay a fee for each day of occupation on those sections of the road network specified as liable to Lane Rental. There are restrictions on how any surplus scheme funds could be used. In the Kent CC pioneer scheme, surplus funds are allocated by a Governance Board with representatives from the county council and utility companies to bids which satisfy their criteria.

Q3: Could more than 5% of the network be included?

A4: Around 5% is the Government expectation and needs to be evidenced based. It is unlikely to be significantly higher, but SCC Officers will explore the potential for a larger percentage of the network to be included, during ongoing engagement with DfT Officers

**SPELTHORNE BOROUGH COUNCIL AND
SURREY COUNTY COUNCIL**



SPELTHORNE JOINT COMMITTEE

DATE: 16 DECEMBER 2019

**LEAD OFFICER: KEITH MCGROARY
ECONOMIC DEVELOPMENT MANAGER
SPELTHORNE BOROUGH COUNCIL**

SUBJECT: IMPROVEMENT TO SHOPPING PARADES

AREA(S) AFFECTED: ALL

SUMMARY OF ISSUE:

This document has been produced at the request of the Joint Committee in relation to improvements to four shopping parades situated in the borough. Each of the parades are situated in different towns and include Clare Road, Stanwell, Edinburgh Drive Staines-upon-Thames, Woodlands Parade, Ashford and Groveley Road, Sunbury on Thames.

The Joint Committee requested that an update was provided so it was briefed in relation to how the funding that was provided by Surrey County Council and Spelthorne Borough Council was spent and feedback from the retailers affected.

RECOMMENDATIONS:

The Spelthorne Joint Committee is asked to agree that / to note that.

- (i) In any future similar projects that a broad outline is obtained in respect of the implications to businesses situated in an area where improvement are being considered, and that they are made aware of the potential impact on trade whilst work is being carried out.
 - (ii) That the views of the retailers will inform the decision making process when deciding whether to carry out improvements that are likely to impact on local trade.
- 1.
- (iii) That with similar types of projects in the future, SCC should where possible, provide a single point of contact to help facilitate communications and the effective and timely delivery of the contract.

REASONS FOR RECOMMENDATIONS:

Despite the obvious improvements and enhancements to the parades, the results of this project have been tainted by the negative and unexpected experience some of the retailers experienced during the course of the works. Although, retailers were made aware the work was taking place in advance, many did not appreciate the potential impact on their business whilst work was taking place.

Consideration to the views of the retailers should influence the final decision on whether or not to go-ahead with work which may cause a disproportionate amount of disruption, thereby potentially threatening the viability of businesses potentially adversely affected by requirements such as road closures.

Communications took place with various officers in different departments across SCC; working with a single point of contact would have helped with communications as they would have been able to understand the collective issues and problems and be best placed to help resolve them with colleagues.

1. INTRODUCTION AND BACKGROUND:

- 1.1 In 2016 SBC was successful in a bid for funding from the Town Centre Revitalisation Fund launched by Surrey County Council which offered match funding to help improve our out-of-town shopping centres / parades. £101k was awarded to Spelthorne in order to carry out improvements to four shopping parades; Clare Road, Stanwell; Woodlands Parade Ashford; Edinburgh Drive, Staines-upon-Thames and Groveley Road, Sunbury-on-Thames.
- 1.2 Each of the four sites was visited and retailers were asked about what they would like to see in terms of improvements; this feedback helped inform the contracts that were subsequently tendered in relation of the requirements of the work to be carried out.
- 1.3 In order to start the works, there was a need to apply for a S278 from SCC to give approval for work to commence; communications to obtain licences began in October 2016. The first of these licences was issued in March 2018 and the last licence issued in July 2018, this meant there was an 18 month delay before work could start, one of the consequences was that the contractor added an extra 6% on top of the original tender as the economy and prices had changed since the contract was first awarded. Part of the delay in the S278 was a belief at SCC that there was a need for substantial deposits to be made to SCC by SBC before work could start on the S278 licences; this was later realised to be a wrongly held belief, but this added to the delay in the issuing of the licences.
- 1.4 There was also a delay in agreeing the details submitted regarding the highways design to SCC as well as the need for a Road Safety Audit and Noise Audit in relation to some of the parades. The last of the parades was completed in June 2019.

2. ANALYSIS:

- 2.1 Since the improvements have taken place a survey has taken place with retailers situated at all four sites. Each shop was visited and a survey was left together with a stamped addressed envelope.
- 2.2 The headline details in relation to the feedback are provided below, each parade is summarised by location. Each retailer was asked to score (from 1 – 10 as to satisfaction, with 1 = very unhappy and 10 = very happy) how satisfied with the layout of the parade before the improvements took place and after work was completed. The survey concluded on 22nd November 2019.
- 2.3 **Clare Road:** Before 53; After 60. There were 7 respondents. A key theme from the respondents was the frustration over the length of time it took to carry out the work and the road closure; there was also concern about the apparent lack of activity at the site by workmen. Most said the work negatively impacted on their business.
- 2.4 **Groveley Road:** Before 17; After 17. There were 2 respondents. Feedback when asked if there could be anything else done to improve the parade included 'I think all that has been done'.
- 2.5 **Woodlands Parade:** Before 36; After 29. There were 5 replies. All replies complained that the green area should be improved. Also complaints that the length of time it took to carry out the work took too long (2 weeks longer than the 4 weeks planned), this also had a detrimental impact on their business.
- 2.6 **Edinburgh Drive:** Before 20; After 41. There were 6 respondents. Comments included that before 'it was dull, dirty, un-kept' then 'still a lot of room for improvement'. Another stated 'it looked cleaner'; there was a call for the introduction of better lighting and CCTV.
- 2.7 Collectively the before score tally was 126, and the after was 147 in terms of satisfaction rates, so overall, despite the frustrations brought about that affected trade, the retailers are 18% more happier with their parades than when they were before work started.

3. OPTIONS:

- 3.1 No other options to consider.

4. CONSULTATIONS:

- 4.1 As described in the report.

5. FINANCIAL IMPLICATIONS:

- 5.1 The total cost of the improvements for the four parades came to £228,000. Surrey County Council contributed £101,000 towards the improvements and Spelthorne Council paid the remaining amount.

6. WIDER IMPLICATIONS:

6.1 As described below.

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications
Equality and Diversity	No significant implications
Localism (including community involvement and impact)	No significant implications
Sustainability (including Climate Change and Carbon Emissions)	No significant implications
Corporate Parenting/Looked After Children	No significant implications
Safeguarding responsibilities for vulnerable children and adults	No significant implications
Public Health	No significant implications

7. CONCLUSION AND RECOMMENDATIONS:

- 7.1 From the photographs, it is clear that there have been some very good improvements to the parades, some of which, long overdue. However, the impact of road and path-works on businesses that depend upon accessibility for their customers to do business cannot be underestimated. Even though the Parades had physical improvements, the period whilst work was being carried out had a negative impact on takings for the duration of the works and this probably was a key factor taken into account when completing the questionnaire.
- 7.2 Consultation did take place in advance, but that was to establish needs and preferences from the retailers, but did not cover the potential impact on trade that the work could have. Should a similar exercise take place again, it is recommended that before consideration to improvements is approved, that retailers and others affected are informed about the likely consequences and duration of any work to be carried out. That way, there would not be surprises, and the businesses would be better informed, know what to expect and less frustrated with the process. Work at Edinburgh Drive and Groveley Road was delivered in the time scheduled; at Woodland Parade it was decided not to close the road so as not to cause too much disruption for the shopkeepers, but this added almost 2 weeks to the timetable; Clare Road took 1 week longer, but this work was affected by weather conditions at the time.
- 7.3 Wherever possible a single point of contact is appointed at SCC in order to help with communications and issues as and when they arise.

8. WHAT HAPPENS NEXT:

8.1 This project is completed.

Contact Officer: Keith McGroary, Spelthorne Borough Council

Consulted: as described

Annexes: Photographs to be displayed at Committee meeting.

Background papers: None

This page is intentionally left blank

**SPELTHORNE BOROUGH COUNCIL AND
SURREY COUNTY COUNCIL**



SPELTHORNE JOINT COMMITTEE

DATE: 16 DECEMBER 2019

LEAD OFFICER: DAVID BIRLEY, HOUSING STRATEGY & POLICY MANAGER

SUBJECT: HOMELESSNESS INITIATIVES IN SPELTHORNE

AREA(S) AFFECTED: ALL

SUMMARY OF ISSUE:

This report summarises the initiatives being undertaken by Spelthorne Borough Council to prevent and relieve homelessness, including rough sleeping.

RECOMMENDATIONS:

The Spelthorne Joint Committee is asked to note the report and the initiatives currently being undertaken by the borough in respect of homelessness and rough sleeping prevention.

REASONS FOR RECOMMENDATIONS:

This report is presented for information only.

1. INTRODUCTION AND BACKGROUND:

- 1.1 Spelthorne Joint Committee has previously been informed of initiatives being undertaken by the borough council under efforts to prevent and relieve homelessness. The most recent report was presented in July 2018 regarding plans to develop a hostel in Ashford for single homeless people, particularly those with complex support needs.
- 1.2 For a number of years, homelessness has been moving up the political agenda within Government. Some notable outcomes of this include:
 - **Rough Sleeping Strategy** – setting out the Government’s ambitious target of halving rough sleeping by 2022 and eliminating it by 2027.
 - **Rough Sleeper Initiative funding** – Government allocating money for local housing authorities to fund initiatives which support the aims of the Rough Sleeping Strategy.
 - **Homelessness Reduction Act 2017** – new legislation implemented from April 2018 which puts homelessness prevention within a statutory framework, allowing local housing authorities to support households and intervene earlier where there is a threat of homelessness.

- 1.3 The borough council has statutory responsibility for housing and homelessness services, but a big part of this is through partnership working with the county council, health services and other statutory and non-statutory services.
- 1.4 Meeting the housing needs of Spelthorne residents has been a priority within the Spelthorne's Corporate Plan since 2016, with various initiatives working to this goal within a range of strategies and policies.
- 1.5 The borough council is required to produce a strategy, at least every five years, to set out how it will work to prevent homelessness and rough sleeping within Spelthorne. Any strategy must be informed by an in-depth look at how services are currently delivered. This is called a Homelessness Review. Spelthorne's Homelessness Review was completed in November 2019, in advance of the next Homelessness Strategy 2020-25, and is appended to this report at **Appendix 1**.
- 1.6 This report summarises the strategic priorities which are emerging within the revised Homelessness Strategy 2020-25, and also pinpoints key initiatives which are currently in place in Spelthorne.

2. ANALYSIS:

2.1 Homelessness Strategy 2020-25

2.1.1 The emerging strategic priorities, which will be open to public and stakeholder consultation between November 2019 and January 2020 include:

- a) **End the use of emergency accommodation:** We need to ensure that our residents who are facing or who are at risk of homelessness are assisted at the earliest opportunity. Emergency accommodation lacks security and can therefore be disruptive to households; particularly to those with children as found by Children's Commissioner in a recent report. Emergency accommodation is sometimes not ideal and adds to the pressures homeless households are already under. Sometimes placements are out-of-borough which makes it difficult for them to sustain their existing support network and access local services. It is also extremely costly to the council whereby expenditure could be used on greater homelessness preventative methods and long-term solutions. Spelthorne Borough Council currently has a gross budget of £1.5m per year for emergency accommodation.
- b) **Reduce the length of stay in temporary accommodation:** Whilst temporary accommodation is slightly more secure than emergency accommodation it is still a temporary measure and can still be disruptive to homeless households. Our recent Homelessness Review identified that households in temporary accommodation were on average staying for over a year. Where possible, we want to see a significant reduction in the time homeless households spend in temporary accommodation and see an improvement in the number of households we are moving on to more settled accommodation. This will support the reduction both in numbers of households and length of time they stay in emergency accommodation.

1.

- c) **Nobody sleeps rough in Spelthorne:** The government's rough sleeping strategy aims to halve rough sleeping by 2022 and eliminate by 2027. We are committed to help achieve this target. Nationally rough sleeping has nearly doubled in the last 8 years. In Spelthorne, the number of rough sleepers has varied over the years but is an increasing trend which represents an extreme form of homelessness. Further details on rough sleeping in Spelthorne can be found on pages 34 to 36 of **Appendix 1**. Nobody deserves to be sleeping rough in Spelthorne and we want to ensure our homelessness support and outreach service is maximised to ensure this doesn't happen.
- d) **Increase use of private rented sector for homelessness prevention and relief:** Privately rented accommodation is our primary offer of accommodation to households facing homelessness. With the decline in social housing we are seeing a considerable change in how we are able to offer assistance to prevent and relieve homelessness. Strengthening our use of the private rented sector offers us an opportunity to move on homeless households quicker from both emergency and temporary accommodation. We want to encourage as many local landlords, estate agents and property developers to work with us as possible. Increasing our use of the private rented sector allows us to prevent and relieve homelessness at an earlier stage.
- e) **Invest in staff training and development in order to improve the customer journey within the Housing Options service:** Residents who are unfortunately at risk or are threatened with homelessness are going through a potentially stressful and detrimental point in their life. Improving our Housing Options team's customer service skills will help us to deliver homelessness advice and support in a more empathic and understanding manner. A recent Housing Options service user survey completed by Spelthorne Borough Council reflected comments in regards to the customer service skills at Spelthorne Borough Council. We endeavour to listen to our residents and want to improve this aspect of our service.

2.1.2 More details on how the borough will work to these priorities can be found in **Appendix 2** of this report. Once the public and stakeholder consultation closes in January 2020, we will compile a final draft strategy which will be presented to Spelthorne's Cabinet for approval in March 2020.

2.2 Rough Sleeper Initiative scheme

2.2.1 The borough council was recently successful in a bid to Government for some funding to support rough sleepers in Spelthorne. The grant award was £50,000 to fund:

- a) **Rough Sleeper Coordinator and Outreach Officer:** This role is responsible for coordinating rough sleeper services in the area, working closely with key partners and stakeholders to reduce, and ultimately eliminate, rough sleeping in Spelthorne. It is also an assertive outreach service to rough sleepers, which ensures that contact is made and sustained with rough sleepers in Spelthorne, appropriate assessments and referrals are undertaken and that all clients are engaged with services in

order to receive support towards ensuring they move from the streets, and into accommodation or reconnection services. On the whole, the role is the single point of contact for all rough sleeping related work in Spelthorne and the surrounding areas.

- b) **Rough sleeping initiatives fund:** This small budget allows the borough to support rough sleepers with exceptional costs associated with supporting rough sleepers into accommodation. It may be to fund a mobile phone so that partner agencies can get in touch, or it may be to fund travel to supported housing assessments or medical appointments – all to support an eventual move away from the streets.

2.2.2 The borough is required to report data to Government on a monthly basis. These data returns are showing some very positive outcomes, including settled accommodation for four rough sleepers, who previously would not have been offered the additional support which they now receive.

2.3 Hersham Road supported housing

2.3.1 The borough council continues to access supported housing for single homeless people at Hersham Road, Walton-on-Thames. This project is run by Transform Housing & Support, and is jointly shared with Elmbridge and Runnymede. Hersham Road is a 12 bed hostel for single homeless people with support needs, with staffing on site. Clients have the use of a lounge, kitchen, dining room and laundry room. All clients have their own single bedrooms, with two having en-suite facilities. The hostel is staffed 24 hours a day, with a member of staff sleeping on the premises at night to deal with emergencies.

2.3.2 The support service includes help with benefits, budgeting, training and employment etc. The main aim of the hostel is to work with residents on daily living skills to enable them to live independently within the community. The level of support provided will vary, but can be as high as ten hours per week. The average length of stay in the hostel is around nine months.

2.3.3 The borough council contributed capital funds to a project to extend the building. This extension was due to act as an annual winter shelter, however planning restrictions in relation to the size and shape of the extension meant that the originally intended purpose was no longer possible. The extension now provides, as a twelve month trial, space for a daytime drop-in service. The service is run by Elmbridge Rentstart and is accessible to rough sleepers from either Spelthorne, Runnymede or Elmbridge.

2.4 White House Hostel, Ashford

2.4.1 As reported in July 2018, the borough council has plans for a hostel in Ashford for single homeless people, particularly those with complex support needs. Since the last report, the following progress has been made:

- a) **Planning consent** achieved for the site in September 2019 for a 27 bed and 4 flat hostel, with parking and associated landscaping.
- b) **Contract Heads of Terms** agreed with Salvation Army Housing Association to take on a lease of the building for twelve months.

- c) **Homes England grant funding** applied for which will go towards the capital costs of construction, fixtures and fittings.
- d) **Partner agency working group** to be formed from early 2020 to design the support framework on offer to residents from their move into the accommodation through to them moving onto settled accommodation. This working group will establish gaps in service provision and will work jointly to plug those gaps where possible.

2.4.2 It is anticipated that construction work will commence on site in early 2020, with a view to new residents moving in from March 2021.

2.4.3 Members will recall that at the time of receiving the July 2018 report, there was a suggestion from Government that funding arrangements for specialist supported accommodation, such as what was at the time proposed for the White House site, would change significantly. On 9 August 2019, the Government confirmed that the funding arrangements would not change after all, and that residents of supported housing placements would still be eligible for housing benefit.

2.4.4 There will be extensive opportunities for joint working and projects between Surrey CC, Spelthorne BC, NHS services and other partner agencies once the hostel is operational.

2.5 Harper House redevelopment

2.5.1 Planning consent was granted in October 2019 for the demolition and rebuild of the Harper House emergency accommodation scheme in Ashford. The new development will include twenty purpose-built, self-contained units of emergency accommodation for local families, together with an on-site management office, a net increase of parking provision, and a vastly improved street scene.

2.5.2 The borough plans to contract with a third party to provide a housing management and resident support service. The procurement process has begun and we hope to have a provider on board in a consultancy role approximately six months prior to re-opening Harper House, so that they can be party to key decisions about the operation of the accommodation, based on their experiences elsewhere.

3. OPTIONS:

3.1 This report is presented for information only, and no options are presented to the committee.

4. CONSULTATIONS:

4.1 The framework of the Homelessness Strategy 2020-25 has been devised based on:

- a) Survey sent to approximately 2000 previous service users to gain feedback on the service they received.
- b) Stakeholder workshops on 24 September & 14 October: 105 attendees across 42 organisations represented, including borough councillors.

- c) Homelessness Strategy Working Group: including key officers and the Portfolio Holder for Community Wellbeing.
 - d) Peer review of the activities being undertaken by neighbouring and comparable housing authorities. This presents opportunities for cross-borough cooperation and joint working.
 - e) Extensive review of relevant local and national data.
 - f) Feedback from Spelthorne's Health and Wellbeing Group.
- 4.2 The draft framework will be open for public and stakeholder consultation from late November 2019 until early January 2020. The views of the public and stakeholders will be considered prior to a final version being presented to the Cabinet of Spelthorne Borough Council in March 2020.
- 4.3 The views of residents have also been considered as part of the planning process for both Harper House redevelopment and the new hostel at the White House site. These views have influenced the design on both schemes, and specifically with the Harper House redevelopment, the specification for the housing management and resident support service.

5. FINANCIAL IMPLICATIONS:

- 5.1 The borough currently receives a limited amount of grant funding from Government to support efforts to prevent homelessness and rough sleeping. The vast majority of the costs associated with running the Housing Options service are borne by Spelthorne's general fund. Further information on the expenditure on homelessness services can be found on pages 37 to 41 of **Appendix 1**.
- 5.2 Applications for additional grant funding are made on a regular basis to various funders, including the Ministry of Housing, Communities and Local Government. These applications are usually for specific projects, such as a Spelthorne's rough sleeper outreach scheme.
- 5.3 Where projects have specific impacts on health and/or social care initiatives, funding bids are compiled in partnership with the Health and Social Care Integration team at Surrey County Council, and other boroughs or districts as appropriate.
- 5.4 A proportion of the capital funds for the boroughs residential development schemes comes from the additional income generated from the borough's commercial portfolio.

6. WIDER IMPLICATIONS:

- 6.1 As a whole, the delivery of homelessness prevention initiatives does not present significant implications for any of the areas listed in the table below. When specific initiatives are designed, these areas are considered at that time.

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications
Equality and Diversity	No significant implications
Localism (including community involvement and impact)	No significant implications
Sustainability (including Climate Change and Carbon Emissions)	No significant implications

Corporate Parenting/Looked After Children	No significant implications
Safeguarding responsibilities for vulnerable children and adults	No significant implications
Public Health	No significant implications

7. CONCLUSION AND RECOMMENDATIONS:

- 7.1 The committee are asked to note the homelessness and rough sleeping initiatives being undertaken by Spelthorne Borough Council.

8. WHAT HAPPENS NEXT:

- 8.1 The approval of the borough's Homelessness Strategy 2020-25 is scheduled to take place in March 2020. A group will be set up to monitor the implementation of the strategy and action plan. This group will be made up of key stakeholders.

Contact Officer:

David Birley, Housing Strategy & Policy Manager
(01784) 446364, d.birley@spelthorne.gov.uk

Consulted:

As per section 4 of this report.

Annexes:

Appendix 1: Spelthorne Homelessness Review 2014-19
Appendix 2: Spelthorne's proposed strategic priorities for the next five years (from Homelessness Strategy 2020-25 consultation documents)

Background papers:

None.

This page is intentionally left blank

Spelthorne Borough Council Homelessness Review 2014-19

November 2019



Contents

Introduction.....	4
Data analysed.....	5
National context.....	6
Levels of and reasons for homelessness.....	6
Local Housing Allowance, private rents and Discretionary Housing Payments.....	7
Welfare Reform Act.....	8
Spelthorne context.....	9
Homelessness in Spelthorne prior to the Homelessness Reduction Act 2017.....	10
Approaches for housing advice.....	10
Homelessness prevention toolkit.....	10
Homelessness applications.....	11
Priority need.....	13
Reason for homelessness.....	13
Outcomes of main duty acceptances.....	14
Homelessness in Spelthorne following the Homelessness Reduction Act 2017.....	16
The Homelessness Reduction Act (HRA) 2017.....	16
Approaches for housing advice.....	17
Meeting the support needs of homeless households.....	18
Nationality and ethnicity of households.....	19
Employment status of households.....	20
Outcomes of applications.....	20
Main Duty acceptances.....	22
Supply and demand of affordable and social housing.....	23
Housing register.....	23
Supply of affordable and social housing.....	24
The allocation of affordable and social housing to homeless households.....	26
Emergency and temporary accommodation.....	28
Type of emergency and temporary accommodation used.....	28
Location of temporary and emergency accommodation used.....	29
Length of stay in temporary and emergency accommodation.....	30
Access to the private rented sector.....	31
Spelthorne Rentstart.....	32
Rough Sleeping.....	34
Annual winter shelter.....	35
Rough Sleeper Initiative.....	35
Resources available to deliver homelessness services.....	37
Staffing revenue expenditure.....	37
Housing Options Team 2014.....	37

Housing Options Team 2019.....	37
Non-staffing revenue expenditure.....	38
Emergency accommodation expenditure.....	39
Protection of property	40
Spelthorne Rent Assure	40
Partnerships	42
Monitoring and review.....	44
Strategic Housing Group (SHG)	44
Implementation of the Homelessness Strategy and Action Plan 2014-19.....	45

Introduction

Under the Homelessness Act 2002¹ local housing authorities have a statutory duty to conduct a homelessness review at least every five years in order to formulate a homelessness strategy that tackles and prevents homelessness in their borough. Spelthorne Borough Council last carried out its homelessness review in 2014 with a strategy for 2014 to 2019.

The purpose of a homelessness review is to establish the housing need in the borough and outline current and likely future levels of homelessness. It identifies what is currently being done to prevent and tackle homelessness and who the key stakeholders are in these activities. The review also considers what resources are available to the Council and its partners to support households who are homeless or threatened with homelessness.

The last homelessness review and strategy outlined 8 key strategic priorities that we wanted to achieve in the last five years²:

1. Adopt a corporate and partnership commitment to preventing homelessness.
2. Develop and provide a comprehensive preventative housing options service including the single homeless.
3. End the use of bed and breakfast accommodation for families.
4. Facilitate the discharge of the homelessness duty into the private rented sector.
5. Through the Housing Forum develop housing pathways for vulnerable groups.
6. Develop a private sector offer through working with local landlords and through a Spelthorne Borough Council lettings agency that will acquire properties for the discharge of the duty and where necessary as temporary lets.
7. In collaboration with Runnymede and Elmbridge Councils: Adopt a 'no second night out' for emergency accommodation.
8. In partnership with the Citizens Advice Bureau (CAB) prevent mortgage repossessions.

The following housing review highlights what we have achieved as a local housing authority and identifies gaps and key areas for improvement to inform the next homelessness strategy.

¹ Ministry of Housing Communities and Local Government (2002) Homelessness Act. The National Archives.

² Spelthorne Borough Council (2014) Spelthorne Homelessness Strategy 2014-2019.

Data analysed

This homelessness review has taken in to account both national and local statistics to help inform the current levels and likely future levels of homelessness in Spelthorne. It has considered the current activities which are preventing homelessness in the district and identified support for households who are experiencing or are threatened with homelessness. The review has also given some thought to the ways in which securing accommodation are available or may be available for households threatened with homelessness. We have also considered the resources that are available to us for the activities noted above.

The following data has been used to help inform this homelessness review:

- Both national and local context of homelessness.
- The 2011 Census, including data relating to Spelthorne.
- Spelthorne Borough Council's casework records and locally recorded figures on homelessness approaches between April 2014 and March 2019. This includes information on the number of households that approached the council for help and the underlying reasons for the approaches. The figures also identify which duty, if any, was owed to the clients under homelessness legislation and how temporary or emergency accommodation was utilised where applicable.
- Spelthorne Borough Council's recorded local figures on housing register figures between April 2014 and March 2019. This indicates how social housing has been allocated by property type and bedroom size. It also gives an insight in to what proportion of social housing has been allocated to households who are homeless or threatened with homelessness.
- Local context of the private rental sector including information on our Spelthorne Rent Assure scheme for private lettings.
- Recorded statistics on rough sleeping locally and regionally, and the options available to rough sleepers in the area; including the recent implementation of the Rough Sleeper Initiative in Spelthorne.
- Existing data on the resources available to use which includes expenditure of homelessness activities. This is broken down by associated revenue costs and the workforce delivery costs.

National context

Levels of and reasons for homelessness

Statutory duties have been placed on local housing authorities by the Housing Act 1977³ and Housing Act 1996⁴ to ensure advice and support is available to households who are homeless or threatened with homelessness. The recent Homelessness Reduction Act 2017⁵ marks one of the biggest changes in homelessness legislation in 30 years. Local authorities are tasked with determining whether a household who has approached for help is homeless or threatened with homelessness. They must decide if the household is eligible for assistance from the Council and if they are eligible, take reasonable steps to help to either prevent or relieve their homelessness.

Latest statistical data from the Chartered Institute of Housing indicates the levels of homelessness in England and more specifically in the South East region where Spelthorne is located. The data is recorded from the years 1991 to 2017 but for the purpose of this review we will concentrate on the years of 2014 to 2017. In 2014 the total number of homeless households in England was 54,590. The South East region made up 7,330 of the total figure. By 2017 the total number of homeless households in England was 56,570. The South East region made up 7,730 of the total figure. A small extraction of the statistical table provided by CIH is demonstrated in Table 1 below to highlight the statistical changes over the last four years.

	2014	2015	2016	2017
South East Region	7,330	7,800	7,930	7,730
England	54,590	57,760	59,100	56,570

Table 1: Extraction of table 94a 'levels of homelessness in England, 2019 UK Housing Review (CIH, 2009, p.224)⁶

Ultimately the number of homeless households has slightly increased each year with the exception of 2017 where it decreased both nationally and regionally. CIH break down the main reasons for homeless nationally across 2014 to 2017. An extraction of the reasons for homelessness table is provided in Table 2.

Reason for homelessness (England) (%)	2014	2015	2016	2017
Parents, relatives or friends no longer willing or able to accommodate	27	27	27	26
Breakdown of relationship with partner	17	17	16	18
Loss of private dwelling, including tied accommodation	35	36	38	34
Mortgage arrears	2	1	1	1
Rent arrears	3	3	3	3
Other	17	16	16	18

³ Ministry of Housing Communities and Local Government (1977) Housing (Homelessness Persons) Act. The National Archives.

⁴ Ministry of Housing Communities and Local Government (1996) Housing Act. The National Archives.

⁵ Ministry of Housing Communities and Local Government (2017) Homeless Reduction Act. The National Archives.

⁶ Chartered Institute of Housing. M. Stephens, J. Perry, P. Williams, and G. Young (2019) 2019 UK Housing Review. CIH: Coventry.

Table 2: Extraction of table 94 'reason for homelessness in England', 2019 UK Housing Review (CIH, 2019, p.222)⁷

Notably, the largest reason for homelessness nationally is the loss of private dwelling, including tied accommodation. This is followed by parental, relative or friend evictions. Generally all six reasons for homelessness in England remain a similar percentage annually. Loss of private dwelling increased steadily every year by 1-2% then dropped in 2017 by 4%, however, it remains the main reason for homelessness.

Local Housing Allowance, private rents and Discretionary Housing Payments

As indicated by Table 3, the local housing allowance rates for Spelthorne Borough Council has marginally increased in the last five years but has not significantly changed.

Local Housing Allowance (LHA) Rates for Spelthorne (monthly)	1 st April 2014 to 31 st March 2015	1 st April 2015 to 31 st March 2016	1 st April 2016 to 31 st March 2017	1 st April 2017 to 31 st March 2018	1 st April 2018 to 31 st March 2019	1 st April 2019 to 31 st March 2020
Shared accommodation	£364.00	£367.64	£367.64	£378.69	£390.04	£390.04
One bedroom	£722.54	£751.44	£751.44	£751.44	£773.98	£797.20
Two bedroom	£923.82	£960.79	£960.79	£960.79	£960.79	£989.60
Three bedroom	£1187.03	£1198.90	£1198.90	£1198.90	£1198.90	£1198.90
Four bedroom	£1594.32	£1658.11	£1658.11	£1658.11	£1658.11	£1658.11

Table 3: Local Housing Allowance rates for Spelthorne 2014-20

However, the Valuation Office Agency highlights the average renting price in Spelthorne is significantly higher than the Local Housing Allowance rate as outlined in Table 4: Average private rental costs in Spelthorne from 1st April 2018 to 31st March 2019

. Whilst there are some fluctuations, the private rental prices in Spelthorne have generally increased over the last five years.

Private Rental Market Statistics Median Monthly Rent (£)	1 April 2014 – 31 March 2015	1 April 2015 – 31 March 2016	1 April 2016 – 31 March 2017	1 April 2017 – 31 March 2018	1 April 2018 – 31 March 2019
Room	585	575	550	638	530
One bedroom	825	895	900	900	918
Two bedrooms	1,095	1,150	1,150	1,175	1,150
Three bedrooms	1,250	1,350	1,375	1,350	1,350
Four bedrooms	1,798	1,750	1,725	1,695	1,741

Table 4: Average private rental costs in Spelthorne from 1st April 2018 to 31st March 2019⁸

⁷ Chartered Institute of Housing. M. Stephens, J. Perry, P. Williams, and G. Young (2019) 2019 UK Housing Review. CIH: Coventry.

⁸ Valuation Office Agency (2019) Private Rental Market Summary Statistics: April 2018 to March 2019, April 2017 to March 2018, April 2016 to March 2017, April 2015 to March 2016, and April 2014 to March 2015.

This means there is often a shortfall between the local housing allowance rate and market rent which housing benefit or universal credit claimants will have to top up. Spelthorne Borough Council is granted a discretionary housing payment (DHP) budget by the Government each year, which can be allocated to claimants who need further help with their housing costs; this may include help with the shortfall in rent. DHPs are at the discretion of the council and are administered by the housing benefit department for those with special circumstances. DHPs may also be administered to households that are threatened with homelessness in an attempt to prevent them from becoming homeless. Table 5 outlines Spelthorne Borough Council's total expenditure on DHP for the last five years.

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Central Government contribution to DHP	£202,187	£120,689	£188,045	£294,771	£265,061
Spelthorne Council Additional DHP Top Up	Nil	£79,311	£111,955	£105,229	£134,939
Total DHP budget	£202,187	£200,000	£300,000	£400,000	£400,000
Total DHP expenditure	£197,799	£199,995	£295,973	£337,860	£352,666

Table 5: Discretionary Housing Payment funding and expenditure

Table 5 outlines how much money we received from the Government and how much we topped it up using our own funds. The data highlights that our DHP expenditure has increased over the last five years. Our DHP budget is almost double what it was in 2014 and indicates a greater demand in DHP requests.

Welfare Reform Act

Changes in legislation and policy includes the 2012 Welfare Reform Act⁹ which adjusted the means-tested benefit system and introduced two new benefits Universal Credit (UC) and Personal Independence Payment (PIP). Universal Credit was introduced on a phased implementation basis and came fully in to Spelthorne's borough from November 2018. UC replaces six existing benefits: housing benefit, working and child tax credits, income support, jobseeker's allowance and employment support allowance.

Other significant changes from the Welfare Reform Act includes:

- Introduction of council tax support in replacement of council tax benefit.
- Introduction of the 'benefit cap' which limits the amount of benefit a person can claim. Outside Great London, the maximum benefit threshold for couples and single parents with children is £384.62 per week and £257.69 for single adults.
- Emphasis on localised support as the social fund community care grants and crisis loans were abolished.
- Automatic recovery of benefit overpayments.
- Replacement of budgeting loans and interim payments with benefit advance payments.
- Under occupation rule through the introduction of 'bedroom tax' on socially rented properties where the number of bedrooms exceeds the tenants households composition.

⁹ Department for Work and Pensions (2012) Welfare Reform Act 2012 Regulations.

Spelthorne context

Spelthorne is located on the south-west edge of London and in the north-west of Surrey, neighbouring the boroughs of Slough, Windsor & Maidenhead, Runnymede, Elmbridge, and the London Boroughs of Richmond upon Thames, Hounslow and Hillingdon. The north of the borough borders London Heathrow airport. Spelthorne is densely populated and has five main urban areas: Ashford, Shepperton, Staines-upon-Thames, Stanwell and Sunbury. Outside these urban areas:

- 65% is green belt,
- 30% of the total area is either flood plain or reservoir,
- 17% of the borough is water, and
- We have 12 miles of River Thames frontage.

Almost half of Surrey's 20 most deprived super output areas are in Spelthorne. Three are in the ward of Stanwell North, two in Ashford North and Stanwell South and one in each of Ashford East and Sunbury Common. Spelthorne has the highest number of lone parent families and the highest level of child poverty in Surrey; it also has the highest under-18 conception rate in the county. That said, residents are largely healthy, with life expectancy for both males and females slightly above the national average.

Whilst house prices remain well above the national average, most residents are owner-occupiers (73%), followed by private rented (13%) and social rented (12%).

Spelthorne has a slightly lower population of under-30s (34%) compared to the rest of the country (37%), and a slightly higher population of 30-69 year olds (42%) compared with the UK average of (40%), The number of 70+ is 23%, which is broadly in line with the rest of the UK (24%).

Although the number of VAT and/or PAYE-registered business has fallen slightly over the past four years, Spelthorne has a low rate of unemployment: 1.4% of those economically active aged 16 to 64, compared to the South East (2.2%) and UK as a whole (3.5%). Heathrow Airport is a significant local employer, with 8.3% of Spelthorne's working population employed there. Significantly, 21.5% of those in work in Stanwell North are in low level employment compared to an average of 11.6% in Surrey. Average wages are slightly above regional averages at £630 per week for full-time employees.

Homelessness in Spelthorne prior to the Homelessness Reduction Act 2017

Prior to the implementation of the Homelessness Reduction Act in April 2018, when an applicant approached the Council for homelessness assistance, they were assessed by a housing officer to determine whether or not the Council owed them the 'main' housing duty. Under homelessness legislation the assessment involved five tests:

- Their eligibility for assistance,
- Whether they were homeless or threatened with homelessness within 28 days,
- Whether they had a priority need
- Whether they had a local connection to the borough, and
- Whether they had become homeless intentionally.

Approaches for housing advice

Prior to the change in legislation a total of 4,377 approaches to the Council were recorded. Table 6 breaks down the case status of each approach. Cases whereby advice was given is where our housing officers determined that a client was not threatened with homelessness within 28 days, and was therefore given general housing support and advice. Those that were not prevented or relieved would have made a homelessness application which would have been assessed by the Council. Cases who approached as homeless on the day would have also gone straight to assessment.

Case Status	Total	% of Total
Advice only given	2,211	51%
Lost Contact and Withdrawn	761	17%
Not Prevented or relieved	513	12%
Homeless on the day	299	7%
Prevented or relieved	593	14%
Total	4,377	100%

Table 6: Approaches for housing advice by outcome 2014/18

Table 6: Approaches for housing advice by outcome 2014/18 indicates to us that approximately half our cases were advice only cases. Whilst we successfully prevented or relieved homelessness in just under 15% of our cases we also took homelessness applications from approximately a fifth of our total number of homelessness approaches. We lost contact or the application was withdrawn with just under 20% of our cases.

Homelessness prevention toolkit

The Council works to prevent homelessness through mediation and negotiation with landlords and tenants. In some circumstances, the Council may be able to use a discretionary prevention fund to help an applicant retain their home or find alternative suitable accommodation. For example, where an applicant approaches as threatened with homelessness due to rent arrears, the Council may give budgeting advice to help sustain the tenancy and signpost the client for more specialist financial support from the Citizens Advice Bureau to help resolve the issue through a repayment plan. Where possible the Council will always try to negotiate with a landlord or relative to prevent an eviction.

In cases where there is domestic abuse the Council will look at methods such as the North Surrey Sanctuary Scheme to try and prevent an applicant from becoming homeless. The scheme offers preventative methods to make the home more secure and 'sanctuary like' where it is appropriate for

victims of domestic violence to remain in their home. Spelthorne Borough Council spent £22,339 on implementing the sanctuary scheme across 29 households between April 2014 and March 2019. In 2018/19 we did a comprehensive review of the sanctuary scheme which resulted in the implementation of a streamlined process from referral through to job completion.

The outcome whereby assistance was provided to prevent homelessness is outlined in Chart 1. This demonstrates to us that negotiation with landlords to help tenants remain in their privately rented accommodation is our largest type of preventative assistance. The figure highlights two further key points during 2017/18 where resolving housing benefit issues made up the majority of assistance followed by mediation, conciliation or legal assistance.

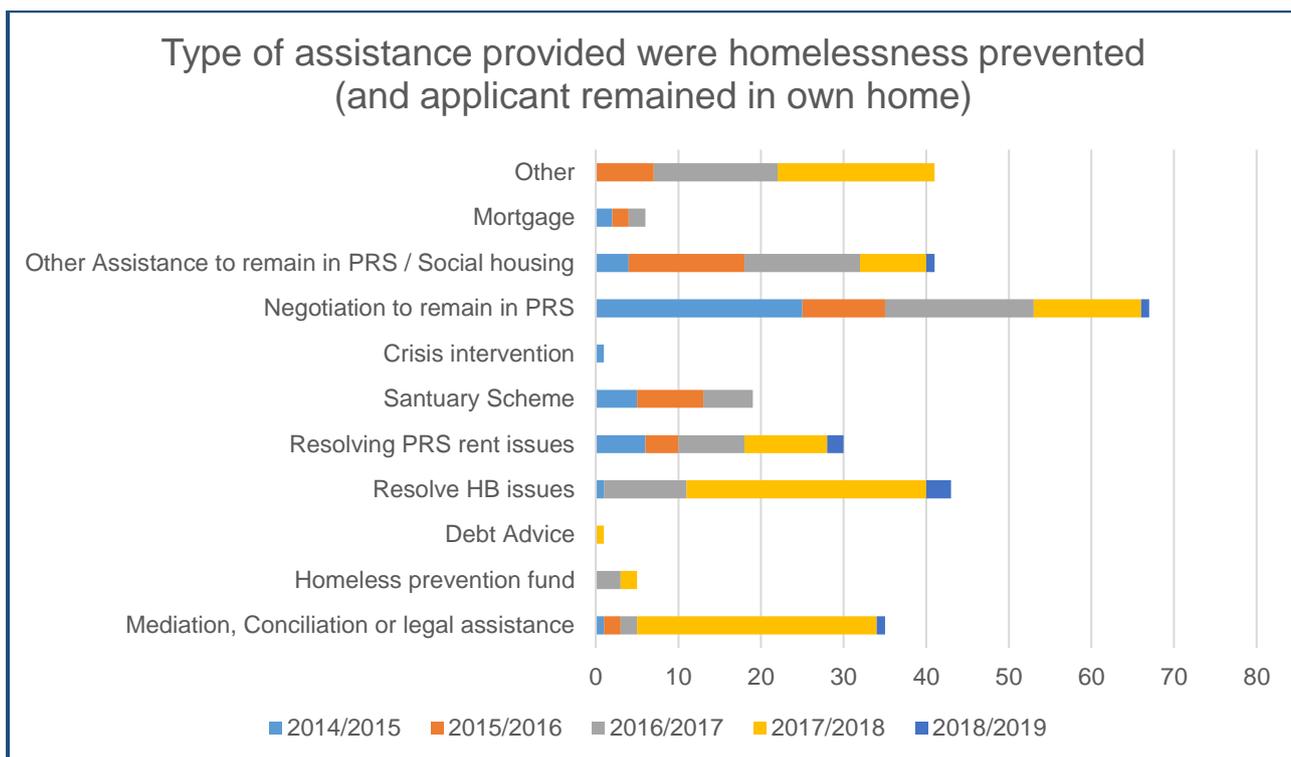


Chart 1: Type of assistance provided were homelessness prevented (and applicant remained in own home)

Homelessness applications

A total of 822 homeless applications were taken by Spelthorne Borough Council between April 2014 and March 2018. As demonstrated in Table 7, from the total number of homelessness applications, 540 were accepted under the main duty by Spelthorne Borough Council as they were eligible for assistance, unintentionally homeless and in priority need. Out of the total number of homeless applications, 13 were found ineligible for assistance due to their immigration status.

	Main s193(2) duty accepted	Eligible but not homeless	Eligible but intentionally homeless	Homeless but not in priority need	Ineligible	Lost contact or withdrew application
Total	540	64	38	43	13	124
% of Total	66%	8%	5%	5%	2%	15%

Table 7: Homelessness applications by outcome 2014/18

Information collated on any protected characteristics of applicants that have been owed the main duty in 2014/18 is outlined in Chart 2 and Chart 3. The majority of our cases were UK nationals and

around three quarters were White British. There is a still a proportion of various other ethnic groups and nationalities which demonstrates some diversity in the community and our clientele.

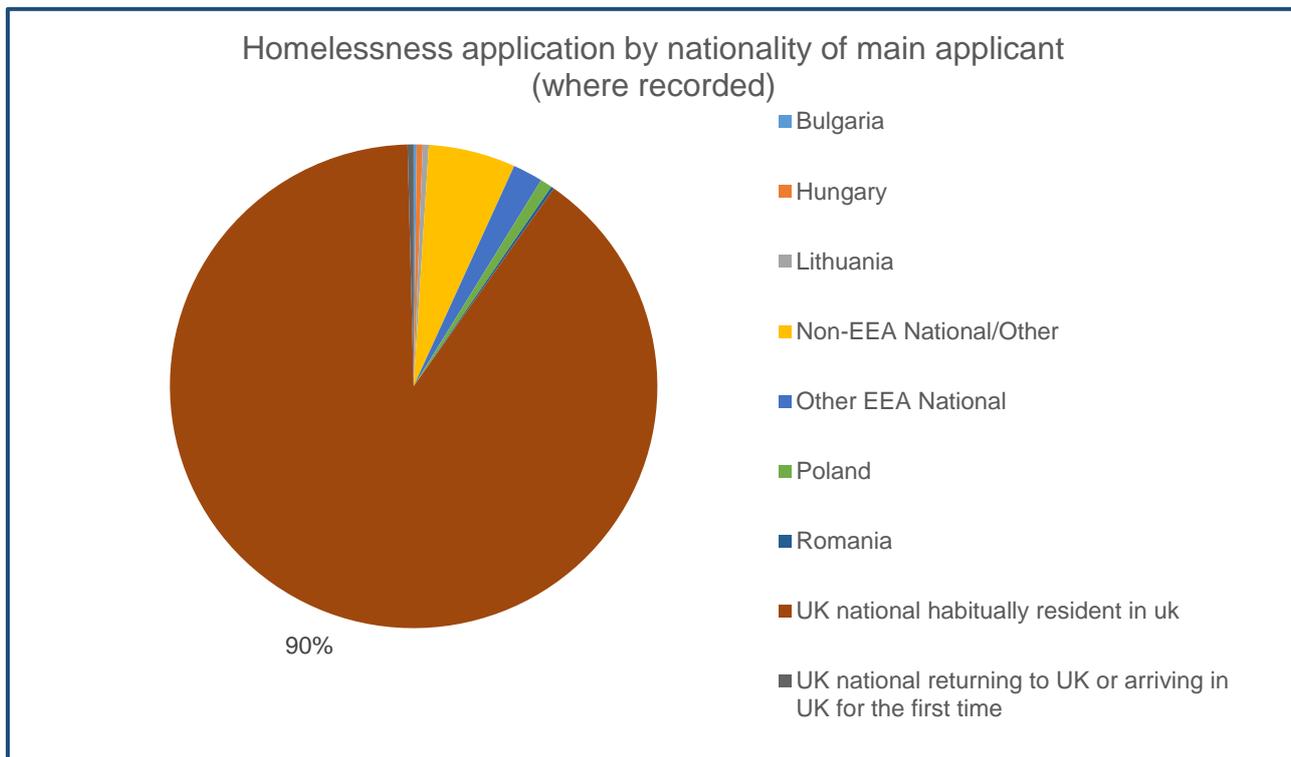


Chart 2: Homelessness application by nationality of main applicant (where recorded) 2014/18

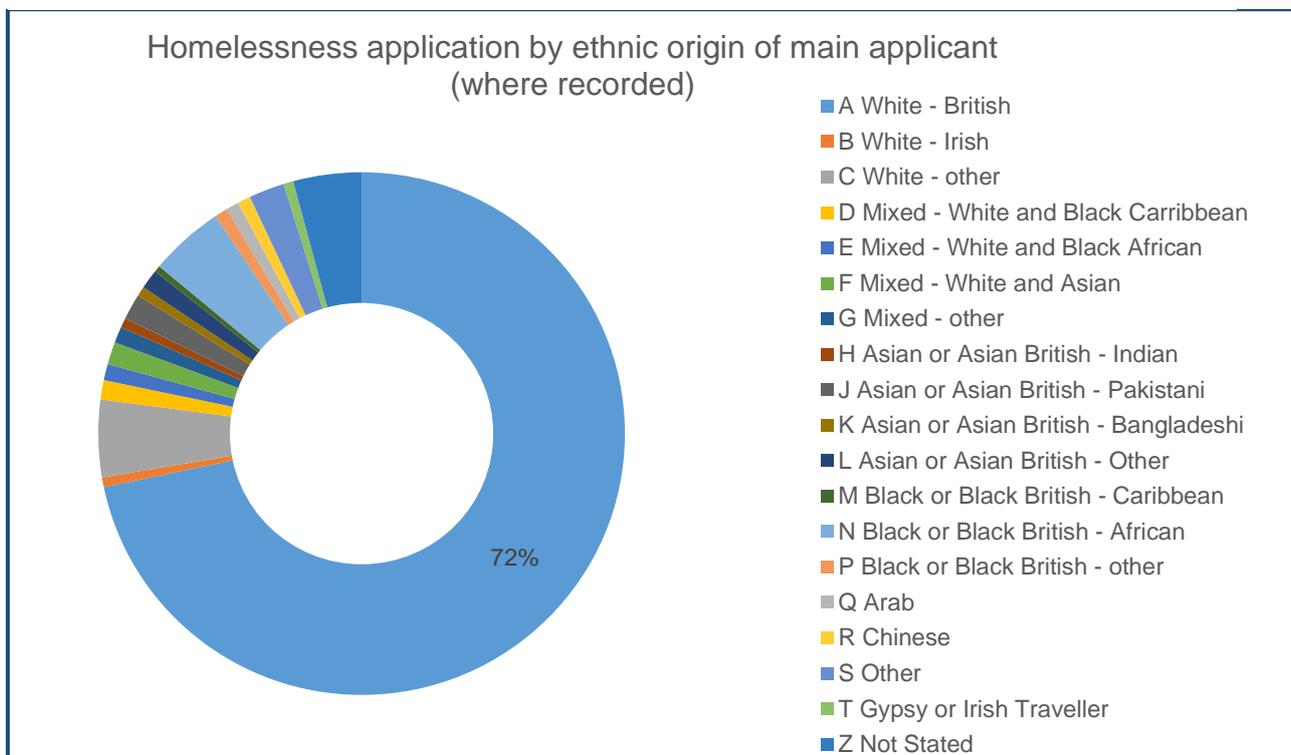


Chart 3: Homelessness application by ethnic origin of main applicant (where recorded) 2014/18

Priority need

Section 189 of the 1996 Act¹⁰ defines priority need as someone who has either:

- Dependent children in their care or is pregnant;
- A care leaver or vulnerable as a result of having been in care;
- Vulnerable due to a physical or mental disability or as a result of having been a member of HM forces;
- Threatened with harassment of violence which means they are unable to occupy their accommodation;
- Homeless from an emergency or disaster e.g. flood or fire;
- Vulnerable as a result of a custodial sentence, remanded in custody or other kind of offence, or
- Any other special circumstances that would deem a person to be vulnerable if homeless.

Chart 4 identifies the priority need of cases in which the main duty was owed. The data highlights the most common priority need when applicants have approached Spelthorne Borough Council for homelessness assistance. The largest category is homeless households with dependent children which makes up around 71%.

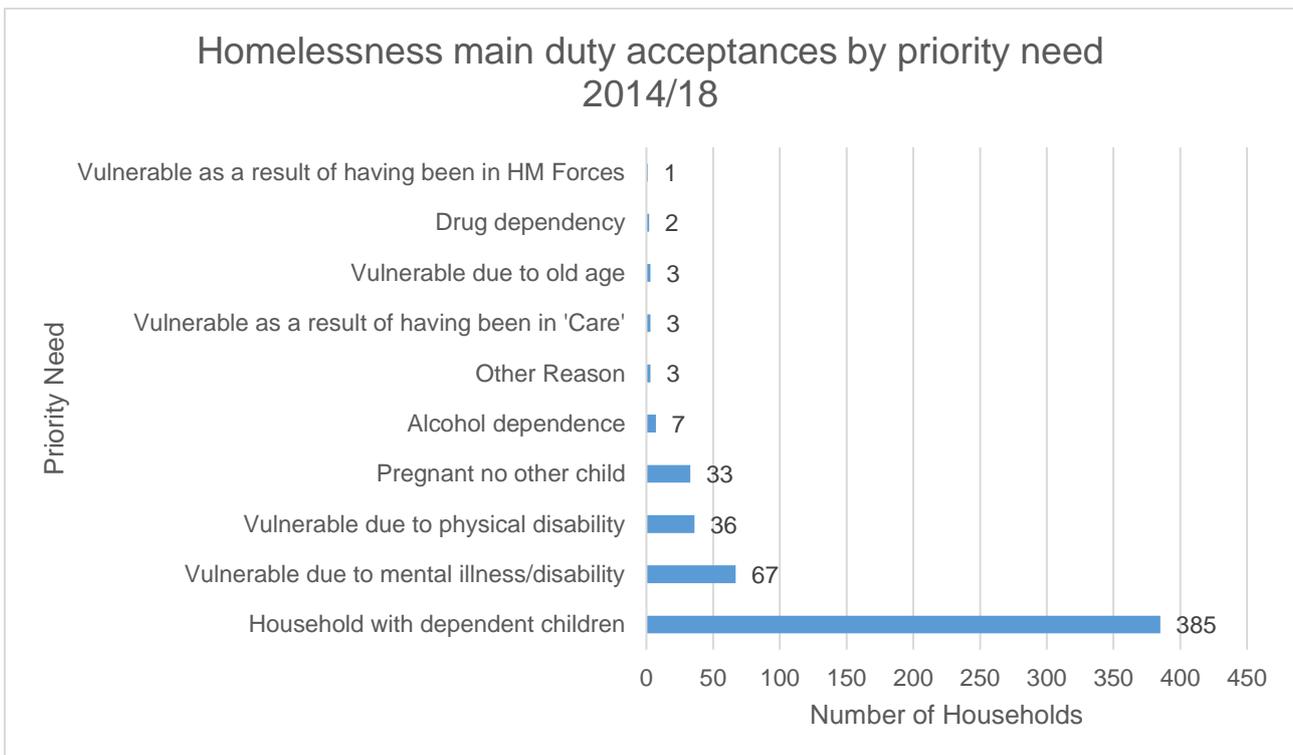


Chart 4: Homelessness main duty acceptances by priority need 2014/18

Reason for homelessness

Homelessness applications broken down by reason for homelessness between April 2014 and March 2018 is displayed in Chart 5. Spelthorne Borough Council's three biggest reasons are indicated as first, parents no longer willing or able to accommodate. Second, loss of rented or tied accommodation due to termination of an assured shorthold tenancy (for example, an applicant has been served with a S.21 notice). Third, other relatives or friends are no longer willing or able to accommodate. In comparison to the national data collected on reasons for homelessness

¹⁰ Ministry of Housing, Communities and Local Government (1996) Housing Act. The National Archives.

Spelthorne Borough Council's top three reasons for households approaching as homeless or threatened with homelessness slightly varies.

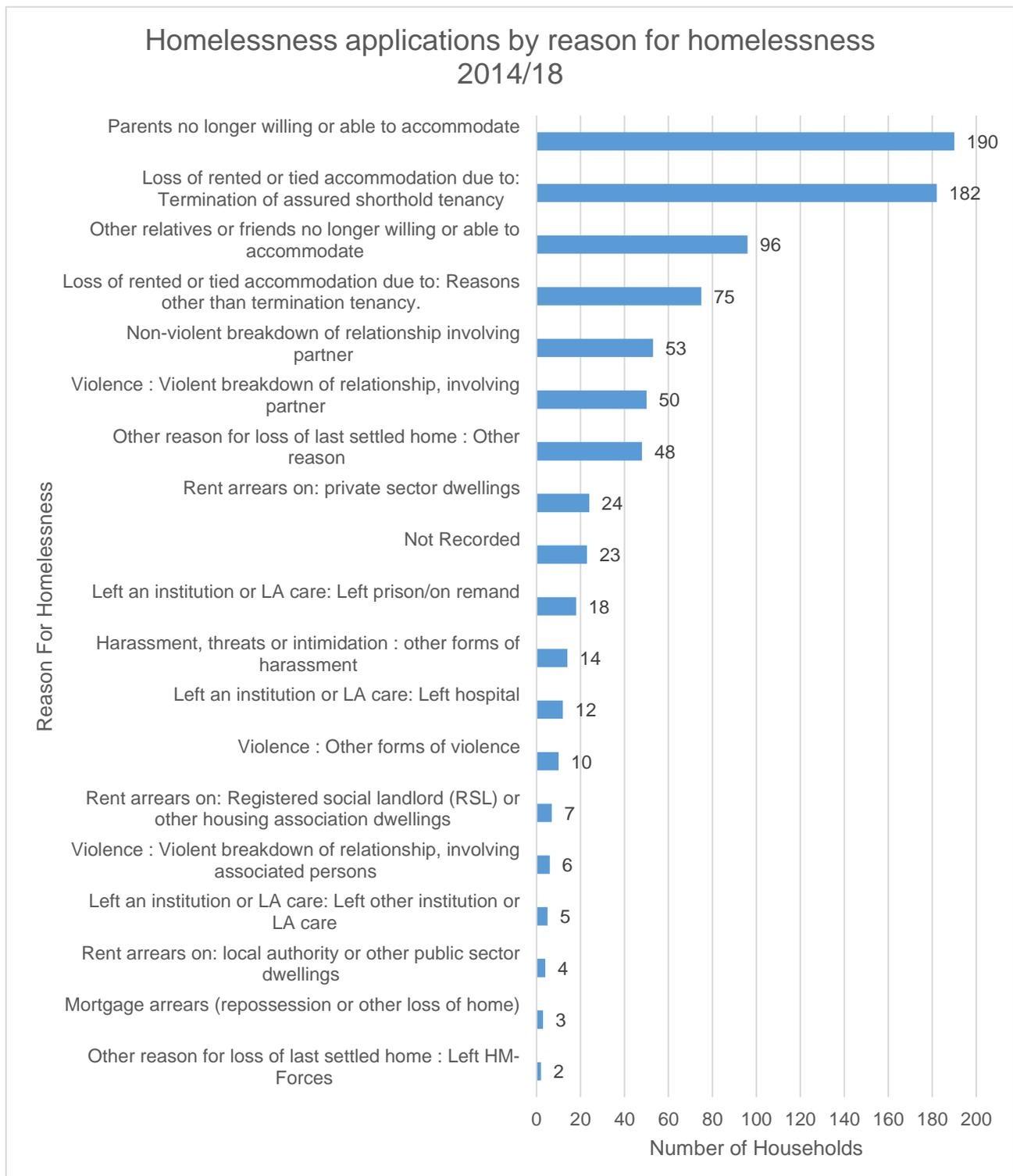


Chart 5: Homelessness applications by reason for homelessness 2014/18

Outcomes of main duty acceptances

The reasons for why the Council has discharged the main duty is indicated in Chart 6. The majority of households accepted an offer of social housing. This is followed by an offer of accommodation in the private rented sector. There are still 38 households who approached the Council for help prior to

3 April 2018, which have not yet reached an outcome. These are referred to as 'legacy' households and we are still working with them to help find suitable settled accommodation.

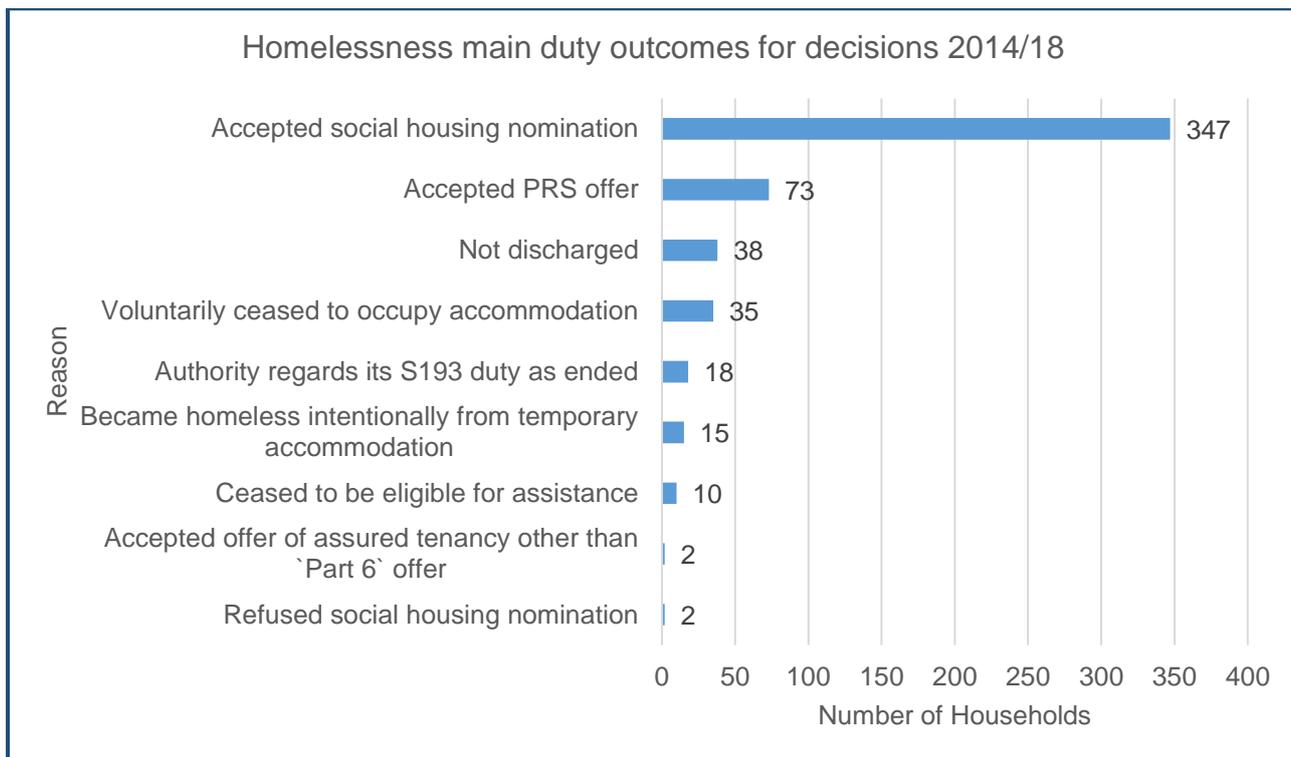


Chart 6: Homelessness main duty outcomes for decisions 2014/18

Homelessness in Spelthorne following the Homelessness Reduction Act 2017

The Homelessness Reduction Act (HRA) 2017

The Homelessness Reduction Act 2017¹¹ was a significant change in homelessness legislation and was introduced in April 2018 with the main aim of targeting earlier homelessness prevention. Some of the main changes included:

- Earlier intervention. If a client is threatened with homelessness within 56 days the local authority is required to offer assistance to prevent homelessness. The previous time frame was 28 days.
- A Personalised Housing Plan (PHP) is now developed and agreed for each applicant which aims to outline reasonable steps for both the household and Council to take in order to try and prevent or relieve homelessness. The plan is designed with emphasis on a joint effort to help tackle homelessness.
- Introduction of the “duty to refer” which has been enforced on certain public bodies to refer households directly to the local housing authority who they believe may be homeless or at risk of homelessness in an effort to identify and offer support at an earlier stage.

The Homelessness Reduction Act places three specific duties on local authorities, this includes:

- **Prevention duty** – a 56 day prevention duty may be triggered when a client is threatened with homelessness within 56 days. This means the Council will try to prevent the client from becoming homeless within a 56 day period.
- **Relief duty** – if a client is already homeless or the Council has not been able to prevent a client from becoming homeless, a 56 day relief duty will commence. This means the Council will try to relieve homelessness by supporting the client to find alternative accommodation.
- **The ‘main’ duty** – if the Council has been unable to relieve a client’s homelessness the Council will consider whether a ‘main’ duty may be owed under homelessness law to help the client on a longer term. The Council will assess if the client is eligible, homeless, has a local connection, and has a priority need and whether the client has become homeless unintentionally. These are the original five tests undertaken prior to the HRA coming into force, and were unchanged by the new legislation.

In preparation for the change in legislation, Spelthorne Borough Council took 3 main steps to help implement the Homeless Reduction Act¹²:

- 1) Five new members of staff were recruited and in post by March 2018 due to the expected increased workload. This included three Housing Options Officers, one Tenancy Sustainment Officer, and one Complex Needs Worker.
- 2) A new electronic case management system called HPA2 was developed by our system provider Locata. This was developed from the original HPA system and allowed for the creation of personalised housing plans, and allowed for the client to self-serve more easily. These individual plans are accessible to both housing officers and clients who can update and note any circumstantial changes. HPA2 also enables us to collate statistical information which we report back quarterly through the quarterly ‘H-CLIC’ return to MHCLG.
- 3) Staff and stakeholders were prepared through HRA training and two stakeholder events were jointly held with Runnymede Borough Council to inform our partners of the changes.

¹¹ Ministry of Housing Communities and Local Government (2017) Homeless Reduction Act. The National Archives.

¹² Spelthorne Borough Council (2019) Overview and Scrutiny Committee: Housing Options Update 15 January 2019.

Approaches for housing advice

Between April 2018 and March 2019, a total of 1,223 households approached Spelthorne Borough Council seeking assistance as they were either homeless or threatened with homelessness. This is broken down in Chart 7.

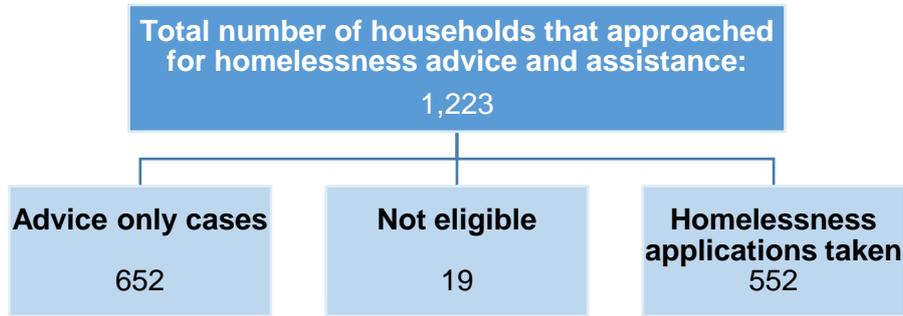


Chart 7: Approaches for initial housing advice 2018/19

Under s179 of the 1996 Act, the Council is required to provide free advice and assistance to residents who need help with their housing. Where we are approached and the issue is resolved purely through the provision of this s179 advice and assistance, we refer to these cases as ‘advice only cases’. These will also include cases where we have carried out non-statutory preventative work, for example before the 56 day trigger we may request a discretionary housing payment to help cover the shortfall in rent as a temporary measure.

As shown in Chart 8, where the main reason for the loss of a household’s last settled address was recorded, the main reason was friends or family no longer willing or able to accommodate, followed closely by the end of an assured shorthold tenancy in the private sector. This is in line with approaches prior to the implementation of the Homelessness Reduction Act 2017. There have been a number of cases recorded as ‘other reasons / not known’, which needs addressing.

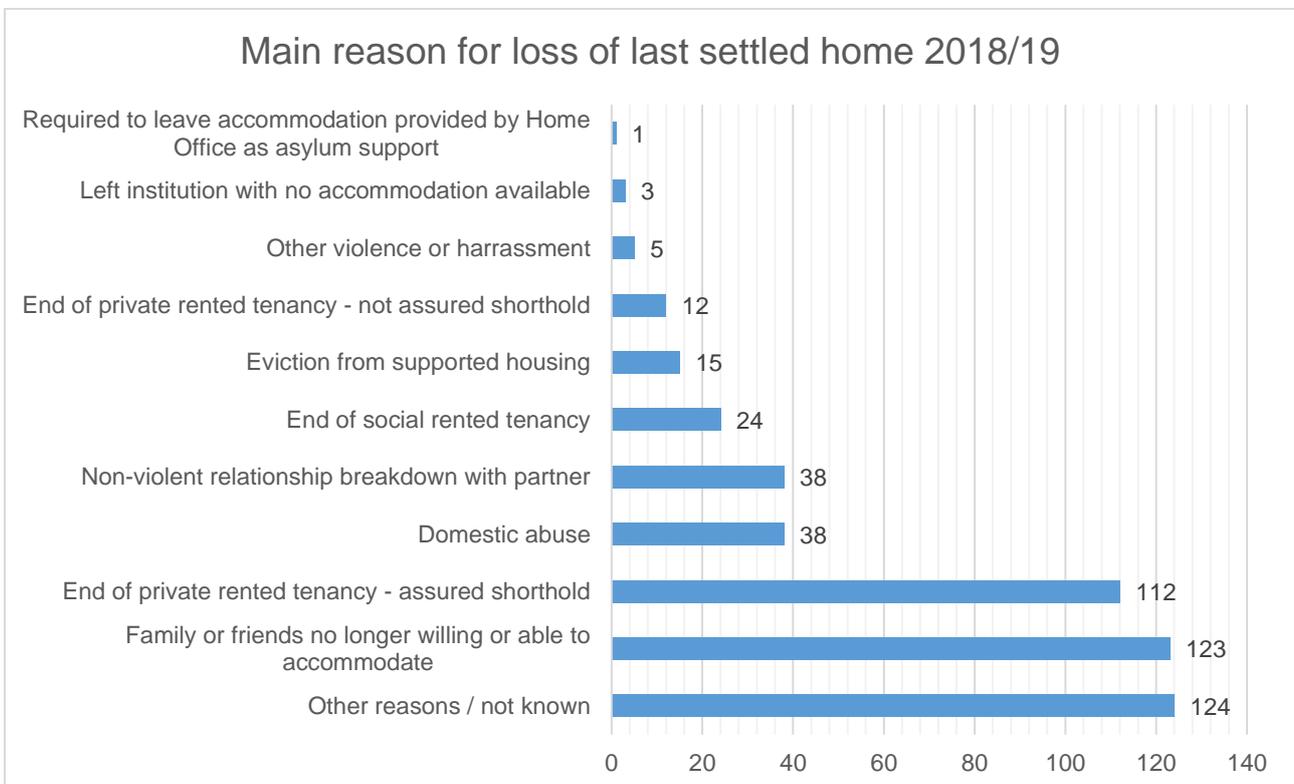


Chart 8: Main reason for loss of last settled home 2018/19

Once the trigger for taking a homelessness application is met, we carry out the assessment of circumstances and needs. From April 2018 to March 2019 a total of 552 applications were taken. Table 8 breaks down how each client was assessed upon application acceptance.

Assessment of Circumstances on Approach	Total	% of Total
Not threatened with homelessness within 56 days	46	8%
Prevention duty owed	355	64%
Already homeless relief duty owed	151	27%
Total	552	100%

Table 8: Initial assessment of circumstances for homelessness applications 2018/19

Meeting the support needs of homeless households

Throughout the course of 2018/19, we supported a number of households with support needs. 63% of all households owed either a Prevention Duty or a Relief Duty had a support need. As shown in Chart 9 below, for one in five households, this main support need was mental health issues. Some of the ways in which we responded to these support needs are contained within the Partnerships section later in this review.

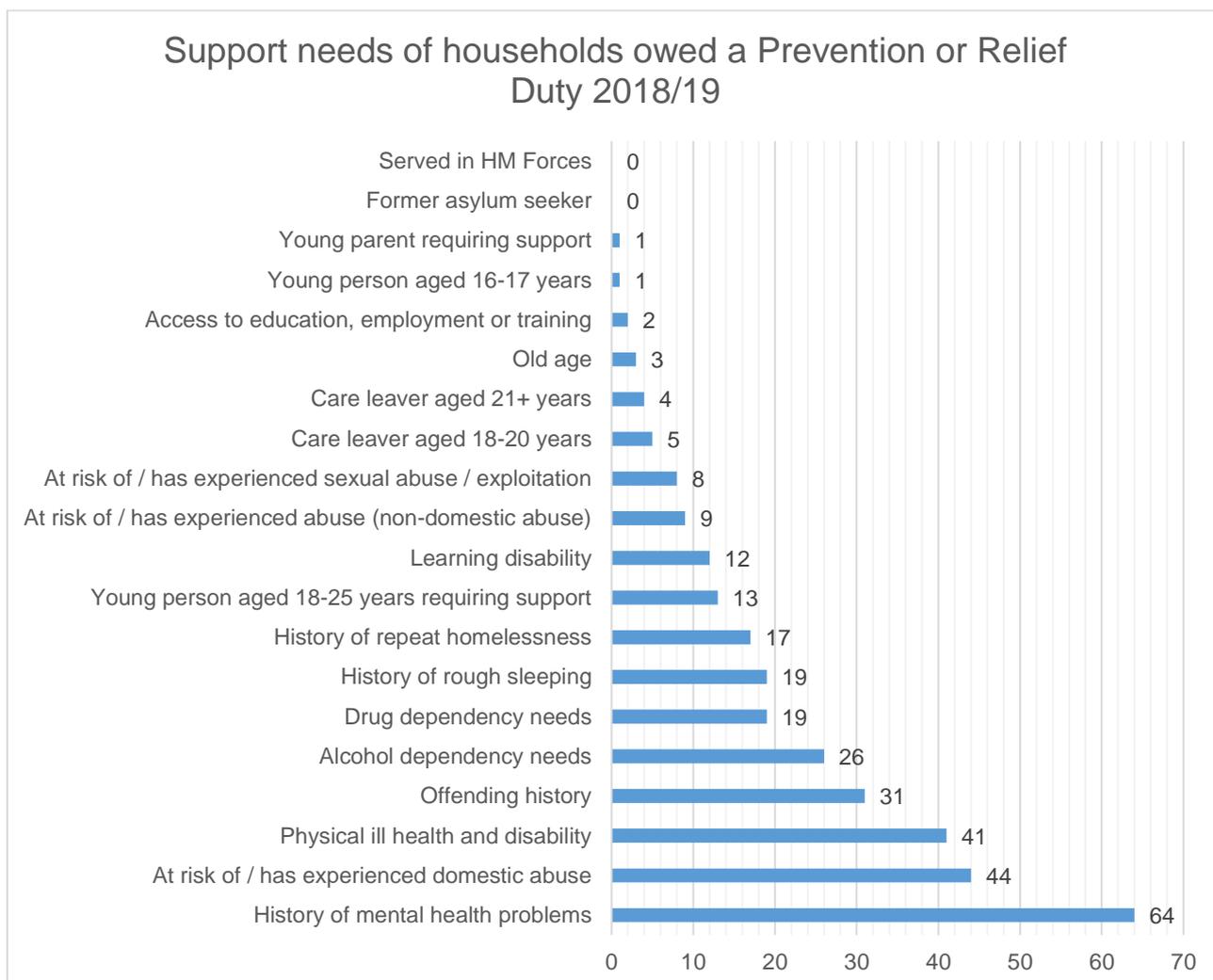


Chart 9: Support needs of households owed a Prevention or Relief Duty 2018/19

Nationality and ethnicity of households

In line with the years prior to the implementation of the Homelessness Reduction Act 2017, the vast majority of households owed a duty were habitually resident UK nationals. Additionally, our data shows that we continue to serve a diverse range of ethnicities in our community. Chart 10 and Chart 11 show this data in more detail.

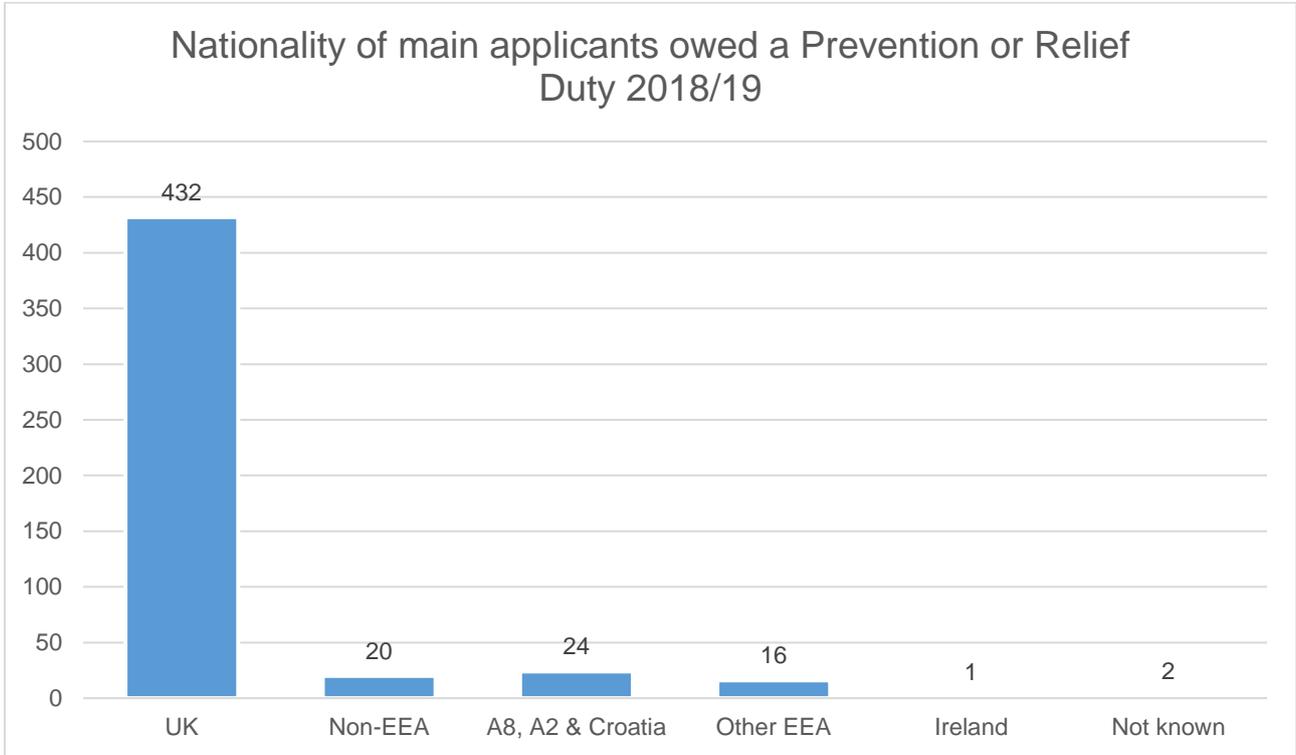


Chart 10: Nationality of main applicants owed a Prevention or Relief Duty 2018/19

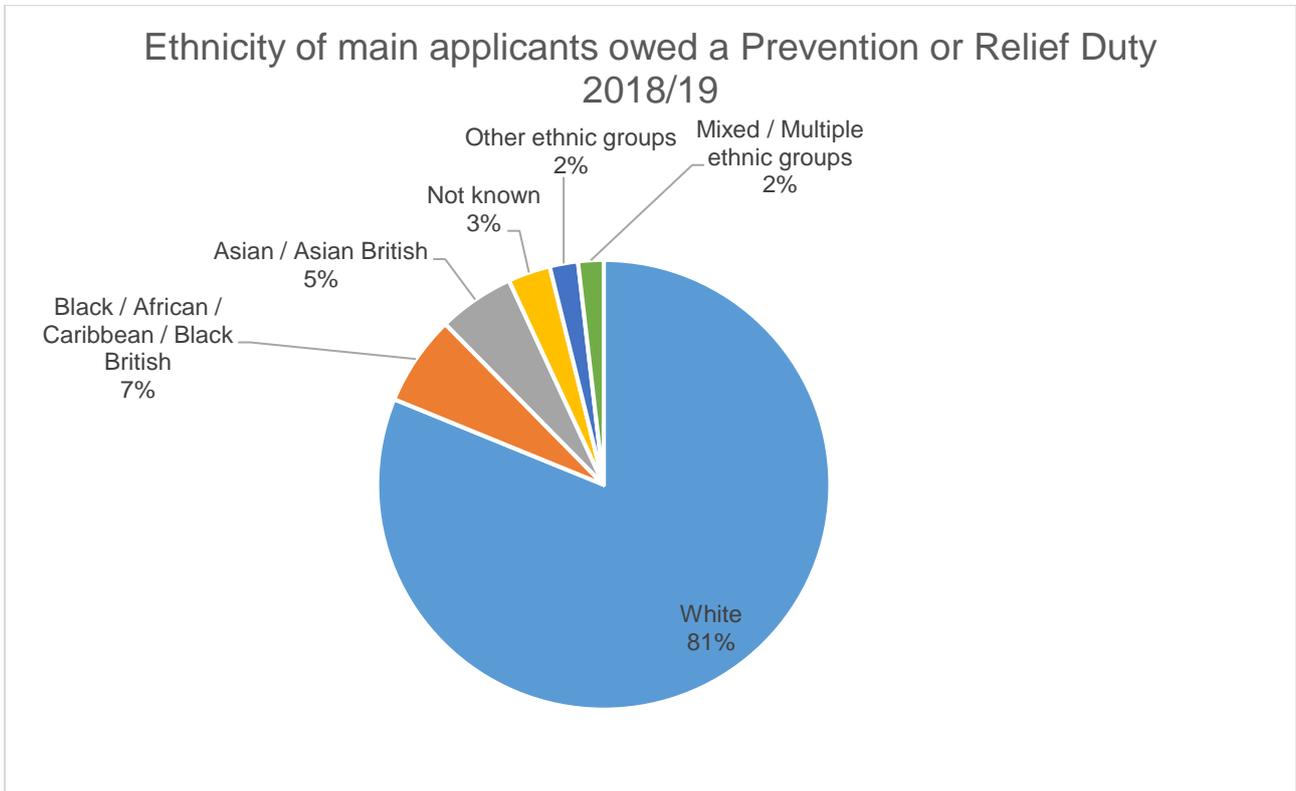


Chart 11: Ethnicity of main applicants owed a Prevention or Relief Duty 2018/19

Employment status of households

The majority of households approaching us for assistance are in employment, with 35% in either part-time or full time employment. Chart 12 breaks down the employment status of households.

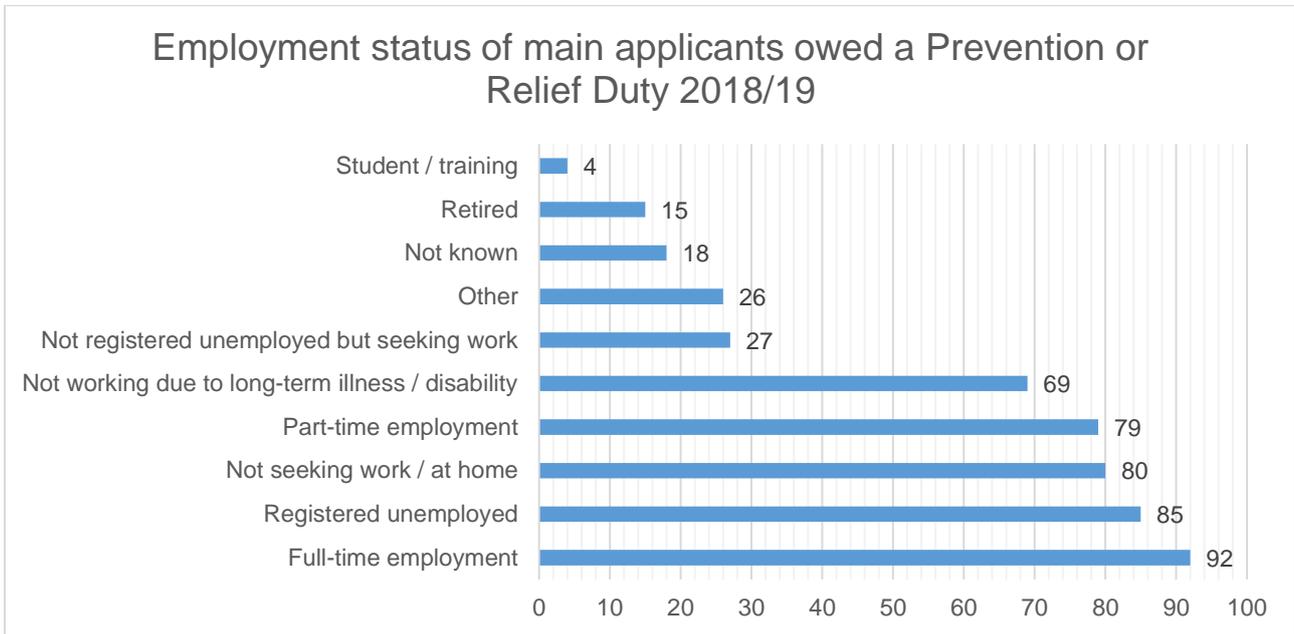


Chart 12: Employment status of main applicants owed a Prevention or Relief Duty 2018/19

Outcomes of applications

The outcomes of these applications are broken down by the three main duty types: Prevention Duty in Chart 13, Relief Duty in Chart 14 and Main Duty in Chart 15. The categories in green suggest a positive outcome for the applicant. This highlights that a significant proportion of households are assisted to either remain in their existing accommodation or are helped to secure alternative accommodation. It also indicates that we are still losing contact or applications are being withdrawn in a large number of cases. In summary:

- We successfully prevented homelessness in 50% of cases, with 65% of the accommodation secured for clients being in the private sector.
- We successfully relieved homelessness through securing suitable accommodation for clients in 31% of cases. 51% of the accommodation secured for clients was in the private sector.
- The Main Duty was discharged successfully in 86% of cases, with 22% of discharges into the private sector.

Outcomes of Prevention Duty discharged in 2018/19

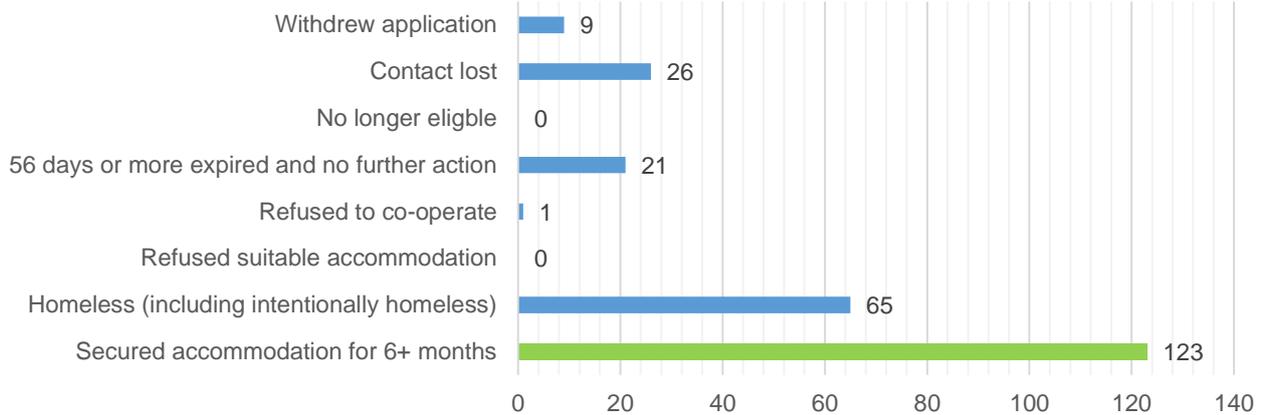


Chart 13: Outcomes of Prevention Duty discharged in 2018/19

Outcomes of Relief Duty discharged in 2018/19

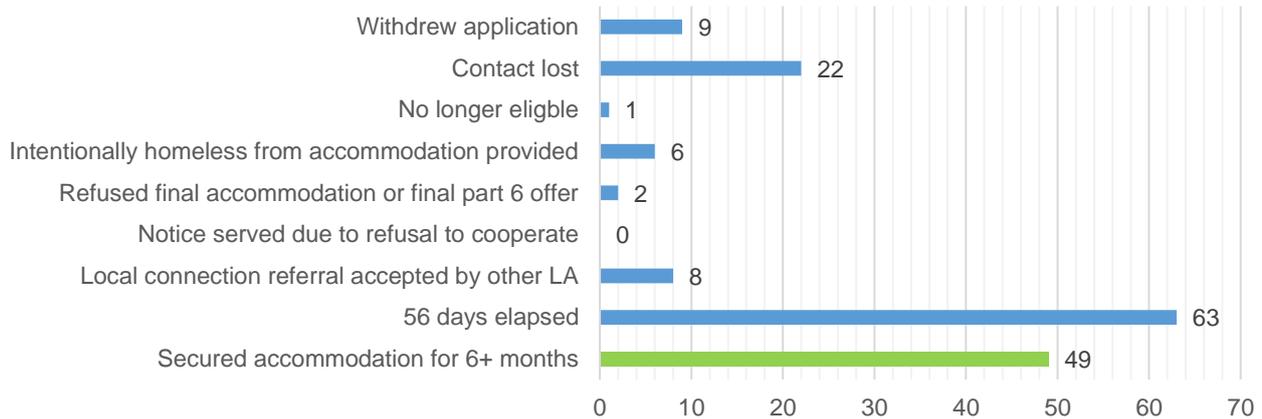


Chart 14: Outcomes of Relief Duty discharged in 2018/19

Outcomes of Main Duty discharged in 2018/19

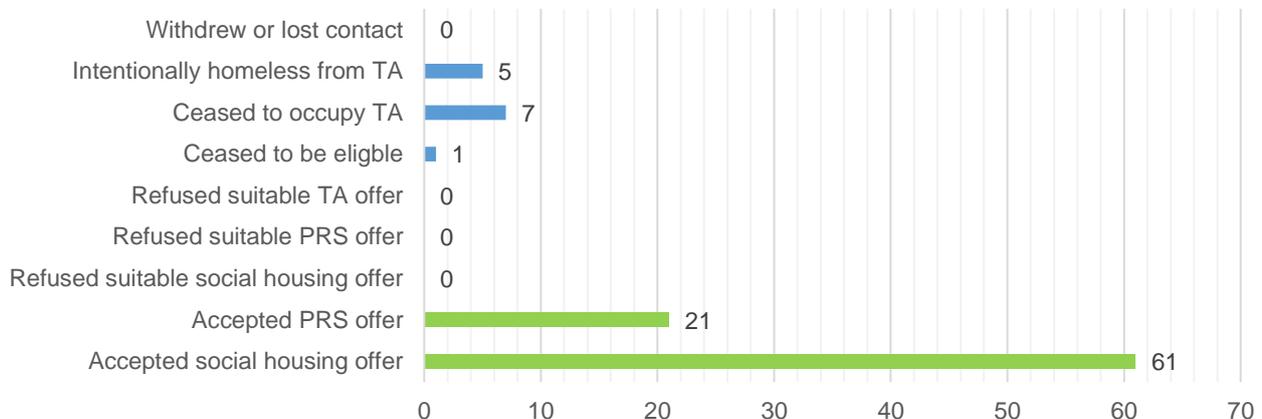


Chart 15: Outcomes of Main Duty discharged in 2018/19

Since the introduction of the Homelessness Reduction Act, Spelthorne Borough Council provides even earlier intervention to prevent homelessness. Inevitably, it is easier to tackle homelessness at an earlier stage with more time to assist and offer planned support. Spelthorne Borough Council has focused a large proportion of assistance to helping clients stay in their existing accommodation or help them in securing accommodation in the private rented sector.

Main Duty acceptances

Where we were unable to successfully relieve homelessness, we considered whether the household was owed the Main Duty under s193 (2) Housing Act 1996. This assessment involved considering whether the household was eligible, homeless, in priority need, have a local connection to Spelthorne, and that they had not become homeless intentionally. This assessment was carried out in 84 cases, and we accepted the Main Duty in 73% of cases. Where the Main Duty was accepted, 69% were in priority need because of dependent children within the household. This is in line with acceptances prior to the implementation of the Homelessness Reduction Act 2017.

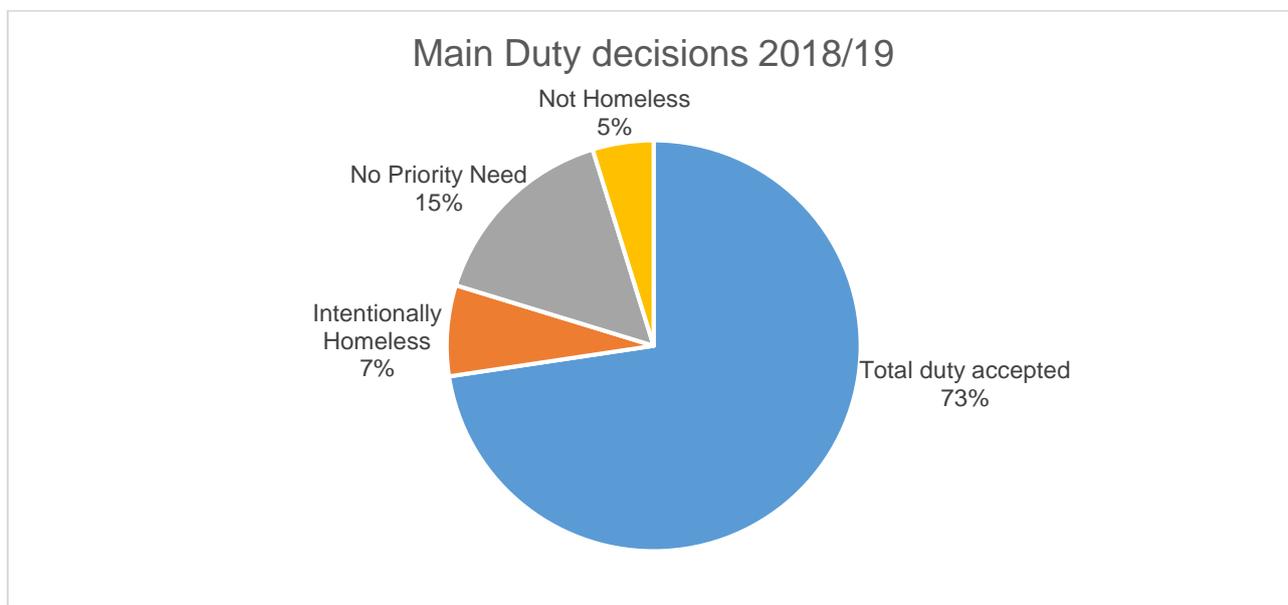


Chart 16: Main Duty decisions 2018/19

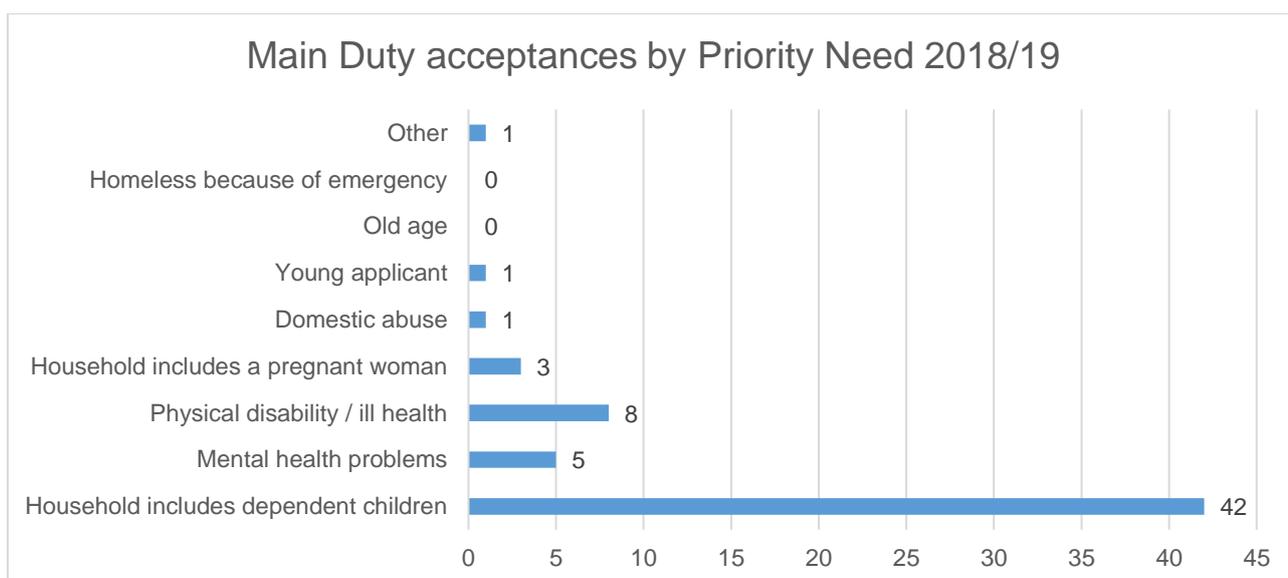


Chart 17: Main Duty acceptances by Priority Need 2018/19

Supply and demand of affordable and social housing

Spelthorne Borough Council does not own its own housing stock and as a result works closely with housing associations in the borough who offer social rented accommodation. Spelthorne Council transferred its housing stock in 1996 to what is now A2Dominion Housing Group. Social housing is extremely limited due to the high demand for affordable rented properties in the borough and nationwide. In order for residents to access social housing they must register with the Council's housing register by completing an online application on the Search Moves Website <https://www.searchmoves.org.uk/choice/>. By joining the housing register applicants are able to bid for properties in the local through 'choice based lettings'. As previously mentioned, demand significantly outweighs the supply of social housing so the majority of applicants on the housing register will likely not be given the opportunity to be offered social housing.

Housing register

As of the annual snapshot date of 1st April 2019, there were 1242 households on Spelthorne's housing register who are waiting and trying to secure a social housing let. Table 9 shows the statistics were affected in the years of 2015 and 2019 as highlighted in yellow. The changes that occurred included a change in the housing allocations policy and the housing register re-application process whereby existing housing register applicants were invited to re-register an updated application with us. These changes explain the decrease in numbers on the housing register for the years 2015 – 2019 as not all existing applicants applied again.

Number of Accepted Housing Register Applicants					
Year	Bedroom Need				Total
	1	2	3	4	
2019	507	501	195	39	1242
2018	1030	828	281	40	2179
2017	881	720	228	40	1869
2016	721	661	182	34	1598
2015	549	493	153	23	1218
2014	1034	589	525	47	2195
	Numbers after re-application and new policy				

Table 9: Applicants registered for social housing by bedroom need as at 1 April each year 2014/19

The largest bedroom need on the housing register has consistently been one beds followed by two beds for the last five years.

Chart 18 breaks down the age band categories of our one bed need applications. This demonstrates that approximately 65% of our applicants with a one bed need are under 50 and are therefore exempt from age restricted properties, including sheltered accommodation. A comparison of the number of properties that are let with age restrictions is indicated further below.

Age of main applicant for households requiring one bedroom

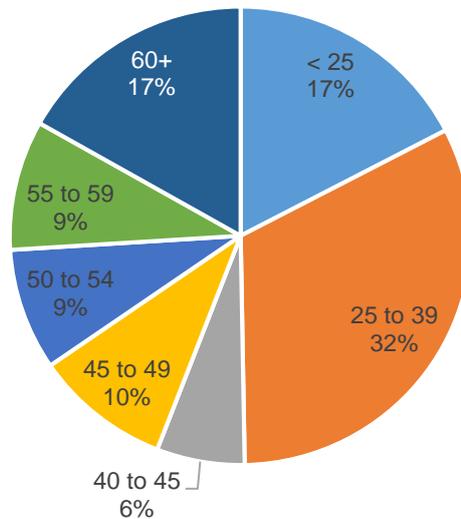


Chart 18: Age of main applicant for households requiring one bedroom

Supply of affordable and social housing

Over the last five years a total of 1,101 properties were let via Spelthorne Borough Council through Search Moves.

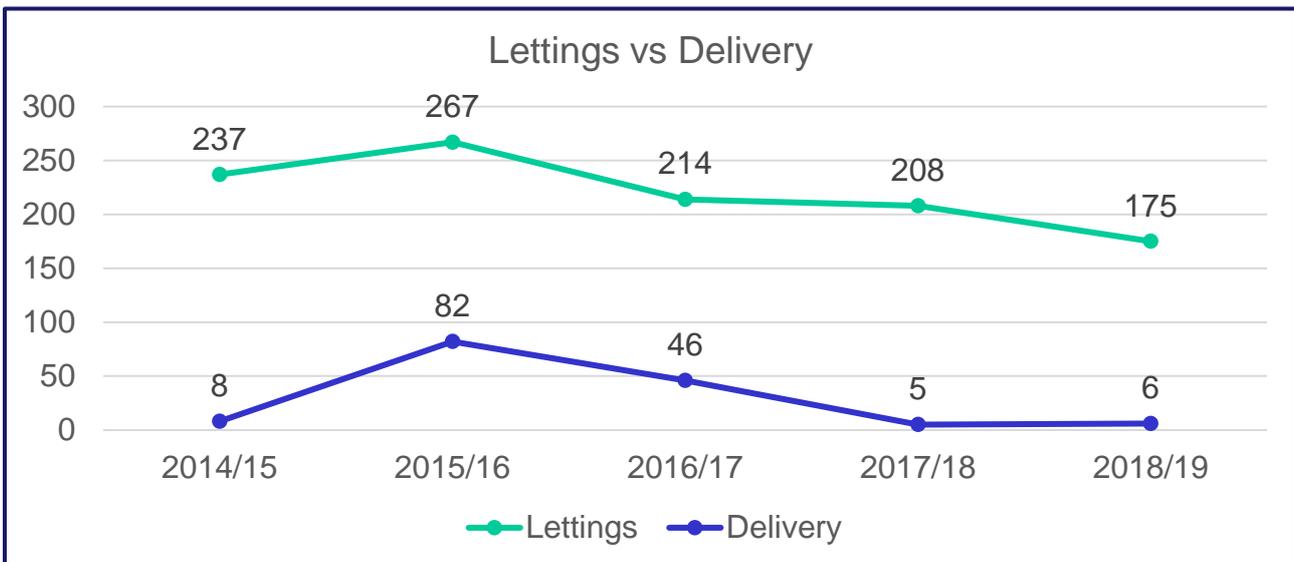


Chart 19: Lettings vs. delivery of affordable and social housing 2014/19

Social lettings have declined by approximately 25% in the last five years. A clear decline in social lets is also in line with a decline in the number of new affordable properties being delivered in the borough. In 2015/16 there was a slight peak in social lets which we interpret to be an impact of the Stanwell New Start regeneration development which commenced in 2009 and was led by A2Dominion. However, the consistent trend over the past four years is a decrease in social let properties.

Chart 20 and Chart 21 identifies the total number of Search Moves lettings by bedroom size and property type between the financial years of April 2014 to April 2019. Nearly half of the properties let were one bedroom properties, this was the highest number of bedroom size let through Search Moves. Out of the total number of 1 bedroom properties let, 97 were recorded as sheltered

accommodation and a further 203 were listed as age restricted. Age restricted properties accounts for nearly half of our one bedroom lets despite 65% of applicants with a one bed need being under the age of 50. As expected, the smallest number of properties let through Search Moves was 4 bedroom properties. This is mainly due to the limited availability of this property size. The majority of properties let were flats which make up approximately 63% of the total number of lets between the financial years of 2014 to 2019. The second highest property type was houses which made up approximately 23% of the total number of properties let.

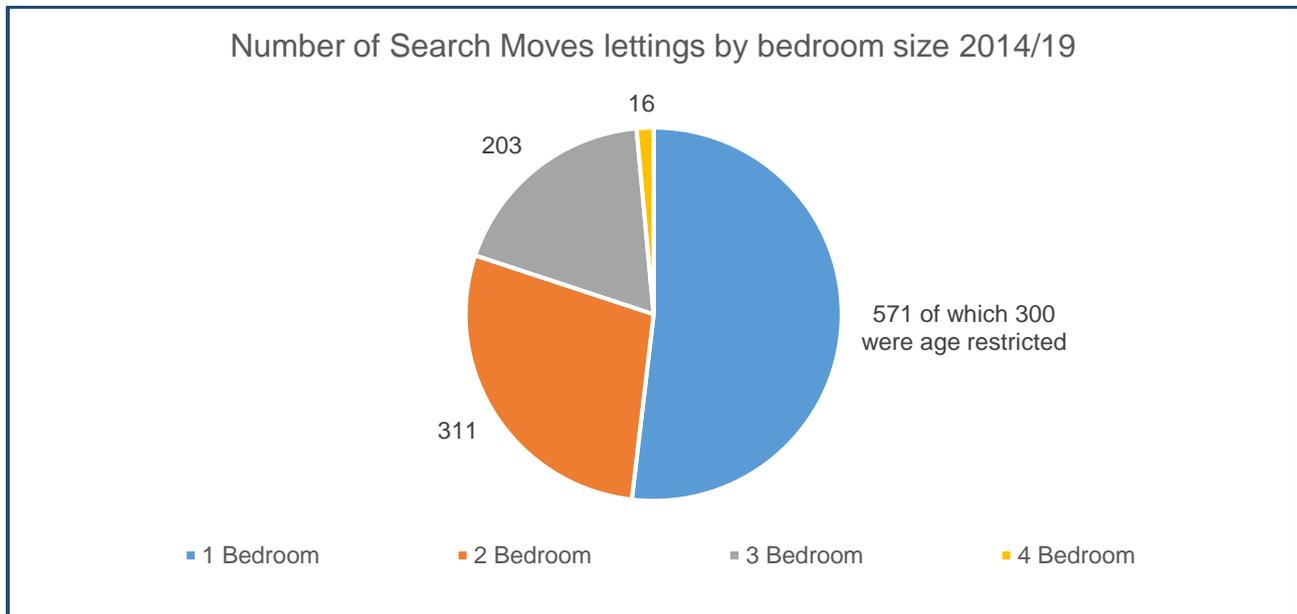


Chart 20: Total number of affordable and social lettings through Search Moves by bedroom size 2014/19

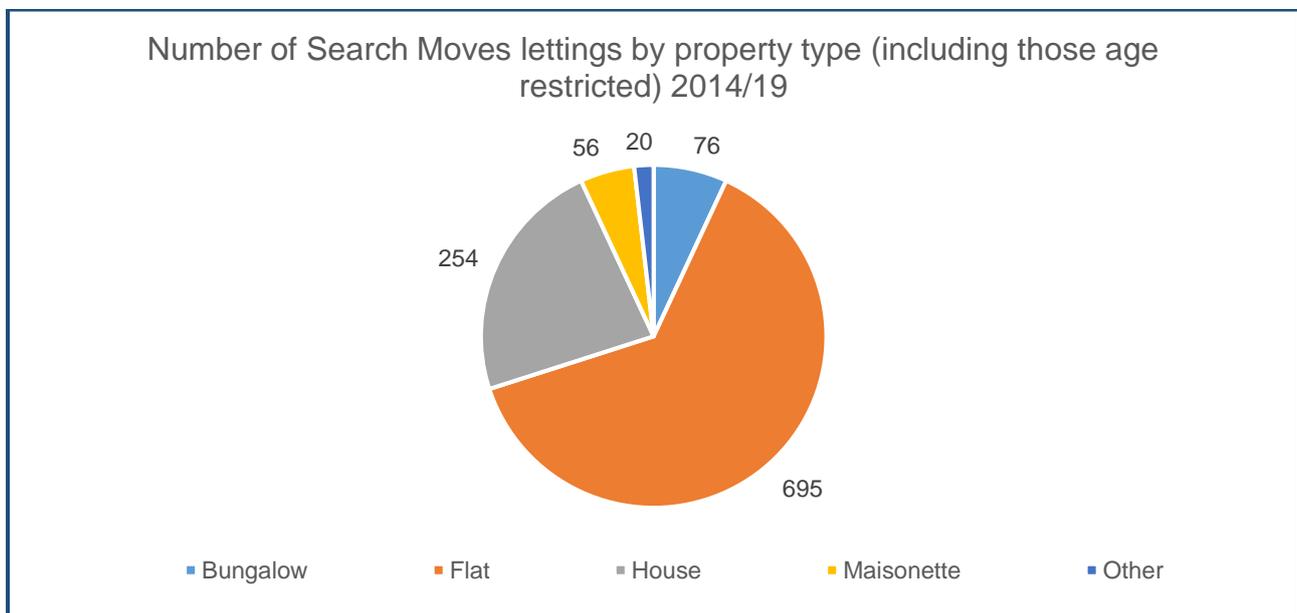


Chart 21: Total number of affordable and social lettings through Search Moves by property type 2014/19

Chart 22 and Chart 23 further clarify a decline in social lets. All bedroom sizes have generally declined over the five year period. Similarly flats and houses have declined whilst bungalows and maisonettes have generally stayed consistent. Overall these figures reiterate the decline in social housing lets.

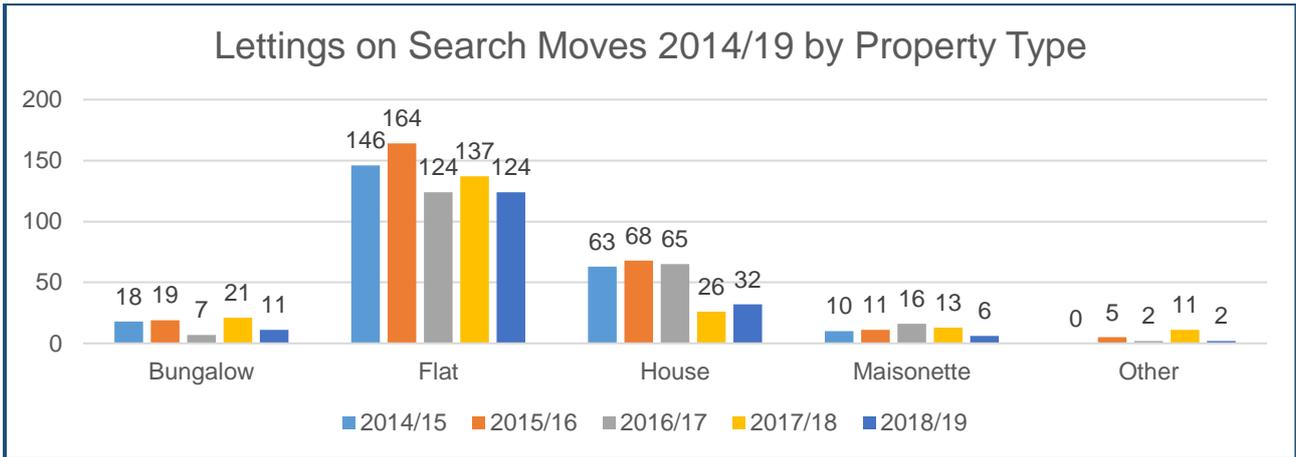


Chart 22: Total number of affordable and social lettings through Search Moves by property type and year 2014/19

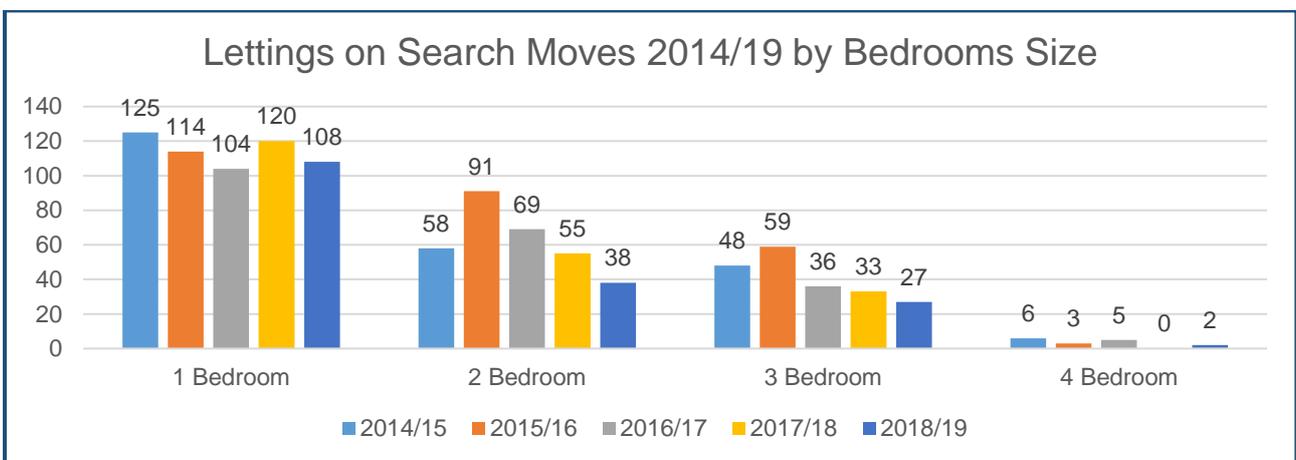


Chart 23: Total number of affordable and social lettings through Search Moves by property size and year 2014/19

Despite 1,101 properties being let through Search Moves between the financial years of 2014 and 2019, there was still a large number of households in this time period that were registered on Spelthorne Council’s housing register. There is an extremely limited number of social housing in comparison to the number of households seeking assistance and demand significantly outstrips supply.

The allocation of affordable and social housing to homeless households

The allocation of social housing is one way of helping households that are facing homelessness. Due to its limited availability and large numbers of others waiting for it, it is not a realistic option to resolve a homelessness crisis. The number of Search Moves lettings to homeless households when compared with all other households on the housing register between the years of April 2014 to April 2019 is demonstrated in Chart 24.

The data is broken down to those threatened or duty accepted as homeless versus all other households that were not. Ultimately a total of 383 homeless households were let properties through the Search Moves website over this date period. This makes up approximately 35% of persons let properties between the financial years of April 2014 to April 2019, the remaining numbers were all other households that were successful in bidding through the choice based lettings.

Number of Search Moves lettings to homeless households vs. all other households 2014/19



Chart 24: Total percentage of lettings of affordable and social housing through Search Moves by household type 2014/19

Table 10 is a short extract of a CIH table on lettings to homeless households in England and more specifically the South East region. An extra line for Spelthorne has been added to draw comparisons.

Area	% Lettings 2014/15	% Lettings 2015/16	% Lettings 2016/17	% Lettings 2017/18
Spelthorne	18	37	39	41
South East Region	17	15	20	24
England	14	12	16	19

Table 10: Extract and addition to Table 98c 'lettings to homeless households in England', 2019 UK Housing Review (CIH, 2009, p.230).¹³

On average 19% of socially let properties are let to homeless households annually in the South East region. This is in comparison to 15% nationally. Spelthorne averages out as 34% which is just over double of the national average and just under double of the South East region average.

¹³ Chartered Institute of Housing. M. Stephens, J. Perry, P. Williams, and G. Young (2019) 2019 UK Housing Review. CIH: Coventry.

Emergency and temporary accommodation

There are some instances where we as a Council are unable to prevent homelessness. A duty to provide interim accommodation arises where an applicant is assessed as homeless and there is a reason to believe that they are in priority need. This duty continues until the Council decides what further duty, if any, is owed to the household. There are two particular types of accommodation Spelthorne Borough Council use:

- **Emergency accommodation:** usually procured by the Council on a nightly basis. Although the Council has exclusive access to Harper House in Ashford, private providers are also used.
- **Temporary accommodation:** let on a longer term, although still temporary in nature. The Council owns two properties which it uses as temporary accommodation. These properties are let on non-secure weekly tenancies. We also have access to forty properties owned by A2Dominion which are reserved exclusively for use as temporary accommodation. These properties are let on six monthly assured shorthold tenancies.

Type of emergency and temporary accommodation used

To give an indication of how Spelthorne Borough Council uses interim accommodation, the data in Table 11 and Table 12 gives a snapshot of the 31st March 2019 to demonstrate this.

Accommodation type for properties within Spelthorne	Studio	1 Bedroom	2 Bedroom	3 Bedroom	Total
B&B (Travelodge)	0	2	0	0	2
Other Nightly Paid (Shared)	0	1	0	0	1
Other Nightly Paid (Self-Contained)	0	20	17	1	38
Temporary Accommodation (Registered Provider)	2	25	7	3	37
Temporary Accommodation (Spelthorne Council)	0	0	1	0	1
Total	2	48	25	4	79

Table 11: Snapshot of emergency and temporary accommodation placements within Spelthorne as at 31 March 2019

Accommodation type for properties outside of Spelthorne	Studio	1 Bedroom	2 Bedroom	3 Bedroom	Total
B&B (Travelodge)	0	1	0	0	1
Other Nightly Paid (Self-Contained)	0	12	2	4	18
Total	0	13	2	4	19

Table 12: Snapshot of emergency and temporary accommodation placements outside of Spelthorne as at 31 March 2019

At the 31st March 2019, the largest accommodation type that the Council arranged for eligible homeless applicants is self-contained nightly paid accommodation which was provided to 56 households. Part of this reasoning may be due to the Council's duty to provide suitable accommodation to households with children or expectant children. Under the Homelessness (Suitability of Accommodation) Order 2003, B&B accommodation with shared facilities is not considered suitable for families with children or those who are pregnant where the placement is beyond six weeks. Therefore, this may influence the numbers in self-contained accommodation.

This is further echoed by the second largest accommodation type which is temporary accommodation from a registered provider which totals to 37. The smallest accommodation types are B&B and shared nightly paid premises.

Location of temporary and emergency accommodation used

Where suitable, the Council aims to use accommodation within Spelthorne to reduce disruption to households and their links to the borough. There are some instances where there is not possible or not suitable so some households are placed out of borough. However, the information highlights that in total 79 households were placed in borough compared to 19 that were placed out of borough. Chart 25 demonstrates that the majority of placements are made within Spelthorne.

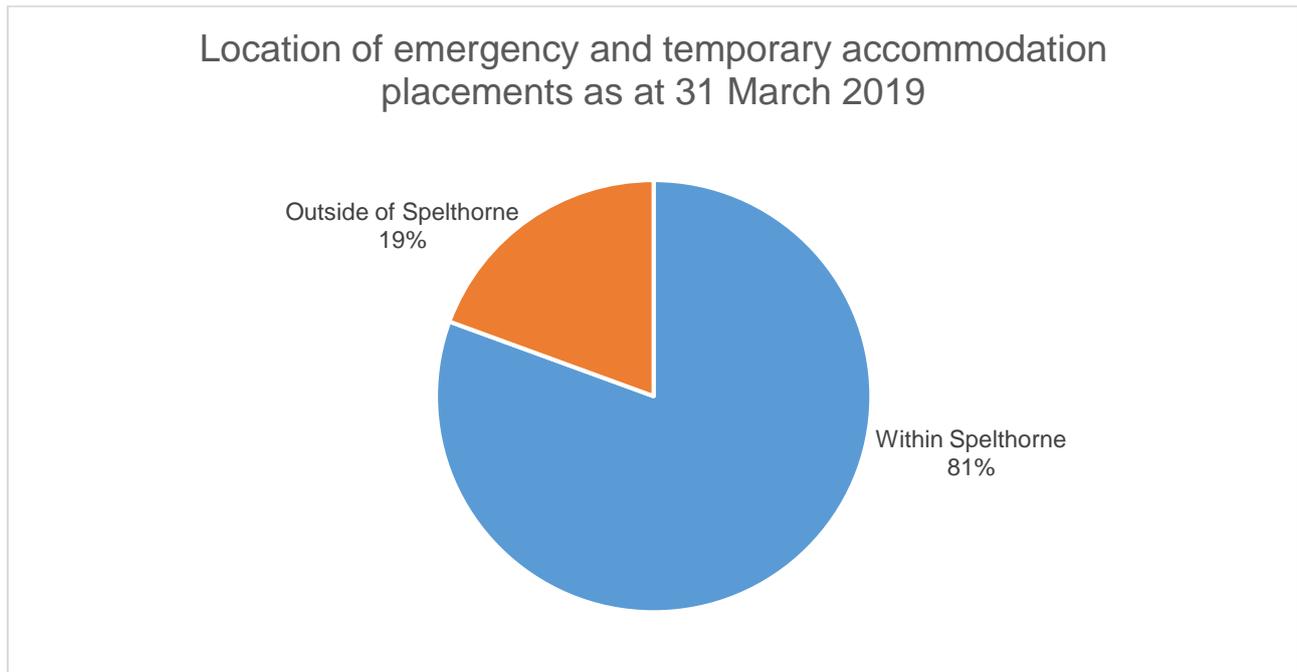


Chart 25: Location of emergency and temporary accommodation placements as at 31 March 2019

Chart 26 shows households in emergency and temporary accommodation as at the snapshot date of 31 March 2019 were made up of predominantly families with one child, closely followed by families with two children.

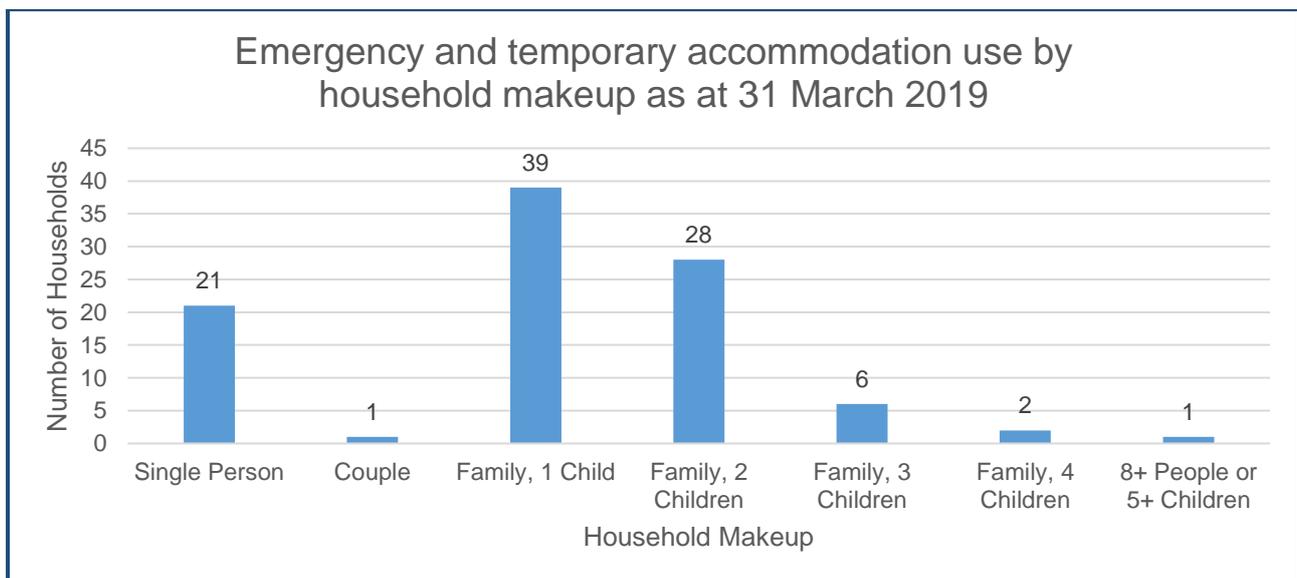


Chart 26: Emergency and temporary accommodation use by household makeup as at 31 March 2019

Length of stay in temporary and emergency accommodation

We try to minimise the length of time a household may have to be in emergency or temporary accommodation. However, this is strongly dependent on the availability of alternative suitable accommodation that meets the housing needs of the client. The average length of stay in temporary accommodation is shown in Chart 27; this is based on 56 households and their total length of stay after they exited their temporary accommodation. Unfortunately there has been an increase in the average time a household spends in temporary accommodation over the past four years.

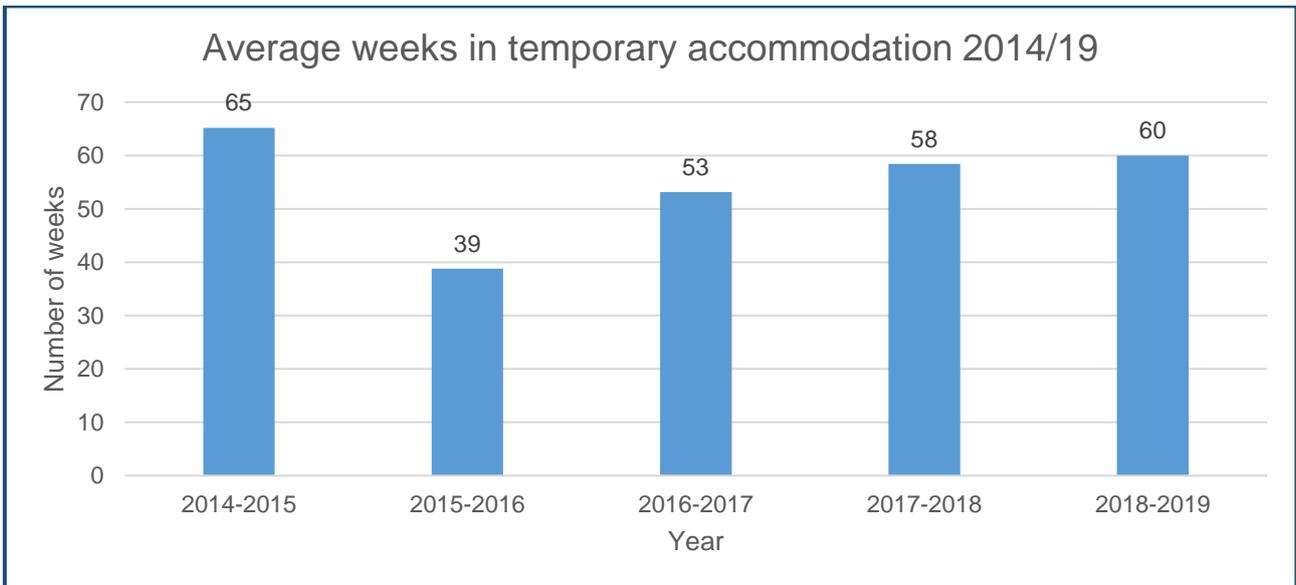


Chart 27: Average weeks in temporary accommodation 2014/19

In comparison, Chart 28 is based on 597 households and their total length of stay after they exited their bed and breakfast accommodation. The average time in this type of accommodation for the last five years has significantly decreased from 47 weeks in 2014/15 to 14 weeks in 2018/19. This is a significant success compared to previous years and is indicative of our service provision in moving households on from B&B to more suitable accommodation.

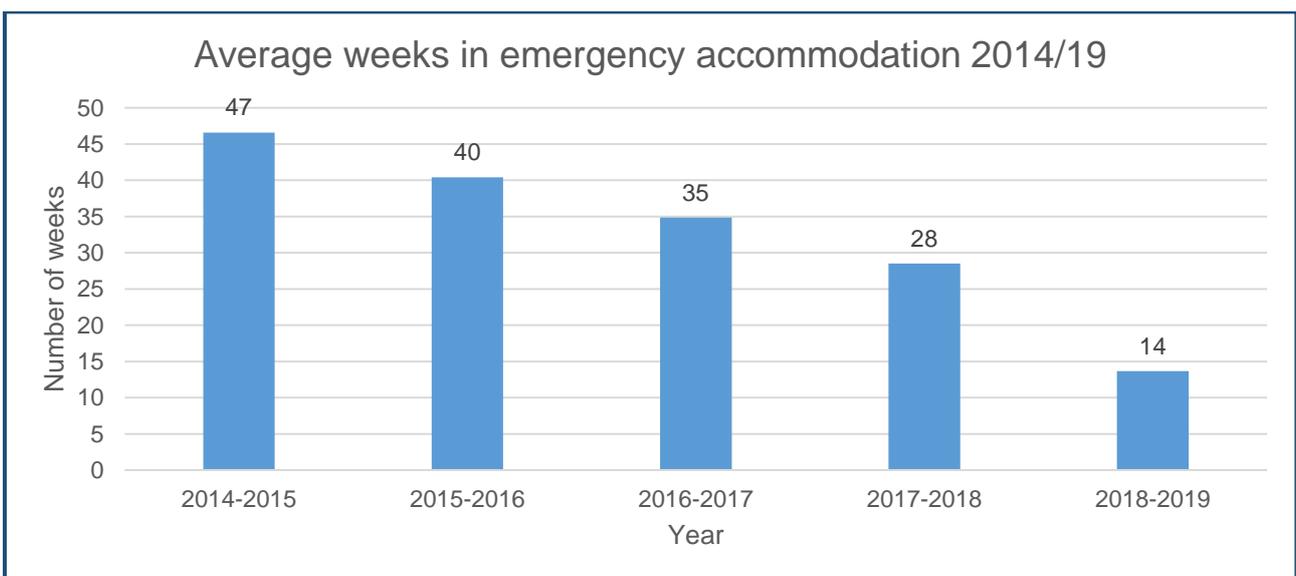


Chart 28: Average weeks in emergency accommodation 2014/19

Access to the private rented sector

Privately rented accommodation is our primary route to help relieve homelessness in the borough and is what we will use in the first instance to help prevent or relieve homelessness. One of the main issues our applicants have when securing privately rented accommodation is the large costs incurred up front by the tenant. This is usually one month's rent in advance and a 5 week deposit. When facing the threat of homelessness these large costs can cause pressures on households who may not be in a position to afford this.

Affordability of private sector housing is one of the big issues households face. There is usually a large sum of monies requested from tenants to secure a private tenancy. Expenses usually consist of a deposit, rent in advance and other costs incurred from setting up, renewing or ending the tenancy. In a bid to help our homeless applicants find and secure privately rented accommodation, Spelthorne Council offers three methods of support.

1. **Prevention Fund** – With the introduction of the Homeless Reduction Act and in an attempt to prevent homelessness at the earliest possible stage. Spelthorne Council has utilised a prevention fund to help assist applicants in securing suitable accommodation through a loaned deposit and rent in advance. The applicant enters in to a repayment with the council to pay these monies back. In the last 5 years, Spelthorne Borough Council has spent a total of £244,232.36 towards homelessness prevention.
2. **Rent Deposit Scheme** – Was designed by the Council to assist homeless families with a bond deposit and one month's rent in advance to secure privately rented accommodation. This was the Council's original scheme that was introduced in 1997 to help single persons and childless couples that were homeless or threatened with homelessness. In 2007 the scheme was amended to run as a family scheme. In total, 245 landlords have signed up to the Rent Deposit Scheme across 368 properties since 2007. Between the financial years of 2014 and 2019 Spelthorne Council made 88 of these placements. We have since produced a new scheme as outlined below but still offer the rent deposit scheme where we can.
3. **Rent Assure Scheme** – Introduced in December 2016 offers a rent guarantee scheme to landlords with an aim of them renting their properties through the Council to families who have been accepted as homeless. Additional incentives offered to landlords is outlined in part of the scheme's leaflet displayed. To April 2019, there have been 59 landlords that have signed up to the Rent Assure Scheme, across 78 properties. The data below indicates the scheme's success in forming tenancies with families who are homeless or threatened with homelessness and landlords. Spelthorne Council has demonstrated its good working relationships with landlords as is noted that landlords who have started on the scheme have come back with other properties to rent through the Rent Assure Scheme.

Benefits of this completely free scheme include:

- rent being paid directly to landlords by the Council at a fair guaranteed local market rate
- a rent guarantee and five week security repair bond agreement which lasts two years
- free assured short-hold tenancy agreement
- free tenant finding service
- choice of approved tenants
- free professional inventory service
- free tenancy support service
- tenant training programme
- ongoing support for landlord and prospective tenants

Image 1: Summary of Rent Assure Scheme benefits to landlords

Clients placed on Spelthorne Rent Assure 2016 - 2019

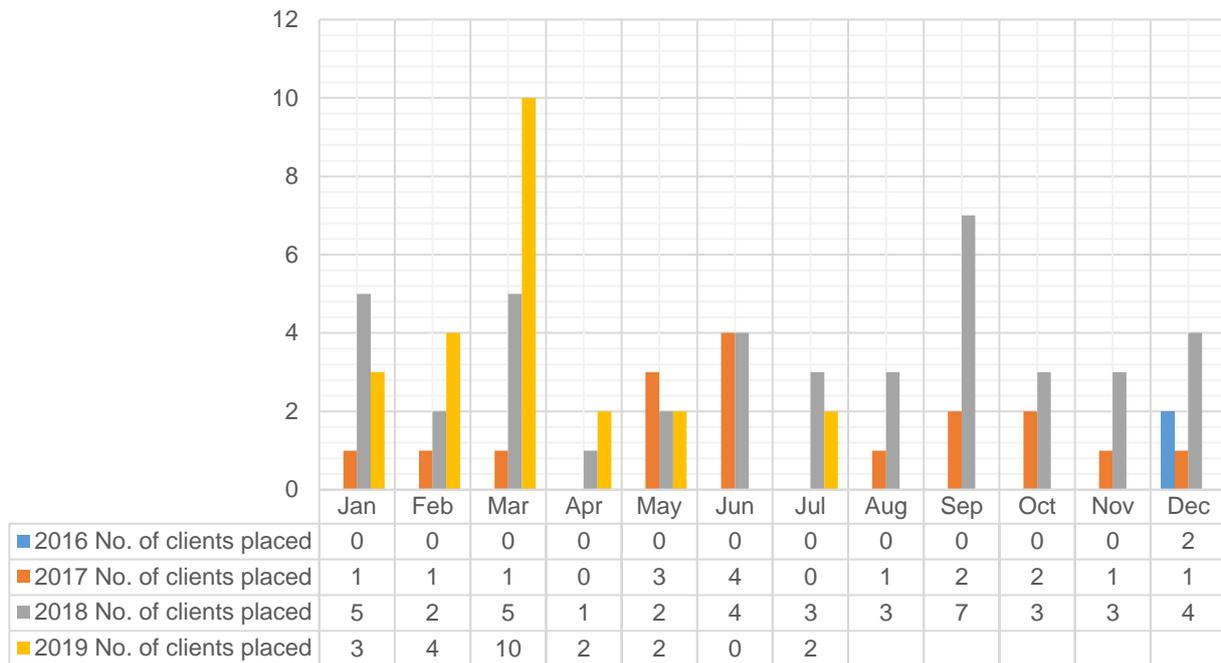


Chart 29: Total placements on Spelthorne Rent Assure 2016/19

Chart 29 details the number of placements which have been made under the Spelthorne Rent Assure Scheme. Noticeably the number of households placed on the scheme increased at two major points; September 2018 and March 2019. During these two separate occasions Spelthorne Borough Council worked with Knowle Green Estates (KGE). KGE is a company wholly owned by Spelthorne Borough Council, set up to develop residential accommodation within the borough. All of the new KGE properties to date have been let through the Spelthorne Rent Assure scheme and the rent was capped at the local housing allowance. The impact of Spelthorne Borough Council working with KGE means we have been able to help assist 11 homeless households in to affordable privately rented properties. We have built a good working partnership with KGE, they consult Spelthorne Borough Council during decision making on future housing projects. The benefit of this is that future specifications of housing planning by KGE will consider the housing need and demand in Spelthorne.

Spelthorne Rentstart

Whilst the Rent Assure scheme helps families who are homeless or threatened with homelessness, Spelthorne Council works closely with a local charity called Spelthorne Rentstart who are able to offer support to single persons and childless couples. Rentstart offers similar incentives for landlords to the Rent Deposit scheme in that they help tenant's secure privately rented accommodation through wholly or part funding a rent deposit through their deposit guarantee scheme and offer ongoing tenancy sustainment support.

As highlighted in Chart 30, Rentstart have successfully assisted a total of 1,747 clients between the financial years of 2014 to 2019. Assistance was given through housing advice which was provided to 1,362 clients and an additional 385 were supported in to accommodation through the Deposit Scheme.

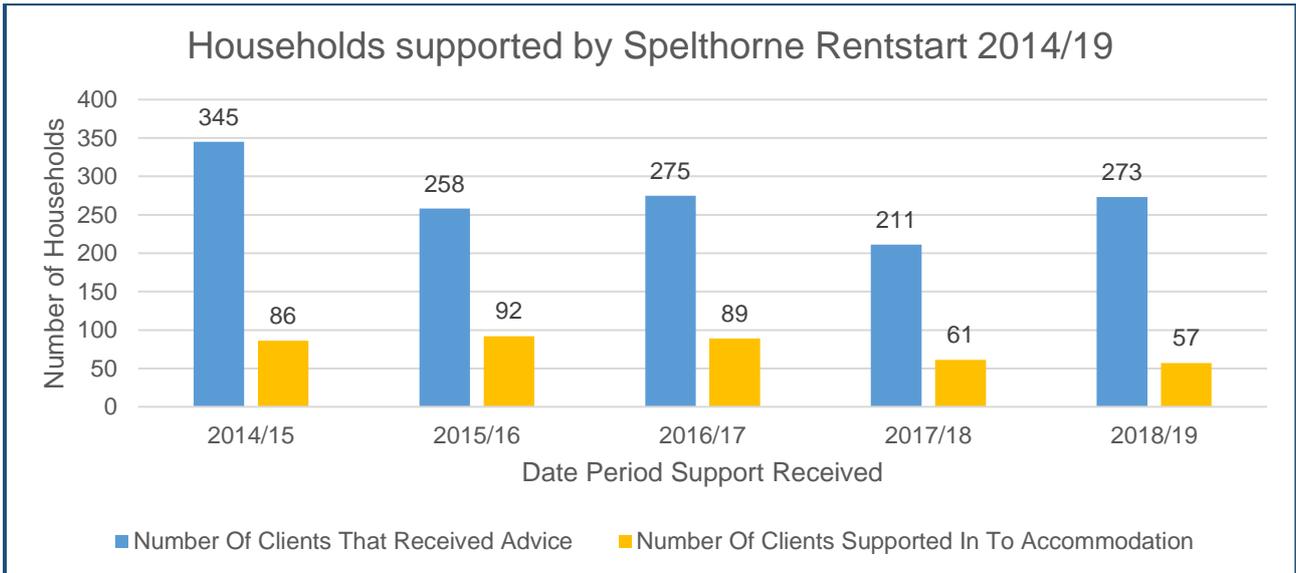


Chart 30: Number of households supported by Spelthorne Rentstart 2014/19

Rentstart have advised the number of client’s housed in rooms has been declining in recent years which has led to a reduction in the overall number of client’s housed.

Rentstart consider the lack of rooms is attributable to several factors including:

- The scarcity of rooms has led to rents being pushed up to unaffordable levels.
- The Local Housing Allowance has not kept up with market rents.
- The introduction of Universal Credit. This received a lot of negative press which put new landlords off, making it increasingly difficult for Rentstart clients to secure properties. Fortunately, Rentstart managed to retain all of their existing landlords.
- A change in the travel and tourism accommodation market has led to less availability of rooms as they are being utilised for other means.
- The absence of a Night Shelter in 2017/18 and 2018/19. This was a lifeline to Rentstart during the winter months, as it gave access to rooms at short notice for brief periods, giving Rentstart a window to work intensively with clients to secure more permanent accommodation in the private rented sector.

Rough Sleeping

MHCLG conduct an annual snapshot of people rough sleeping on a single night. The snapshot uses street or spot counts and evidence-based estimates. MHCLG's 2018¹⁴ annual autumn snapshot of national rough sleeping recorded 4,677 people as sleeping rough on a single night with London accounting for 27% of the total number. This figure is nearly double what it was four years ago when it was 2,744. MHCLG goes on to identify that:

- 64% were UK nationals
- 14% were women
- 6% were aged 25 years or younger

MHCLG break their figures down by region; Spelthorne falls under the South East region of England. This is recreated in Chart 31 to indicate the total number of rough sleepers over the last 8 years. The general trend is a significant increase in the number of rough sleepers.

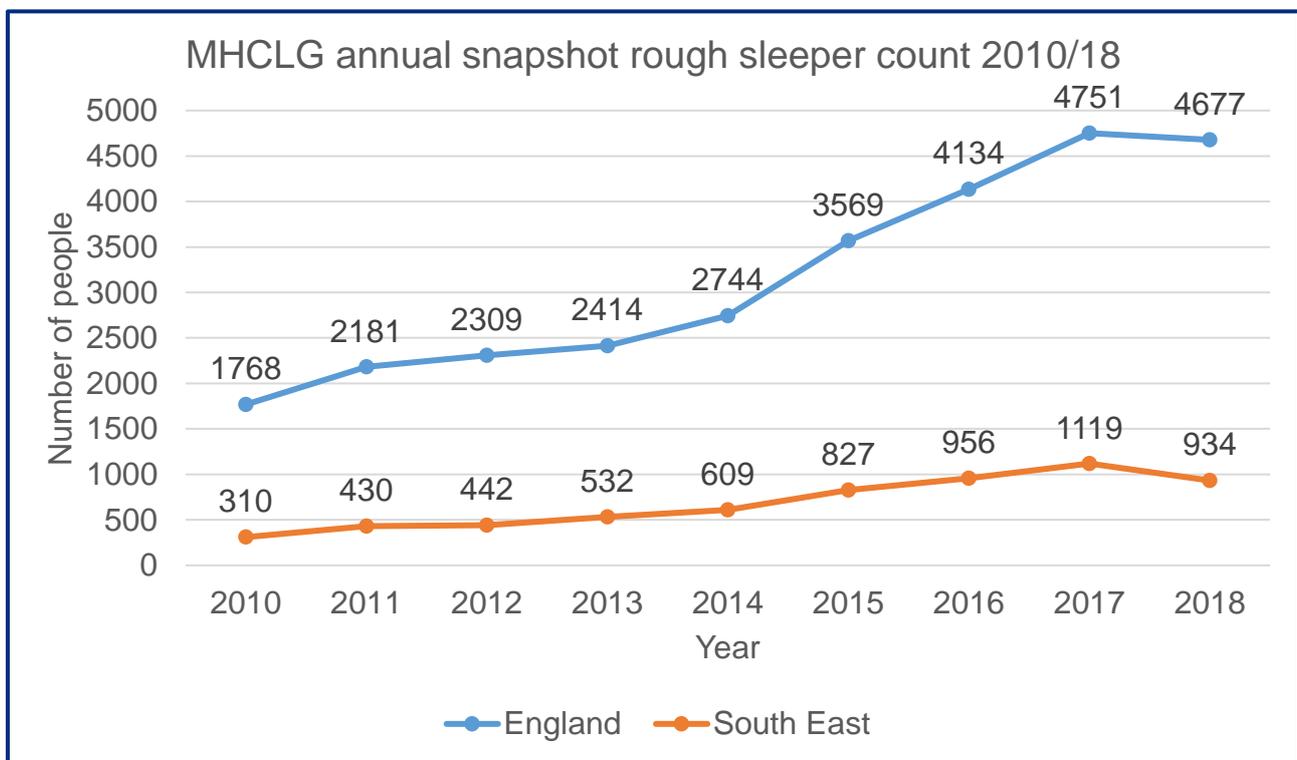


Chart 31: MHCLG annual rough sleeper count 2010/18

The South East Region was noted as having 20% of the total number of people sleeping rough and was ranked second highest by region after London. However, the total number of rough sleepers in the South East Region decreased from the previous year which was recorded as 1,119. This may be partly from the introduction of The Rough Sleeping Initiative that was launched in spring 2018 as part of the government's strategy to initially half rough sleeping and then fully eradicate it by 2027¹⁵.

Similarly, the trend of increased numbers of rough sleepers is a common pattern in Spelthorne. Chart 32 shows the numbers of rough sleepers recorded in Spelthorne for the last 8 years. Whilst people rough sleeping may not be a significant problem in the borough it is still an increasing concern.

¹⁴ Ministry of Housing Communities and Local Government (2018) 'Rough Sleeping Statistics Autumn 2018, England (Revised)'.

¹⁵ Ministry of Housing Communities and Local Government (2018) 'Rough Sleeping Strategy: Delivery Plan.'

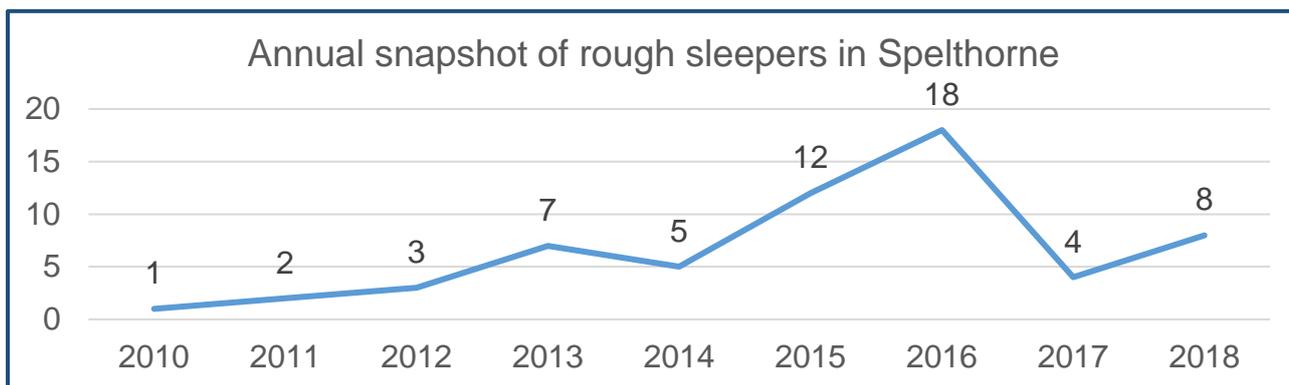


Chart 32: Annual snapshot of rough sleepers in Spelthorne 2010/18

Annual winter shelter

For the past number of years, we have worked with Transform Housing & Support, Runnymede Borough Council and Elmbridge Borough Council to provide a winter shelter for rough sleepers. The most recent accommodation being the Hersham Road hostel. Since 2017 each borough has made their own arrangements. This was due to a number of factors which included a required change in the planning layout of an extension to Hersham Road hostel which was intended to be used as a winter shelter. The extension was smaller than originally intended and unfortunately effected the capability of it being used as a winter shelter.

Each year, the Council identifies provision for homeless people to shelter them from inclement and severe weather. Those accessing this facility are generally people who are not owed a longer-term housing duty by the Council, and who would otherwise qualify to be accommodated on an emergency basis under what is known as the Severe Weather Emergency Protocol (SWEP). SWEP is activated when the 'feels like' temperature falls to below 0°C for at least three consecutive nights. It is up to the Council to determine when SWEP is activated.

For the past number of years, the Council has funded a service jointly with Runnymede Borough Council and Elmbridge Borough Council. The location of this service has varied over the years:

- 2014/15 – Whiteley Village, Hersham
- 2015/16 – Fairways, Staines-upon-Thames
- 2016/17 – Fairways, Staines-upon-Thames
- 2017/18 – Hersham Road, Walton-on-Thames

In each of the years 2014/15, 2015/16 and 2016/17, the Council contributed £5,000 revenue funding towards the set-up and running of the shelter. No revenue funding was provided for the year 2017/18 for reasons given later in this report.

Due to difficulties with the Hersham Road extension works, there was no winter shelter provision for the 2018/19 winter months. Instead, Officers relied on SWEP activation, and placed a total of four homeless people into emergency accommodation who would otherwise have been referred to the night shelter. This figure does not include those individuals who refused offers of assistance – this data is not currently held in an easily reportable manner.

Rough Sleeper Initiative

As a result of increasing rough sleep numbers, Spelthorne Borough Council put in a recent bid and was successful for Rough Sleeping Initiative funding. As of March 2019 we were awarded £50,000 towards helping reduce and where possible eliminate rough sleeping in Spelthorne's borough. This fund has already been utilised by the recruitment of a Rough Sleeper Coordinator and Outreach

Officer who is working to map existing services for rough sleepers in Spelthorne. The officer is responsible for working with service providers to ensure that those persons who are experiencing or are at risk of rough sleeping have information and access to outreach services. The remaining monies will be used towards a personal support budget to help rough sleepers into settled accommodation.

The role is still in its early stages but has already provided us with some indicative data on the number of rough sleepers in Spelthorne. The number of people recorded as rough sleeping is broken down in Table 13.

Month of 2019	Number of people recorded as rough sleeping in Spelthorne
May	8
June	7
July	8
August	13
September	10

Table 13: Monthly snapshot of the number of people recorded as sleeping rough in Spelthorne

Having a rough sleeper coordinator allows us to dedicate a resource to monitor the number of people rough sleeping in the borough more carefully and allows us to focus our attention on ways to encourage them to engage with us for support.

Since the beginning of June 2019 the rough sleeper coordinator reported the following successes so far:

- One rehoused in to sheltered accommodation.
- One rehoused in to private rented accommodation.
- Three in B&B under statutory duty after referring to a housing options officer – the rough sleeper coordinator is still offering an outreach service to them.
- Two rehoused in to supported housing with an ongoing outreach service for one month whilst the rough sleeping coordinator works with the key worker. A further one has an assessment booked for supported housing.
- Four have moved on out of borough and not been sighted again.

The Council hopes to see ongoing success from the Rough Sleeping Initiative funding as part of achieving its new strategy and will continue to monitor its results.

Resources available to deliver homelessness services

Staffing revenue expenditure

A comparison of our staffing team in 2014 to 2019 is demonstrated in Chart 33 and Chart 34.

Housing Options Team 2014

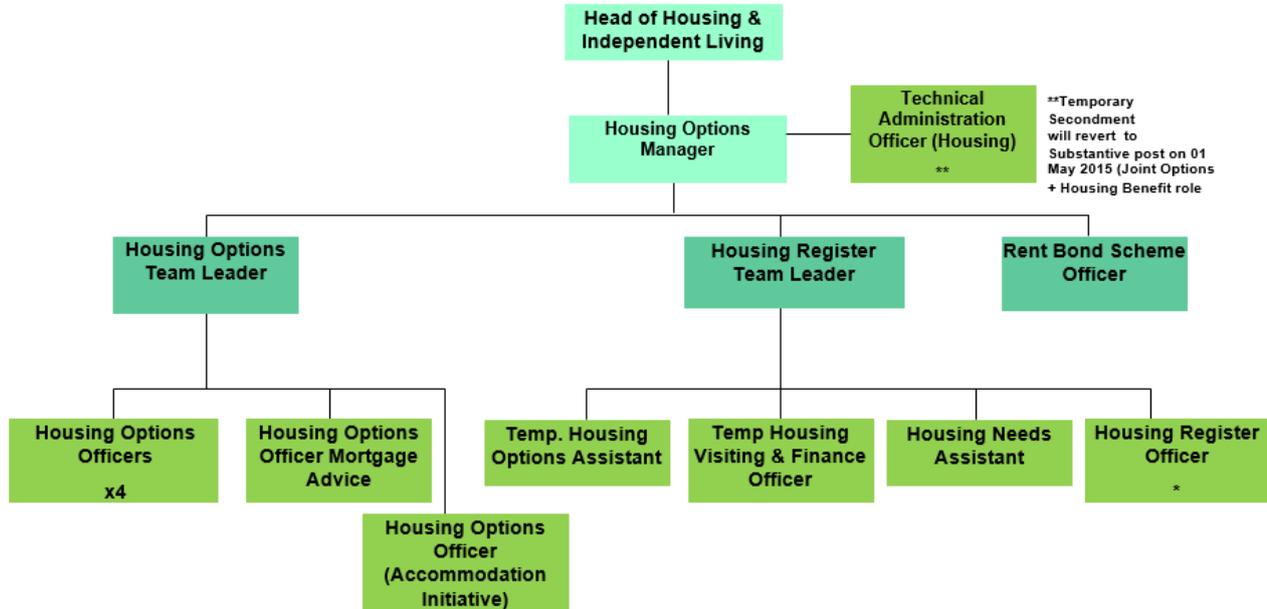


Chart 33: Housing Options team structure 2014

Housing Options Team 2019

The Housing Options team at Spelthorne Borough Council has significantly expanded over the last five years. This includes the recruitment of five new members of staff posted by March 2018 due to the increased workload predicted as a result of the implementation of the Homeless Reduction Act. This included three Housing Options Officers, one Tenancy Sustainment Officer, and one Complex Needs Worker.

The Complex Needs Worker sits within the Family Support Team (a shared service with Elmbridge Borough Council and Epsom & Ewell Borough Council), but is funded by the Community Wellbeing Group, and works wholly for the Housing Options team.

In addition to this, in March 2018 the corporate Housing Strategy function transferred from the Regeneration and Growth Group to the Community Wellbeing Group.

Total expenditure related to these costs are displayed in Chart 35. This highlights an increase in expenditure with staff related costs including: salaries, insurance, pension, and essential allowances for home visits. Staff related costs has doubled compared to five years ago due to the required team expansion. This has ensured our ability to deliver a well-structured and effective Housing Options Service. With increasing numbers of homeless households and rough sleepers Spelthorne Borough Council has aimed to meet with the demand for housing support, advice and assistance.

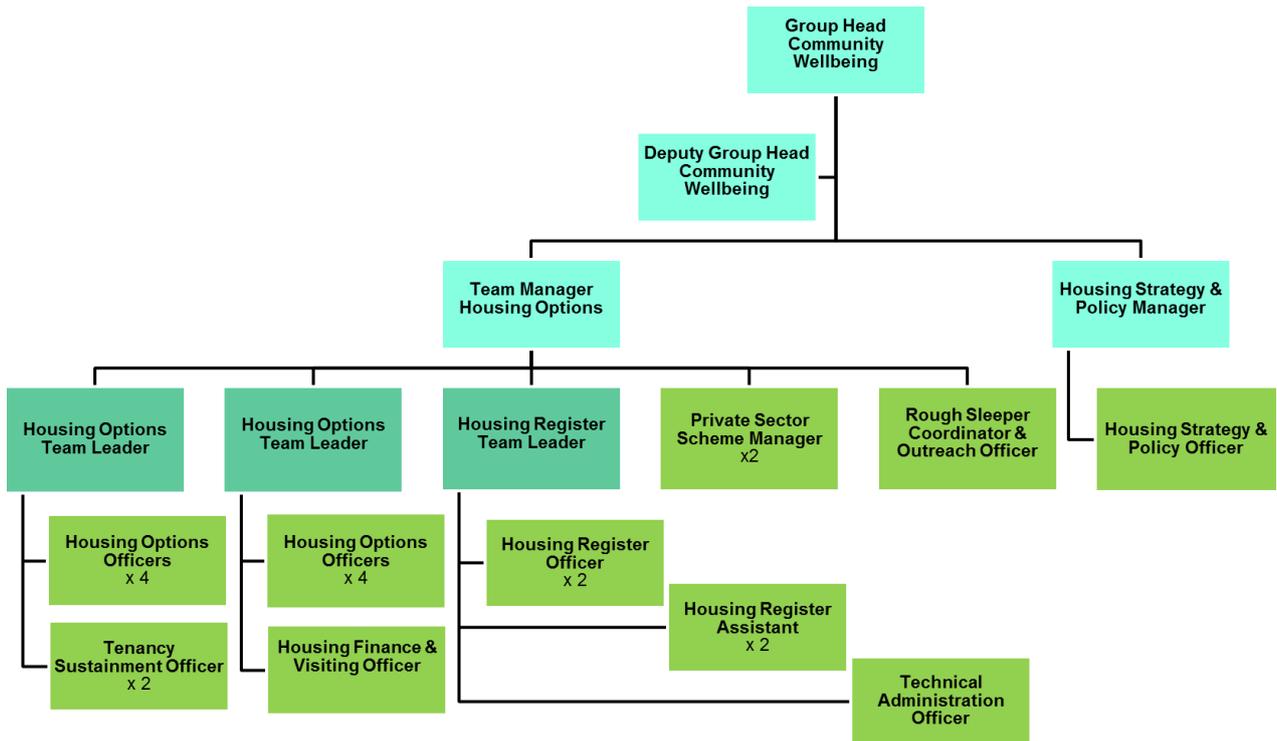


Chart 34: Housing Options team structure 2019

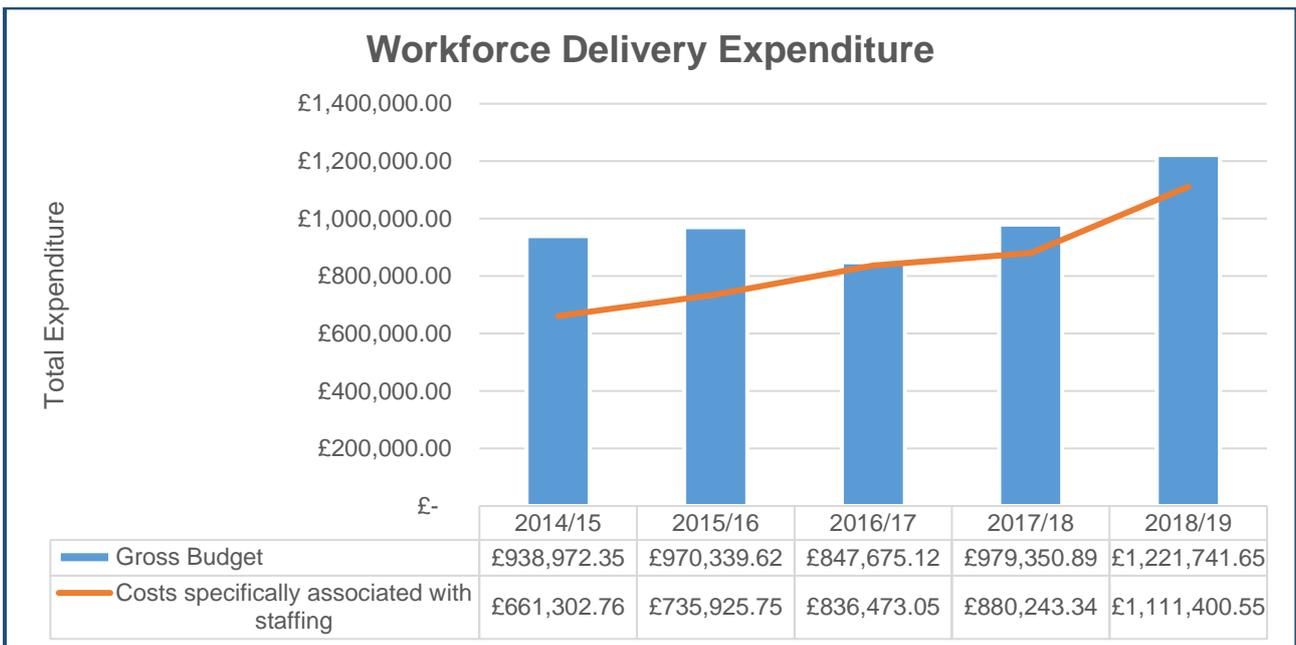


Chart 35: Workforce delivery expenditure 2014/19

Non-staffing revenue expenditure

Spelthorne Borough Council has also seen an increase in expenditure on homelessness and rough sleeping prevention initiatives. Chart 36 indicates a slight increase in initial years with a more than doubling in 2018/19. Some major changes in this final year included:

- The expiry of the St Mungo's and A2 Dominion floating support contract in 2018. As a result of this, Spelthorne Borough Council appointed an additional resource to work as a tenancy sustainment officer within the Housing Options team.
- Our Choice Based Lettings system was also upgraded in light of the new allocations policy and reapplication process in 2018/19.

- Spelthorne Borough Council now tops up our annual grant for Citizens Advice Runnymede and Spelthorne (CARS) services by £35,000.
- Due to Surrey County Council cuts, Spelthorne, Elmbridge and Runnymede Borough Council must now contribute towards the costs for a Look Ahead housing related floating support service. This contribution is £20,000 each per annum. This has been initially agreed for three years.

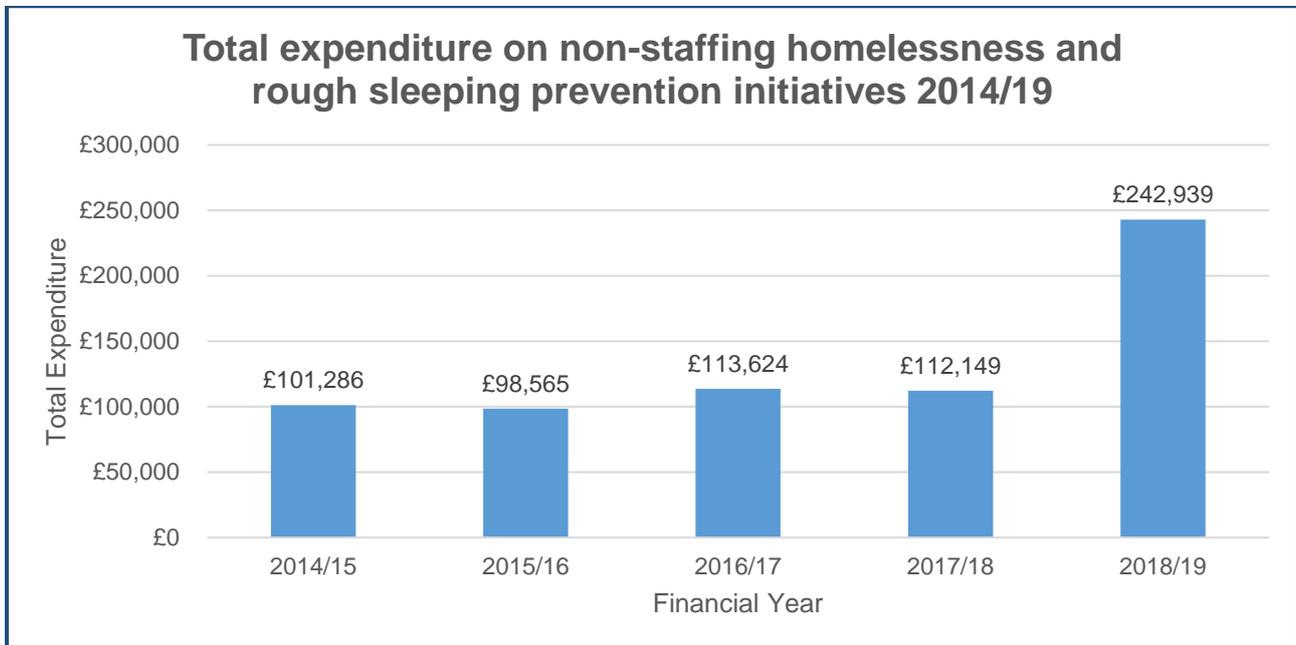


Chart 36: Total expenditure on non-staffing homelessness and rough sleeping prevention initiatives 2014/19

Emergency accommodation expenditure

Given the level of use of emergency accommodation, a significant amount of money is spent by Spelthorne Borough Council to secure emergency accommodation for homeless households. Whilst some of these charges are recovered back from the homeless applicant, there is still a shortfall which the Council pays for. Chart 37 identifies the total expenditure on emergency accommodation over the last five years. Whilst the figures fluctuate there has generally been an increase in expenditure compared to five years ago.

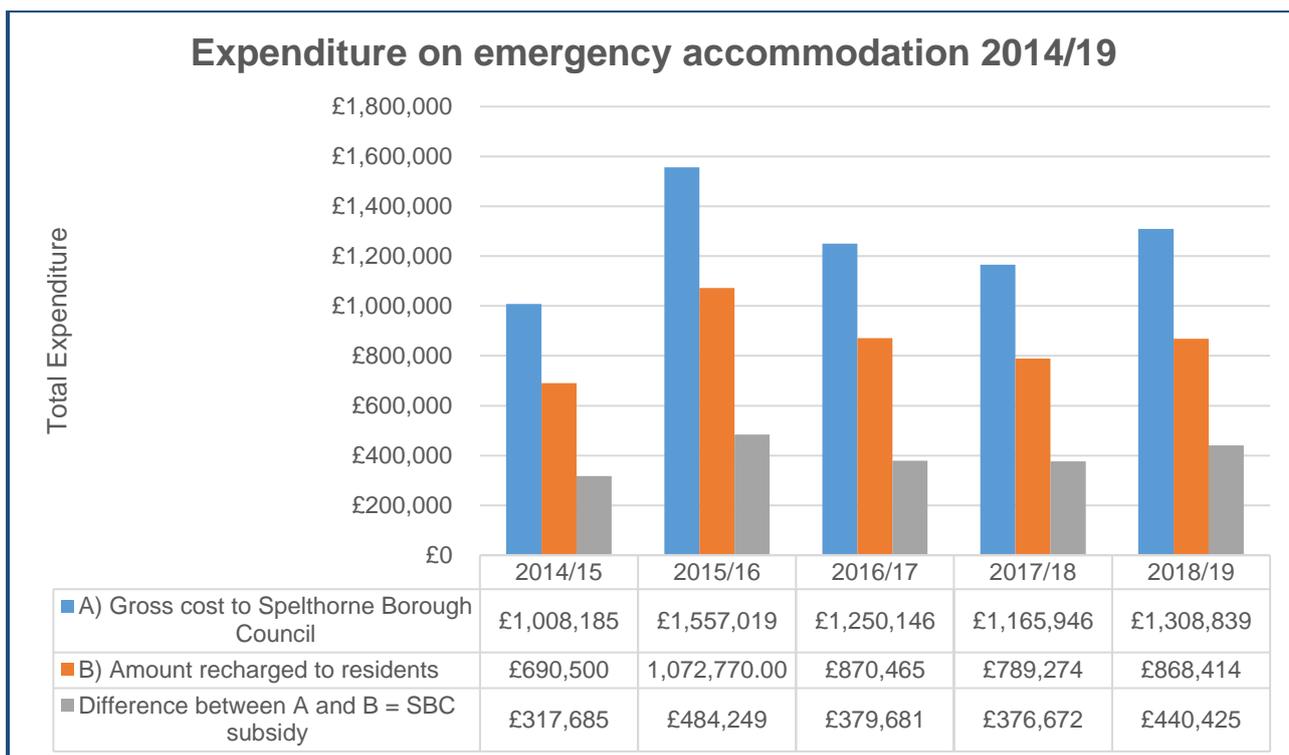


Chart 37: Expenditure on emergency accommodation 2014/19

Protection of property

Under section 211(1) and (2) Housing Act 1996 the local authority has a responsibility to ensure that where it has become subject to a duty to a homeless household they have ensured their possessions are safely stored. Table 14 indicates the total expenditure on reasonable steps taken to prevent the loss or damage to any personal property of the homeless household.

Financial Year	Storage expenses directly incurred by SBC	Reimbursement for storage expenses incurred by household
2014/15	£4,157.00	£0.00
2015/16	£869.59	£488.00
2016/17	£463.48	£0.00
2017/18	£1,100.00	£0.00
2018/19	£4,317.00	£45.50
Total:	£10,907.07	£533.50

Table 14: Expenditure on protection of property 2014/19

Spelthorne Rent Assure

Our privately rented scheme whilst successful is also initially costly as we enter in a two year guarantee rent period with the landlord. Since the commencement of our Rent Assure Scheme in December 2016, we have committed £2,227,689.80 up to April 2019. These costs are made up of the total market rents we have offered to pay for a period of 24 months. We collect back rent equivalent to the Local Housing Allowance (LHA) rate and top up the remaining monies to make up the market rent. Therefore whilst we have committed £2,227,689.80, providing we collect the full LHA rent back from the tenant the total cost to the council to top up these rents is £222,363.21. This

is approximately 9% of the monies we have committed and is significantly lower than the costs that would be incurred by an emergency accommodation placement

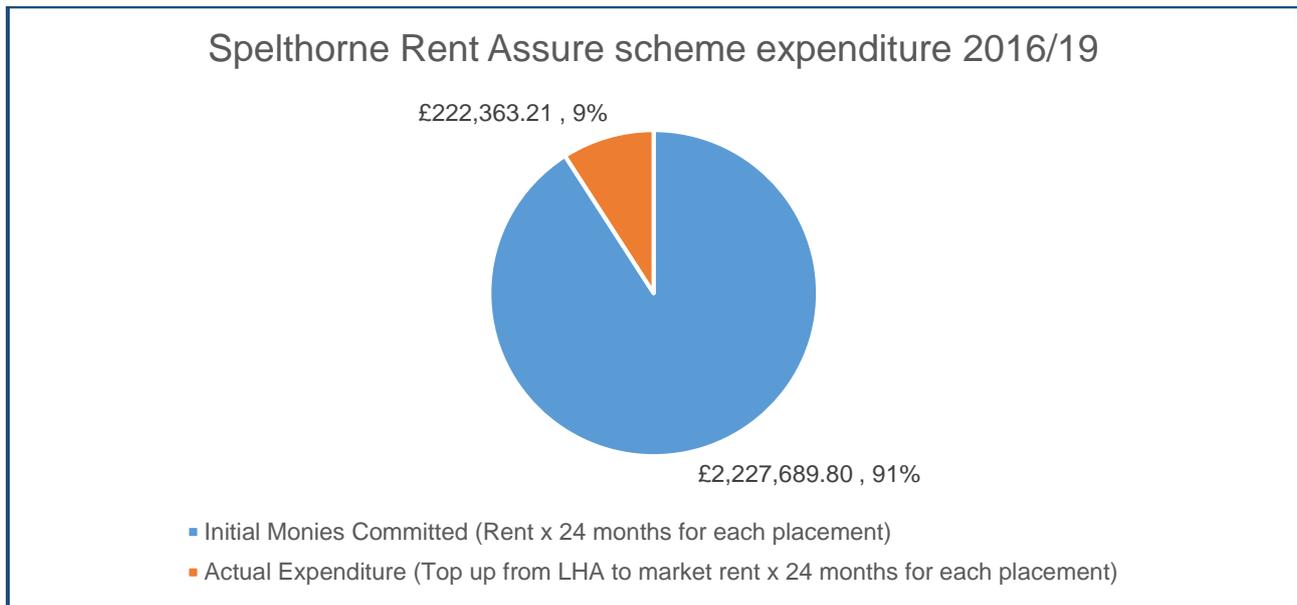


Table 15: Spelthorne Rent Assure scheme expenditure 2016/19

As the scheme is fairly new a total of £4,592.95 has been spent to market the scheme and gauge landlord interest. The scheme also offers the incentive of paying for an inventory to be completed at the start of the tenancy by a professional company. These inventory costs have accumulate to £4,060 for all placements made before April 2019.

Partnerships

Joint working is key to earlier intervention of preventing homelessness. Spelthorne Borough Council prides itself in working with its local partners to help reduce the levels of homelessness. To list but a few partnerships, Spelthorne Borough Council demonstrates some of the effective joint working relationships we have achieved so far and hope to continue building.

- **Social Services – e.g. mental health team (Catalyst), adult social care (Locality team), MEAM (Making Every Adult Matter), children’s social services, and the family support team.** These are key partnerships that we have to ensure that some of the most vulnerable groups in our society are offered key support and assistance. We have open opportunities to communicate with the various social services to ensure the wellbeing of households is being upheld when faced with potential homelessness. The introduction of the ‘Duty to Refer’ under the Homeless Reduction Act 2017 has also placed greater links between statutory services and the housing options team. By attending regular **MARAC** meetings with statutory and voluntary sector agencies, we are more informed about households who are victims of domestic violence and abuse. These meetings allow us to work together to ensure we are all offering the support needed by high-risk cases.
- **Surrey Police, National Probation Service, and Kent, Surrey and Sussex Community Rehabilitation Company** – By attending regular **MAPPA** meetings we are able to ensure we are supporting clients who are under probation and are either threatened or are facing homelessness. These meetings gives us deeper insight to the needs of this potentially vulnerable group.
- **Gypsy and traveller support** – to better understand the needs of this community and the types of support we can give.
- **Citizens Advice Bureau (CAB)** – whilst we can offer budgeting advice CAB are able to offer more enhanced financial and legal advice. Spelthorne Borough Council has formed a direct fast track referral service with CAB.
- **Job Centre Plus / DWP** – with the introduction of Universal Credit (UC) to Spelthorne borough in November 2018, we were proactive with our awareness and training of UC by working with Staines Jobcentre Plus (JCP). We also have a direct contact at JCP to assist with specific UC queries or complications.
- **Applied Resilience** - if there is an emergency there will almost certainly be a housing element involved. The applied resilience team have provided training sessions to staff at Spelthorne Borough Council in preparation for an emergency response.
- **Look Ahead** – the housing related floating support contract with Look Ahead means single people, couples and families are offered support with tenancy sustainment, homelessness and resettling in a community. Look Ahead specialise in delivering support services to those with mental health or a learning difficulties. They also deliver assistance to young people and those facing homelessness.
- **Transform Housing** - we have worked with Transform Housing to ensure our cases with more complex needs are assessed for support housing and are offered the assistance they need or require.
- **Homestart** – We work together to ensure families with young children who are experiencing challenging times are getting the additional support and assistance they need on a day-to-day basis.

- **Rentstart** - we have worked very closely with this charitable organisation for a number of years. Our PRS team in particular have built a good working relationship to ensure single homeless applicants are provided with the support they need whilst the PRS team mainly focus on families. The PRS team and Rentstart have run joint landlord forums and keep an open line of communication when new landlords or potential properties arise.
- **Salvation Army** - who operate a service in the Spelthorne Borough means an additional support service is available to help offer tailored assistance for those experiencing homeless. Our rough sleeper coordinator has worked with the Salvation Army to understand how we can offer a joint outreach service.
- **Children's centres** – By working with local schools in the area, we are able to keep clear lines of communication open to ensure the welfare and well-being of vulnerable children are being monitored and assured.
- **St Giles Trust** – We have worked with St Giles Trust to broaden our support service and widen our opportunities of helping a homeless household find a suitable tenancy. St Giles Trust particularly help to assist vulnerable young people by helping them seek employment, understand financial management and support them in finding accommodation.
- **St Mungo's** - Our rough sleeper coordinator and outreach officer has particularly worked closely with St Mungo's to gain an insight on rough sleeping and the impact it has. By working together, both parties are able to monitor rough sleeping more closely and work to provide outreach services to this vulnerable group of people.
- **Foodbanks** – in times of crisis we directly complete referrals to local foodbanks in order to help households in a desperate time of need e.g. **MANNA, Stanwell Foodbank, St Saviours Church.**
- **Surrey Crisis Fund / Besom Project / Hounslow Furniture Recycling Project / Woking Community Furniture Project** - We work closely with charitable organisations and the Surrey Crisis fund to help clients set up homes with furniture and white goods where no other funds or resources are available for households.
- **Age UK** – by keeping in regular contact, we are ensuring we provide support for this potentially vulnerable group of people and are better informing our understanding of this groups support needs.
- **Sanctuary Scheme** – Spelthorne Borough Council in partnership with Surrey Police and CAB Elmbridge (West) (North Surrey Domestic Abuse Outreach Service). Through joint working, the sanctuary scheme provides additional security to victims of domestic abuse where it is appropriate for them to remain in their own homes. Without this partnership this service would not have been operationally available.
- **Housing associations e.g. A2Dominion, PA Housing, Metropolitan Thames Valley Housing, L&Q** – As Spelthorne Borough Council does not own its own stock it aims to work with housing associations that operate in the local area to ensure affordable housing is available and being delivered. Our allocations team work effectively with the lettings teams of all of our housing association partners to ensure nominations are suitable and lets are completed in a timely fashion.

Monitoring and review

Strategic Housing Group (SHG)

SHG exists to ensure that Spelthorne Borough Council has a focussed strategic approach on housing matters, in order that Spelthorne's housing need is identified and met.

The objectives of SHG are:

- To decide priorities and focus of the group for the coming year.
- Develop strategies for dealing with issues (which may translate into projects to be reviewed).
- To ensure all housing strategies dovetail with other relevant strategies e.g. Asset Management Plan, Capital Strategy, etc.
- Develop and monitor the progress of the Housing Strategy Action Plan.
- Monitor key areas of concern (such as emergency accommodation and shortage of affordable housing) and make strategic decisions on approaches to mitigate the impact.
- To make decisions on operational matters which impact the delivery of strategic priorities.
- To share information on housing and housing-related issues (including changes to legislation).
- To identify and allocate resources to help meet the priorities identified.
- To ensure key politicians and partners are effectively communicated with.
- To receive updates on Knowle Green Estates acquisitions and developments.
- To consider and agree corporate responses to government consultations which directly or indirectly affect housing.

Membership of SHG includes:

- Deputy Chief Executive (s)
- Portfolio Holder – Housing
- Joint Group Heads Community Wellbeing
- Group Head Regeneration and Growth
- Deputy Group Head Community Wellbeing
- Housing Strategy & Policy Manager
- Housing Options Manager
- Housing Benefits Manager
- Senior Environmental Health Manager
- Accountant (Housing)

A number of staffing changes over the first three years of the strategy period meant that strict monitoring of the implementation of the strategy and action plan was not fully carried out. Despite this, much of the strategy was being implemented as intended, and being monitored by service managers.

Implementation of the Homelessness Strategy and Action Plan 2014-19

Looking back at the eight strategic priorities that were set out for 2014-19, we have achieved some of our targets but we have not been successful in all.

A reminder of these targets are outlined below in Table 16.

Strategic Priority	Did we accomplish it?
Adopt a corporate and partnership commitment to preventing homelessness.	Yes – Spelthorne Borough Council adopted a homelessness strategy which was commissioned at Cabinet on 15 July 2014. To date a housing forum has not been established, although for the past year Spelthorne Borough Council has joined Runnymede Borough Council’s Homelessness Task Group Meetings.
Develop and provide a comprehensive preventative housing options service including the single homeless.	Partly – The Homelessness Reduction Act 2017 has resulted in an entire new suite of processes and procedures, which now outdate the processes we said we would do when the strategy was implemented. All cases are offered an assessment, and where applicants are identified as homeless or threatened with homelessness, they are offered a personal housing plan to either prevent or relieve their homelessness.
End the use of bed and breakfast accommodation for families.	No – Whilst we have not ended the use of B&B accommodation by families we have significantly reduced the number of out-of-borough placements and reduced the average length of time for B&B users over the last five years.
Facilitate the discharge of the homelessness duty into the private rented sector.	Yes – We continue to discharge duty into the private rented sector. We work to promote the private rented sector as the most realistic way of preventing and relieving homelessness.
Through the Housing Forum develop housing pathways for vulnerable groups.	Partly – As previously noted, we did not establish a housing forum. Since the introduction of the Homeless Reduction Act 2017, we prepared statutory pathway plans required for the identified groups. These plans have been jointly created with the relevant partners and are able to evolve in time.
Develop a private sector offer through working with local landlords and through a Spelthorne Borough Council lettings agency that will acquire properties for the discharge of the duty and where necessary as temporary lets.	Yes – Our Rent Assure Scheme was launched in December 2016 which offers competitive market rent to landlords who offer their properties to the Council for homeless families. This is in addition to our existing Bond scheme which was set up in 2007.
In collaboration with Runnymede and Elmbridge Councils: Adopt a ‘no second night out’ for emergency accommodation.	Yes – We had a Single Person Complex Case Worker attached to the Family Support Team which was shared with Elmbridge. We also worked with Runnymede Borough Council and Elmbridge Borough Council to provide SWEP accommodation in Hersham Road. This was successfully implemented for one year and thereafter each borough has made their own arrangements.

In partnership with the Citizens Advice Bureau (CAB) prevent mortgage repossessions.

Partly – The mortgage rescue protocol was introduced by national government so there is now earlier preventative work. This is reflected in our statistics which show we have a low number of homeless households from mortgage repossessions.

Table 16: Review of the Homelessness Strategy and Action Plan 2014-19

Appendix 4: Our strategic priorities for the next five years

Our strategic homelessness and rough sleeping prevention priorities over the next five years will focus on five key areas:

- End the use of emergency accommodation
- Reduce the length of stay in temporary accommodation
- Nobody sleeps rough in Spelthorne
- Increase use of private rented sector for homelessness prevention and relief
- Invest in staff training and development in order to improve the customer journey within the Housing Options service.

Ending the use of emergency accommodation

We need to ensure that our residents who are facing or who are at risk of homelessness are assisted at the earliest opportunity. Emergency accommodation lacks security and can therefore be disruptive to households; particularly to those with children as found by Children's Commissioner¹. Emergency accommodation is sometimes not ideal and adds to the pressures homeless households are already under. Sometimes placements are out-of-borough which makes it difficult for them to sustain their existing support network and access local services. It is also extremely costly to the council whereby expenditure could be used on greater homelessness preventative methods and long-term solutions. Spelthorne Borough Council currently has a gross budget of £1.5m per year for emergency accommodation.

How we will achieve this

- In line with the Housing Strategy, to deliver the redevelopment of Harper House throughout 2020/21, and put in place robust housing management and resident support arrangements to keep placement lengths to a minimum.
- Put in place a plan to end the use of emergency accommodation out-of-borough where suitable.
- As part of the Council's housing strategy, Knowle Green Estates will deliver temporary accommodation units in the borough. We will produce a requirements analysis which will detail the specific types of properties needed to meet local need, including accessible units.
- Implement earlier preventative techniques which includes raising awareness and encouraging the use of the 'duty to refer' which was introduced by the Homeless Reduction Act 2017.
- Closely monitor the level of funding for the Council's homeless prevention fund, leveraging in resources from alternative funding streams where possible and as necessary.
- We will ensure there is a provision for a number of accessible units for those with impairments to avoid the use of emergency accommodation.
- Review the way in which residents of emergency accommodation are supported to access settled accommodation
- We will extend existing measures to ensure the quality of accommodation which is offered to homeless households.
- We will require all households in emergency accommodation who are on the Housing Register to register for auto-bidding for all suitable available

¹ Children's Commissioner (2019). Bleak Houses: Tackling the Crisis of Family Homelessness in England. <https://www.childrenscommissioner.gov.uk/wp-content/uploads/2019/08/cco-bleak-houses-report-august-2019.pdf>

properties. Suitability will be based on the content of the applicant's personalised housing plan.

Reduce length of stay in temporary accommodation

Whilst temporary accommodation is slightly more secure than emergency accommodation it is still a temporary measure and can still be disruptive to homeless households. Our recent Homelessness Review identified that households in temporary accommodation were on average staying for over a year. Where possible, we want to see a significant reduction in the time homeless households spend in temporary accommodation and see an improvement in the number of households we are moving on to more settled accommodation. This will support the reduction both in numbers of households and length of time they stay in emergency accommodation.

How we will achieve this

- Review and establish robust move-on plans for all residents of temporary accommodation. This will be in partnership with A2 Dominion who own and manage the properties. Regular progress meetings will highlight those who have lived in temporary accommodation for longer than 6 months. This includes liaising and joint working with family support, voluntary organisations and our other partners to establish effective plans and maximise opportunities for identifying suitable alternative and more settled accommodation.
- Work with A2 Dominion to develop the service offer for temporary accommodation. This will include rent levels, quality, fixtures and fittings, as well as move-on plans.
- In line with the Council's Housing Strategy, Knowle Green Estates will deliver accessible housing for those in temporary accommodation ready for move-on, who have specific mobility issues and find it difficult to access suitable accommodation.
- Ensure referrals have been completed for all existing and future residents in temporary accommodation to the Spelthorne Rent Assure Scheme. This is another opportunity to help residents in to privately rented accommodation which is more readily available to use.
- In line with our Housing Strategy, promote and increase the delivery of suitable affordable rented housing in the borough to help expedite the movement from temporary accommodation.

Nobody sleeps rough in Spelthorne

The government's rough sleeping strategy aims to halve rough sleeping by 2022 and eliminate by 2027. We are committed to help achieve this target. Nationally rough sleeping has nearly doubled in the last 8 years. In Spelthorne, the number of rough sleepers has varied over the years but is an increasing trend which represents an extreme form of homelessness. Nobody deserves to be sleeping rough in Spelthorne and we want to ensure our homelessness support and outreach service is maximised to ensure this doesn't happen.

How we will achieve this

- Develop and keep updated a service support map for rough sleepers in Spelthorne to ensure we are maximising the use of nearby services. As part of this mapping exercise, we will identify gaps in service provision across the borough and work with voluntary and faith sectors to address these gaps.
- In partnership with other Surrey authorities, explore adopting a MEAM (Making Every Adult Matter) approach and the capability of appointing a 'navigator' for those who may need additional support in seeking accommodation. Allocating more dedicated time to these types of cases may encourage reengagement with the local authority and supporting services.
- Sustain our current Rough Sleeper Coordinator and Outreach service which ensures anyone who is reported as sleeping rough in Spelthorne is offered support and advice at the earliest opportunity. This will involve considering how this role will fit with the White House Hostel to be developed in 2020/21.
- Work with other agencies to deliver awareness based workshops to local schools and youth clubs to increase awareness of housing options.
- Encourage the public to use StreetLink to notify us of people sleeping rough in the area. This will enable us to reach and offer support to them sooner.
- Work with A2 Dominion, Surrey County Council and other key partner agencies to deliver a Housing First pilot.
- Continue to work with Runnymede and Elmbridge Councils on the delivery of Hersham Road supported accommodation and day service drop-in.
- In line with the Councils Housing Strategy, deliver the White House hostel project in partnership with Homes England and the Salvation Army.
- Develop further links with armed forces charities so that veterans who are already rough sleeping or at risk of rough sleeping are supported appropriately to access and sustain accommodation.

Increase use of the private rented sector for homelessness prevention and relief

Privately rented accommodation is our primary offer of accommodation to households facing homelessness. With the decline in social housing we are seeing a considerable change in how we are able to offer assistance to prevent and relieve homelessness. Strengthening our use of the private rented sector offers us an opportunity to move on homeless households quicker from both emergency and temporary accommodation. We want to encourage as many local landlords, estate agents and property developers to work with us as possible. Increasing our use of the private rented sector allows us to prevent and relieve homelessness at an earlier stage.

How we will achieve this

- In line with our Councils Housing Strategy, ensure our offer to private sector landlords is competitive, robust, affordable, and suitable.
- Use appropriate marketing methods to encourage new landlords to work with us, and ensure that we have a sustainable pipeline of properties to use.
- In order to improve relations with local estate agents and landlords, we will organise a biannual landlord forum. Part of this will market our Spelthorne Rent Assure scheme and the incentives we offer landlords. In partnership with Job Centre Plus (JCP), the event would include a Q&A stall on Universal Credit to provide reassurance and information to landlords.
- Work with Knowle Green Estates to develop and expand affordable PRS tenure in accordance with our Housing Strategy aims.
- Work with Citizens Advice Runnymede and Spelthorne (CARS) social policy team to address and lobby on the broader causes of homelessness such as the challenges of welfare reform.
- In partnership with JCP and Economic Development, design a workable process to effectively support residents who are affected by any welfare reform, in particular the benefit cap and who are finding it difficult to secure work. Focusing on skills including CV advice and tips for job searching
- Evaluate how discretionary housing payment's (DHP) are allocated to ensure effective targeting of households facing homelessness. This will include making sure we know how we are targeting payments.
- Work with our Environmental Health team on HHSRS (Housing health and safety rating system) inspections to prevent homelessness from properties in poor conditions. This may include the introduction of a housing improvement grant to enable landlords to undertake necessary works, preventing the potential homelessness of the existing residents.
- Work jointly with probation services to ensure that prison leavers and those under licence are supported appropriately in order to prevent re-offending and encouraged to resettle into the community.
- Develop further links with armed forces charities so that currently serving members of the armed forces, veterans and their families are offered appropriate support to access and sustain private rented accommodation.

Invest in staff training and development in order to improve the customer journey within the Housing Options service.

Residents who are unfortunately at risk or are threatened with homelessness are going through a potentially stressful and detrimental point in their life. Improving our Housing Options team's customer service skills will help us to deliver homelessness advice and support in a more empathic and understanding manner. A recent Housing Options service user survey completed by Spelthorne Borough Council reflected comments in regards to the customer service skills at Spelthorne Borough Council. We endeavour to listen to our residents and want to improve this aspect of our service.

How we will achieve this

- We will continue working with other Surrey authorities to access shared training events.
- Seek to implement relevant recommendations from the forthcoming Ministry of Housing and Local Government's (MHCLG) review of the implementation of the Homelessness Reduction Act 2017.
- Improve the Housing section on the Spelthorne Borough Council's website to ensure it is easily accessible and has a clear directory of the services available in the local area for households threatened or experiencing homelessness.
- Agree annual training plans with members of the team. Open up more opportunities for our Housing Options staff to develop their skills and knowledge of housing and homelessness advice. We will offer staff relevant courses and qualifications and membership to the Chartered Institute of Housing.
- We will review the channels by which customers contact us with an intention of making it simpler and easier to get in touch with us.
- We will implement opportunities for us to collect customer feedback. This will allow us to make more timely reviews of service delivery, and help us to better inform policy development.
- Appoint a member of the Housing Options team to complete a monthly data quality check. This will ensure regular monitoring of our data on homelessness in the borough, and identify staff training requirements where patterns of issues are identified. Improving data quality monitoring will better inform our decision making on preventing homelessness.

Joint Committee (Spelthorne) - Forward Plan

Details of future meetings			
<p>Dates for the Spelthorne Joint Committee 2019/20 15th July, 30th September, 16th December, 23rd March 2020</p> <p>The Committee meeting commences at 6.30pm (Informal Public Question Time 6.30pm – approx. 7.00pm). This forward plan sets out the anticipated reports for future meetings. The forward plan will be used in preparation for the next committee meeting. However, this is a flexible forward plan and all items are subject to change.</p>			
Standing items	Purpose	Contact Officer	Proposed date
Highways Update (for decision)	Standing item for all Spelthorne Joint Committees	SCC Area Highway Manager	ALL
Decision Tracker	For information	Partnership Committee Officer	ALL
Members Allocations	Updates on members allocations: Highways and Community fund	Partnership Committee Officer/ Area Highways Manager	ALL
Forward Programme	Review the Forward Programme and consider further themes for Member briefings	Partnership Committee Officer	ALL
Scheduled items			
Esso pipeline	A representative from the project to attend and answer members' questions	Philippa Garden	March 2020

Suggested topics not yet confirmed

Topic	Purpose	Lead officer	Suggested date
Education update	For information. Updating on schools improvement transition work and future role of committees in education	Paula Evans SCC	To be confirmed
Emergency Management	Update for information	Ian Good	To be confirmed
Early Help	Update for information	Tim Kitchen	To be confirmed
Children's Services	Update for information	Cabinet Member (Mary Lewis)	To be confirmed
Adult Social Care	Update for information	Cabinet Member (Sinead Mooney)	To be confirmed
Tackling litter: community initiatives	From meeting on 15 July	To be identified	To be confirmed
Stanwell Moor, proposed car park	Fromm meeting 30 Sept	Simon Elson	To be confirmed
Spelthorne Schools Together	A look at this initiative. A confederation of 26 schools that work together to enhance learning for children in Spelthorne	Alex Williams SST	To be confirmed